



Institute for Capacity Development (ICD)

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Warehouse Operations and Management

Course Objectives

On completion of the course, participants should be able to:

- Improve efficiency, productivity and ultimately to manage the store and warehouse profitably
- Get a thorough grasp of the safety and security features in warehouse
- Maximize customer service and provide fast and accurate issuing.
- Plan and control the warehousing operation to minimize the operational costs.
- Guarantee safety to the warehouse personnel and facilities.
- Adopt and install a systematic and updated approach to store and warehouse operations.
- Develop the technical skills of warehouse personnel.
- Deal and work with the problems and constraints related to warehousing management.

Target Groups

- Logistics Managers
- Materials, Purchasing, Warehousing and Distribution Managers
- Store Supervisors
- Stock or Inventory Controllers
- Stockists, Distributors and Traders
- Importers and Exporters
- Production Personnel

Course Outline

- Management Skills and Practices
- Objectives and Functions of Warehousing Management
- Warehousing and Manufacturing
- Warehousing and Physical Distribution
- Achieving Organizational Excellence in Warehouse Operations
- Usages of Computers in the Warehouse
- Receiving at the Warehouse
- Inventory Classification and Inventory Record Accuracy
- Operating and Maintenance Costs
- The ABC Classification
- Organizing the Storage and Material Handling
- Layout of the Warehouse
- Storage Utilization and Organization

- Stock Location
- Fixed versus Random Location
- Material Handling Equipment
- How to Improve the Receiving/Issuing Material Handling Operations
- Dealing with People-Related Warehousing Problems
- Staff Management
- Corrective Guidance
- Housekeeping and Safety in a Warehousing Environment
- Safety Hazards
- Unsafe Acts and Conditions
- Planning for Safety
- Warehousing Management through Performance Analysis (KPIs)
- Audit of a Warehouse
- Objectives of the Warehouse Audit
- Periodic and Intermittent Audits
- Components of the Audit
- Steps to Follow Before, During and After the Audit
- Problems in Warehousing
- Storage Analysis Chart
- Record Keeping and Communication
- IT Skills
- Action Planning

Dates: 15th – 26th October 2018

Duration: 2 Weeks

Course Costs: US\$2850

Venue: Windhoek, Namibia