



LM053: Warehouse Supervisor Roles

Training Description:

Warehouses are extremely important for the storage of goods during the process of production and distribution, and hence, warehouse management is critical. Warehouse operations are an integral part of an organisation's strategy.

Effective and efficient warehouse operations and management can have a profound impact on organisational growth. While the performance of members involved in key warehouse functions and processes is important, the performance of warehouse supervisors is critical.

What role do warehouse supervisors play? Warehouse supervisors are responsible for ensuring the highest quality of work with enhanced productivity. They oversee all processes and activities across three major areas of warehouse operations—inbound, process and outbound activities.

Thus, management skills are extremely important for warehouse supervisors to successfully undertake their roles and contribute to organisational growth.

This intensive warehouse supervisor training course will empower each participant with all necessary management skills and insights to successfully undertake supervisory roles in warehouse operations.

Through this interactive training course, participants will gain the necessary confidence and experience to effectively manage and establish necessary changes in warehouse operations to increase quality and efficiency. This training course will provide each participant with the necessary skill set to work in any organisation or industry, thus preparing them to assume and successfully fulfil a wide range of opportunities in warehouse management.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ An in-depth understanding and knowledge of best practices in warehouse management
- ✓ The required skills, experience and confidence to review existing processes to check for gaps or opportunities for enhancement and implement relevant changes seamlessly
- ✓ The necessary confidence, experience and knowledge to enhance the quality and productivity of warehouse operations, thus supporting organisational growth
- ✓ The knowledge and potential to train other executives and managers on specific skills required to manage warehouse operations
- ✓ The knowledge and capabilities to apply advanced concepts and techniques to enhance warehouse operations
- ✓ The perspective and foresight to anticipate risks and make provisions to manage risks and prevent impact to organisational growth
- ✓ The skill and experience to motivate team members to deliver high performance
- ✓ The potential, capability and confidence to contribute to client and employee satisfaction as well as organisational growth through effective management, thereby demonstrating talent and potential to undertake opportunities fostering growth and progression
- ✓ The overall skill set, knowledge, experience and confidence to successfully undertake any opportunity in warehouse management across any industry, thus increasing scope for career growth and progression

Training Designed for:

This course is intended for Warehouse managers and supervisors responsible for overseeing warehouse operations, Other executives and workers actively involved in the functions and activities of warehouse operations, specifically potential supervisors, Quality managers responsible for ensuring overall quality management and adherence to benchmarks set for warehouse practices and any other professional interested in acquiring management skills or enhancing management skills for effective warehouse management, as part of supervisory roles.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ PRE-ASSESSMENT
- ❖ Module 01: Three Major Warehouse Operations
 - Inbound activities
 - Receiving
 - Put-Away
 - Process activities
 - Order picking
 - Replenishment
 - Stock inventory
 - Outbound activities
 - Packing
 - Shipping
- ❖ Module 02: Strategic Purpose of Warehouses
 - Operating costs
 - Storage
 - Productivity
 - Material requirement
 - Inventory turns
 - Order fulfilment
 - Damage-free shipments
 - On-time delivery
 - Compliance
 - Documentation
- ❖ Module 03: Key Features of Advanced Warehouse Management
 - Workflows

- Picking and packing
- Wave processing
- Inventory counting
- Containerisation
- Mobile communication
- Material handling
- Support for cross-docking
- Sales order return management
- Enhanced reservation hierarchy

❖ **Module 04: Best Practices to Oversee Warehouse Operations**

- Establish a consistent and efficient organization system
- Make picking more efficient
- Establish an inventory management system
- Regularly conduct a visual inspection of storage areas
- Meet key staff regularly
- Make changes, when necessary

❖ **Module 05: Benefits of a Warehouse Management System**

- Optimised processes
- Efficient labour allocation
- Employee morale
- Improved supplier and customer relationships
- Reduced operational costs
- Better inventory balance
- Improved security and safety

❖ **Module 06: Key Operations Management Skills and Responsibilities for Warehouse Supervisors**

- Inventory management
- Warehouse design and facility management
- Implementation and maintenance of safety initiatives
- Logistics management
- Application of lean principles

❖ **Module 07: Other Key Skills Important to Warehouse Supervisors**

- Customer service
- Sales
- Human resource management
- Product and technical knowledge
- Computers
- Leadership
- Problem-solving and decision making
- Time management, planning and organization

❖ **Module 8: Challenges to Warehouse Management**

- Managing warehouse space and layout
- Communication
- Time management

- Inventory accuracy and tracking
- Customer expectations
- Redundant processes
- Product diversification
- Product picking
- Inaccurate purchase orders
- Handling product damages
- Managing demand fluctuations
- Globalisation

- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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