

Fundamentals of **WAREHOUSE MANAGEMENT**

This Workshop-in-a-Box is designed to provide delegates with the skills and knowledge required to effectively manage operations within a modern warehouse or distribution centre. The practical nature of these workshops ensures that delegates will leave with techniques and methodologies that can immediately be implemented in their operations.

World-class customer service can only be achieved through a world-class distribution centre.

The presenters will address the fundamental issues challenging modern organisations and will offer strategic and practical approaches for consideration in transforming your distribution centre into a value-adding link in your supply chain.

This workshop has been designed to offer value to for introductory to intermediate level.

Supply chain is a dynamic industry that is constantly evolving. It is therefore imperative for executives operating in this environment to keep in touch with industry trends, best practices and technological advancements.



Vicenda is an innovative business information company servicing the logistics and supply chain industry.

We focus on creating platforms for seasoned supply chain practitioners and industry experts to share their experience and insight and offer practical solutions to the business challenges that supply chain executives encounter daily.

Workshop-in-a-Box is a self-contained multimedia product that offers all the elements of a traditional workshop with the convenience of training where and when you want.



Content is presented by experienced supply chain practitioners and trainers. Information is delivered in a clear and concise manner. This format is not only cost effective & time efficient but also allows you to train unlimited numbers of staff at a fraction of the cost of a traditional workshop. An interactive element has been introduced to encourage users to ask questions on the course material and also learn from other users' Q&A's.

Who will benefit from this workshop?

Whether you're an experienced professional or a junior executive interested in learning the fundamentals of warehouse management, the information presented at this workshop is practical and designed to benefit you and your organisation. If you are involved in any of the following areas, the content of this workshop will be applicable to you:

- Logistics
- Supply Chain Management
- Warehousing
- Distribution
- Materials Management
- Freight Management
- Inventory Management
- Manufacturing
- Order Fulfilment
- Information Technology



The Supply Chain, Customer Service & the Business Cycle

- Introduction
- Objectives of the Workshop
- The Supply Chain concept
- Supply Chain Management Objectives
- Customer Service & Customer Relations
 - Internal & External Customers
- The Dimensions of Customer Service
- The *Business Cycle*
- Draft company's Supply Chain & *Business Cycle*

The Role of Inventory, the Warehouse, Materials Handling & Packaging

- The Role & Functions of Inventory/Stock
 - Utility
 - Types of Inventory/Stock
- The Role & Functions of the Warehouse
 - Types of Warehouses
 - Value-added by the Warehouse
- Principles of Materials Handling
- The Role & Functions of Packaging
- Exercise: ABC Inventory Analysis

Core Warehouse Tasks & Processes - Part One

- The Basic Warehouse Flow:
 - Receiving
 - Checking
 - Putaway
 - Picking
 - Marshalling & Packing
 - Dispatching
 - Delivery
 - Returns
 - Administration
 - The Receiving Process
- The Checking Process
- The Putaway Process
- Exercise: Flow Chart, Performance Standards & Allocation of Responsibility

Core Warehouse Tasks & Processes - Part Two

- The Picking Process
- The Marshalling & Packing Process
- The Dispatching Process
- The Delivery Process
- The Returns Process
- The Administration Process
 - Picking Slips
 - Invoices
 - Delivery Notes
 - Job Cards
 - Stock Control
- Exercise – A Stock Control Exercise

Warehouse Layout & Materials Handling

- The External Flow
- The Internal Flow
- Flow Management
- Racking and Shelving
- Storage Systems
- Materials Handling Equipment

Technology in the Warehouse

- Process Design & Development
- Management Information Systems
- The use of peripheral technologies in the warehouse
- Technology Return-On-Investment

Total Quality Management (TQM)

- Product Quality & Integrity
- Housekeeping
- Health, Safety & Security
- Information & Data Accuracy
- Company Image
- Exercise: SWOT Analysis & Action Programs

Warehouse Management

- Warehouse Performance Measurement & Improvement
- The Utilization of Capacity & Resources
- People Management
 - Policies & Procedures
 - Health, Safety & Housekeeping
 - Communications
- Effective Problem Solving
 - Analysis of Source
 - Presentation of Findings & Recommendations
 - Resolution, Action Plans & Implementation
- Exercise: Warehouse Case Study

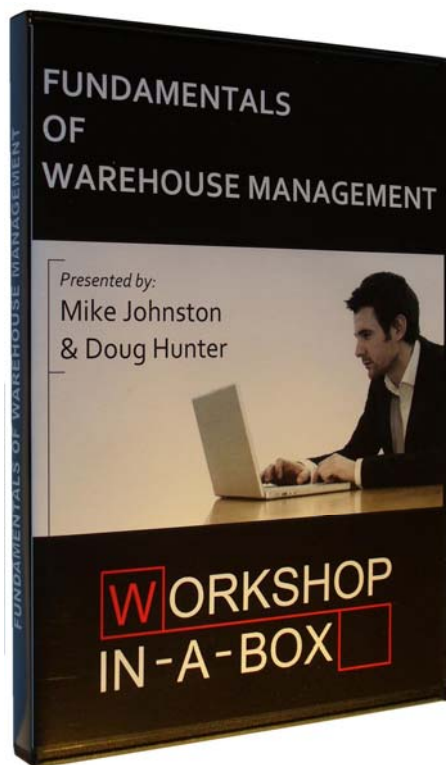
TOTAL PRESENTATION TIME: approx 11 hours

WHAT'S THE COST?

The cost for a single copy of Fundamentals of Inventory Management is **R1 950 + vat.** Additional copies of the same title can be purchased at 50% of the original cost at **R975 + vat.**

Purchase of a Workshop-in-a-Box entitles you to:

- Unlimited viewing of the workshop
- Unlimited access to view and learn from online Q&A's on each session
- The opportunity to post questions online to presenters on any part of the course material for the first three months from receipt of workshop.



WORKSHOP PRESENTER

Mike Johnston graduated with a Bachelor of Science from the UCT and a MBA from the Graduate School of Business at Wits University. He spent 13 years with Tanker Services moving from Management Trainee to Operations Manger for Tanker Services (Natal) to Group Operations Manager.

In 1985, he embarked out on his own as a specialist Transport & Logistics consultant. He has been engaged by numerous companies in South Africa over the past twenty two years to investigate and improve corporate supply chains and operations. This includes issues ranging from logistics & distribution strategy, procurement, order processing, inventory management, warehousing and transportation.

Mike lectures at Damelin College on procurement, logistics & warehousing. He has been involved in numerous related conferences and workshops. He has been a committee member of the Southern African Roundtable of the Council of Supply Chain Management Professionals (CSCMP) and a judge on the Logistics News *Annual Logistics Achiever Awards* since 1996.

Guest presenter: Doug Hunter has worked with SAP South Africa and its customers since the “dot-com bubble” till today focusing on improving supply chains with and without SAP enabling technology. He currently manages the Cross Industry Solution Team which is responsible for CRM, SRM, PLM and SCM.

Before this his career started as an Industrial Engineer in Scotland, then Production and General Management in South Africa. He also consulted for Hewlett-Packard and Outsource Services in South Africa implementing ERP, Quality and APS systems in a range of industries. Doug remains passionate about unleashing the business opportunities and value often hidden in organisations today.

To order a copy, or to view other titles available or in production, visit www.vicenda.co.za

For More information, you can contact Karl Murray at:
011 704 5931 or email: karl@vicenda.co.za

FREQUENTLY ASKED QUESTIONS

WORKSHOP-IN-A-BOX is an innovation in supply chain training and content delivery. It offers a cost effective and time efficient way to train your supply chain staff by including all the elements of a traditional workshop:

- The factual and structured content
- An experienced presenter
- The ability to ask questions and also learn from answers to other delegates' questions

HOW DOES IT WORK? Simply insert the course DVD Rom into your computer / laptop (no additional software is needed). All sessions are loaded on the DVD Rom and can be accessed from the main menu. Each session combines video of the presenter together with the course content delivered clearly and timeously. This format is not only cost effective & time efficient but also allows you to train unlimited numbers of staff at a fraction of the cost of a traditional workshop. Content is presented by experienced supply chain practitioners and trainers.

WORKSHOP-IN-A-BOX is not online training but an interactive element has been introduced to encourage users to ask the presenters questions on the course material and also learn from the answers to other users' Q&A's.

FUNCTIONALITY: To enhance the learning experience, we have built additional functionalities into this product:

- Pause, forward and rewind any presentation
- Print copies of the presentation slides
- Post questions to presenters online
- View other "delegates" Q&A's on each session

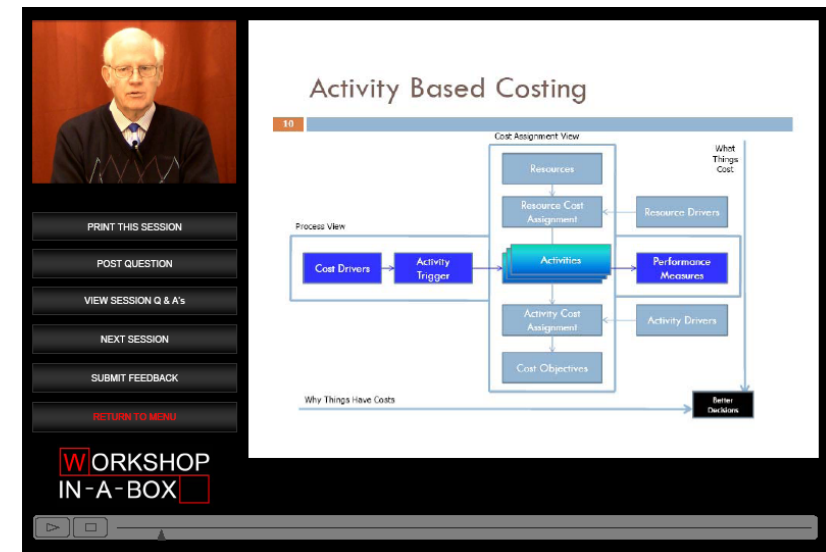
SESSION Q&A's: Most of our presenters are practitioners and consultants. Although presenters have committed to answering all questions posted in a reasonable amount of time, the response will not be immediate. Each answer to a posted question is e-mailed directly to the user and posted on the site for the benefit of all users.

SYSTEM REQUIREMENTS: The DVD Rom requires no additional software to run. Screen size and resolution has been optimised for 1024 X 768. This is a common screen size for laptops and desktop screens and also the most common resolution for data projectors.

ACCESS CODES: Each unit comes with a unique code that is printed on the back of your DVD box. This code will allow the user access to the interactive Q&A's.



SCREENSHOT OF MAIN MENU



SCREENSHOT OF SESSION FRONTEND