

## **SSM 58 - WAREHOUSE AND DISTRIBUTION MANAGEMENT**

The course participants will learn the fundamentals principles of the physical management of stock, why companies hold stock, how they acquire it and how they control and distribute it efficiently. They will gain an understanding of how warehouse and distribution operation work and they are managed efficiently. They will also gain sufficient knowledge to allow them to develop solutions to problems in their own working environment.

### ***WHO SHOULD ATTEND?***

This course is designed for junior and middle managers who are responsible for warehouse and distribution planning and management. This training programme is designed to give each participant a good foundation understanding of this area of operation and the opportunity to increase the knowledge to contribute to the participant's current role.

### ***COURSE CONTENTS***

#### **Session 1 - Warehousing functions, Site selection and layout**

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##### **Warehousing functions**

- How many warehouses
- Distribution function

##### **Warehouse Site Selection and Layout**

- Principles of site selection
- Distribution table
- Estate selection
- Site selection
- Principles of warehouse layout
- Warehouse areas
- External storage
- Site layout

#### **Session 2 - MHSE**

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- Types of storage equipment
- Live racking and Mobile racking
- Automatic warehousing
- Location numbering systems
- Picking paths and Storage strategy
- Principles of MHE
- Motive power
- MHE and computers
- Choosing MHE and Types of MHE

## Session 3 - Warehouse Procedures

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- Receipts process
- Picking process
- Despatch process
- Housekeeping
- Stocktaking

## Session 4 - Health, Safety and Security

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### Introducing the Role of the Warehouse Supervisor

When examining all the operations undertaken, the balance has to be found between maximizing space usage whilst minimizing the time taken to carry out the operations. This involves looking at:

- Receiving options
- Storage options
- Picking/assembly options
- Dispatching options
- Using the floor and the height space
- Organizing for flow

### Methods and Equipment

Here we specifically look at the lifting, storing and moving equipment available for specific layout options, including:

- Warehouse structures
- Loading bays
- Selecting fork lift trucks
- Selecting racking
- Implications for warehouse layouts
- Operational timings and planning

### Health, Safety & Security

Warehouses are potentially dangerous areas in which to work, and an overview of the appropriate legalization will be looked at, including:

- Duty of care
- Inspections and risk assessments-task analysis
- Equipment maintenance and care
- Recognizing health and safety risks
- Raising people's awareness

## Service levels

As Warehouses are a link in the total process of customer satisfaction, this session will therefore look at:

- Internal and external customers
- The three key customer service measures
- Customer service sampling
- Effects of substandard service
- Minimizing errors to be able to operate safely and satisfying clients.

## **Session 5 - Distribution Management, Planning and Performance**

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### **Distribution Management**

- Responsibilities
- Transport Methods
- Vehicle Selection
- Vehicle acquisition and replacement
- Vehicle operations

### **Distribution Planning and Performance**

- Schedule Services
- Route Planning
- Type of cargo
- Monitoring Customer Service and Performance