



Procurement & Supply Chain Operations

# Warehouse & Stores Management

## Course Introduction

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Warehousing is an integral part of every logistics system, where the warehousing is an important link between the producer and the customer. Warehousing plays a vital role in providing a desired level of customer service at the lowest possible cost where there is a pressure on the warehouse to perform its functions to a high standard to meet the expectations of the customer. Over a number of years, warehousing has developed from a relatively minor part of the company's logistics system to one of its most important functions.

The purpose of this exciting GLOMACS Warehouse & Stores Management training course is to show how to implement all of the essential tools for the effective management of warehousing and stores. This training course examines various aspects of the business such as production, product, suppliers, customers and the associated product through puts and volumes.

### **This Warehouse & Stores Management training course will highlight:**

- The Functions of Warehousing
- The Challenges of Supply and Demand
- Improving Customer Service at Lower Costs
- Use of IT in the Warehouse
- Maximising of Space and Cost Reduction

### **Training Methodology:**

This Warehouse & Stores Management training course will be conducted by an instructor with hands-on practical experience in warehousing. The course will include presentations, interactive exercises, video materials, and case studies. Participants will be encouraged to actively engage in discussions, relating warehouse management principles to the specific needs of their workplace.

## Target Audience

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- Individuals new to managing warehouses or stores
- Non-warehouse staff who need to understand the key issues and drivers of stock control operations
- Stock management professionals

- Warehouse operatives and supervisors
- Distribution professionals

## Learning Objectives

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- Understand how to design effective warehouse procedures
- Identify and implement improvements in methods and processes
- Recognize and eliminate wasteful activities and costs
- Achieve greater value for money by enhancing customer service
- Enhance internal productivity and efficiency

## Course Outline

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- **Day 01**

### **The Role of the Warehouse**

- Why is a warehouse necessary?
- What functions do warehouses serve?
- How do warehouses fit into the supply chain?
- The balance between sorting and storing
- Warehouse location and capacity considerations
- Product classification methods

### **Supply / Demand Variables**

- ABC Analysis (80/20 Rule)
- Determining product handling groups
- Throughputs and product formats

## • Day 02

### **Layout and Operations**

- Warehouse layout options
- Receiving procedures and options
- Storage options and techniques
- Picking and assembly options
- Dispatching strategies
- Maximizing use of floor space and vertical height
- Organizing for flow within the warehouse
- Methods and equipment selection

### **Equipment for Lifting, Storing, and Moving:**

- Choosing loading bays
- Selecting the right forklifts
- Selecting appropriate racking systems
- Implications for warehouse layouts
- Operational timing and planning
- Integration of IT within the warehouse

## • Day 03

### **Health and Safety**

- Duty of care and legal responsibilities
- Conducting inspections and risk assessments
- Task analysis for safety
- Equipment maintenance and care practices
- Raising employee awareness on safety
- Security and loss prevention

### **Minimizing Theft:**

- Reducing internal theft
- Preventing external theft
- Overview of preventative security measures

#### • Day 04

##### **Productivity and Costs**

- Understanding fixed and variable costs
- Typical warehouse cost breakdown
- A model for evaluating productivity, utilization, and performance
- Setting productivity and cost targets
- Importance of measurements and key performance indicators (KPIs)
- Service levels and their impact

##### **Customer Service:**

- The role of warehouses in customer satisfaction
- Internal vs. external customers
- Customer service measurement techniques
- The effects of substandard service
- Minimizing errors in warehouse operations

#### • Day 05

##### **Warehouse Layouts and Productivity**

- Different types of warehouse layouts with pros and cons
- Planning for efficient flow in the warehouse
- Calculations for storage, throughput, and productivity
- Checklists to help identify the best layout options for your workplace

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 26, 2025	May 30, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 8, 2025	Sept. 12, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 15, 2025	Dec. 19, 2025	5 days	4950.00 \$	Indonsia - Jakarta