



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Managing Tenders, Specifications & Contracts

Code	City	hotel	Start	End	price	Hours
656	Kuala Lumpur (Malaysia)	Hotel Meeting Room	2025-01-20	2025-01-24	4450 €	25

Introduction

Warehouses and stores are often under-rated operations in organisations, yet they are essential in providing customer service.

The purpose of this seminar is to show how to implement all of the essential tools for the effective management of warehousing and stores. This module therefore :

- Shows how to evaluate procedures,
- Shows how to change and improve methods by eliminating wasteful activities and excess costs.
- Provides the practical skills to take back to the workplace.
- Shows how to avoid those internal problems that limit performance.
- Allows delegates to obtain added value for money
- Shows how to improve customer service.

Objectives

By the end of this seminar delegates will be able to:

- Evaluate procedures
- Change and improve methods



- Eliminate wasteful activities/costs
- Avoid all those internal problems that limit performance
- Obtain added value for money
- Improve customer service

Training Methodology

- Delegate discussion and involvement
- Case studies
- Exercises
- Best practice examples
- Supportive comprehensive course manual enabling practical application and reinforcement

Organisational Impact

- Examine the link of stock in the company operations and activities
- Analyse the key areas of warehouse operation
- Identify and understand key performance indicator
- Succeed in improving operation
- Apply the right cost and service balance
- Gain a competitive advantage

Personal Impact

- How to analyse warehouse operations
- How to make productivity improvements
- How to select and maintain equipment
- How to conduct safe operations
- How to reduce costs and improve service levels
- Use a framework for continual improvement



Who Should Attend?

- Those new to managing warehouses or stores
- Those non warehouse people who need to gain an awareness of the issues and key drivers of stock control operations
- Stock, Warehouse and Distribution Professionals

SEMINAR OUTLINE

DAY 1 : The Role of the Warehouse

- Why we need a warehouse,
- What functions they cover,
- How do they fit into the supply chain
- The balance between sorting and storing
- 12 initial questions to ask about warehousing activity

Product Classification

- Supply /demand variables
- ABC Analysis or the 80/20 rule
- Determining product handling groups
- Throughputs and product formats

DAY 2 : Layout Options

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



- Organising 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

DAY 3 : Health and Safety

- Duty of care
- Inspections and risk assessments-task analysis
- Equipment maintenance and care
- Raising people`s awareness

Security and Loss

- Minimizing internal theft
- Minimizing external theft
- Preventative measures will be briefly discussed.

DAY 4 : Productivity and Costs

- Fixed and variable cost
- Typical costs involved
- A model for understanding the roles of productivity, utilisation, and performance



- Setting productivity and cost targets
- The importance of having measurements and key indications of performance

Service Levels

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

- Internal and external customers
- The three key customer service measure
- Customer service sampling
- Effects of substandard service
- Minimising errors

DAY 5 : Warehouse Layout

- Different types of layout with advantages and disadvantages
- Planning for flow in the warehouse
- Checklists to help on deciding the best option



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.