



LM163: Certificate in Warehouse and Storage Excellence (CWSE)

Training Description:

Warehousing is at the heart of any organization's supply chain process. Those who work in warehouses must optimize material management while keeping costs and service levels in check.

In this intensive training course, we describe the strategic role of warehousing in logistics and supply chain management. We also cover a warehouse's distinct role and focus on value-adding activities. Next, we examine the operational and financial performance aspects needed to achieve storage excellence. Finally, we examine techniques for motivating warehouse teams.

Training Objectives:

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

- ✓ Describe the strategic role warehouses play in the supply chain process
- ✓ Profile and optimize warehousing activities
- ✓ Develop Key Performance Indicators (KPIs) and benchmark warehouse performance
- ✓ Perform ABC inventory classification and cycle counting, and calculate record accuracy
- ✓ Increase warehouse productivity and conduct a comprehensive scientific audit of a warehouse
- ✓ Empower warehouse employees through motivation and delegation

Training Designed for:

This course is intended for Warehousing and supply chain professionals at the operational, supervisory, and management levels and professionals seeking to complement their warehousing experience to assume higher positions in their organization.

Target Competencies:

- Warehouse management
- Managing warehouse operations
- Customer service
- Financial analysis
- Safety management
- Warehouse auditing
- Motivating employees

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:

DAY ONE:

- ❖ The Strategic Role of Warehousing
 - Supply chain overview
 - The role of warehouses
 - Types of warehouses
 - Fundamentals of warehouse operations



- Warehouse organizations and job descriptions

DAY TWO:

- ❖ **Warehouse Activity Profiling**
 - Customer order profiling
 - Item activity profiling
 - Inventory profiling
 - Warehousing equipment and tools
 - Automatic Identification and Data Capture (AIDC)
- ❖ **Managing Warehouse Performance**
 - Warehousing KPIs
 - Benchmarking warehousing operations
 - Warehouse performance gap identification
 - Continuous improvement in operations

DAY THREE:

- ❖ **Inventory Classification and Record Accuracy**
 - Inventory types
 - ABC classification
 - Uses of ABC classification
 - Inventory record accuracy
 - Reasons for poor accuracy
 - Periodic and cycle counting
 - Systems and methodology of counting
 - Knowing what is inside the warehouse
- ❖ **Productivity and Audit of a Warehouse**
 - Definition of productivity
 - Causes of lost time
 - Objectives of the warehouse audit
 - Components of an audit
 - Steps to follow before, during, and after an audit

DAY FOUR:

- ❖ **Mastering the Art of Motivation**
 - Definition of motivation
 - Theories on motivation
 - Current trends and issues
 - Implications of trends on warehousing staff
 - Empowering warehouse employees
 - The art of delegation
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Certificate(s):

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

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 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:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615