



**SCANDINAVIAN ACADEMY**  
For Training and Development



# Course: Managing Tenders, Specifications & Contracts

| Code | City                   | hotel              | Start      | End        | price  | Hours |
|------|------------------------|--------------------|------------|------------|--------|-------|
| 656  | Auckland (New Zealand) | Hotel Meeting Room | 2024-07-29 | 2024-08-02 | 5450 € | 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 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 buffet sessions for light meals during lectures.