



**SCANDINAVIAN ACADEMY**  
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# Course: Managing Tenders, Specifications & Contracts

Code	City	Hotel	Start	End	Price	Language - Hours
656	Florence (Italy)	Hotel Meeting Room	2025-09-01	2025-09-05	5450 €	En - 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.