THE A - Z OF LOGISTICS MANAGEMENT



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Introduction

Logistics covers everything between a supplier's dock and a customer's door, and most professionals learn it in fragments: a bit of warehousing here, a transport process there. That piecemeal knowledge leaves gaps, and gaps are where cost and delay hide. This The A - Z of Logistics Management Training Course gives logistics, distribution, and operations professionals a complete working method for the whole function. Participants learn logistics structures, warehousing and inventory, transport and distribution, customer service and order fulfilment, cost control, and performance measurement.

The A - Z of Logistics Management Course Objectives

- Apply logistics system structure from inbound supply to final delivery.
- Plan warehouse operations: layout, receiving, storage, picking, and dispatch.
- Apply inventory control: ABC, safety stock, and reorder points.
- Design transport and distribution networks for cost and service balance.
- Apply Incoterms 2020 and documentation basics to movement of goods.
- Manage order fulfilment and customer service level commitments.
- Apply lean methods to remove waste across logistics processes.
- Control logistics cost: transport, storage, handling, and administration.
- Apply logistics information systems: WMS, TMS, and track-and-trace.
- Measure performance with cost per order, fill rate, and on-time delivery.

Course Methodology

- Facilitated sessions built on real warehouse data, transport records, and cost reports.
- Case workshops on stockouts, warehouse bottlenecks, and delivery failures.
- Warehouse, inventory, and transport calculation exercises with live data.
- Process mapping and lean improvement labs on logistics activities.

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- Group exercise on a logistics improvement plan with measurable targets.

Who Should Take This Course

- Logistics and distribution managers.
- Warehouse and stores supervisors.
- Transport and dispatch coordinators.
- Inventory and materials controllers.
- Customer service and order management staff.
- Operations analysts and finance business partners.

The A - Z of Logistics Management Course Outlines

Day 1: Logistics System Fundamentals

- Definition, scope, and role of logistics in supply chain.
- Inbound, internal, and outbound logistics flows.
- Logistics service levels and customer expectations.
- Logistics cost structure and cost drivers.
- Logistics network components: nodes, links, and flows.
- Roles and responsibilities across the logistics function.
- Logistics strategy alignment with business goals.

Day 2: Warehousing and Inventory Operations

- Warehouse types, functions, and layout design.
- Receiving, put-away, storage, and picking processes.
- Storage systems and space utilisation.

- Inventory classification with ABC and criticality.
- Safety stock, reorder points, and cycle counting.
- Stock accuracy control and discrepancy investigation.
- Handling equipment selection and safety requirements.

Day 3: Transport and Distribution

- Mode selection: road, rail, sea, air, and multimodal.
- Carrier selection, contracting, and rate management.
- Route planning, load consolidation, and vehicle fill.
- Incoterms 2020 and goods documentation basics.
- Cross-docking and flow-through distribution.
- Last-mile delivery and delivery scheduling.
- Freight cost control and invoice audit.

Day 4: Order Fulfilment and Process Improvement

- Order capture, validation, and fulfilment process design.
- Order cycle time and touch time analysis.
- Picking accuracy and error reduction.
- Lean methods: 5S, standard work, and waste removal.
- Packaging, unit load, and handling standardisation.
- Returns and reverse logistics basics.
- Logistics information systems: WMS, TMS, and tracking.

Day 5: Cost, Performance, and Improvement

- Logistics cost analysis and cost-to-serve.

- KPIs: cost per order, fill rate, and on-time delivery.
- Service level measurement and reporting.
- Root cause analysis of logistics failures.
- Continuous improvement routines and daily management.
- Risk and continuity planning for logistics operations.
- Building a logistics improvement roadmap with targets.

Conclusion

By successfully completing The A - Z of Logistics Management Training Course, participants will have acquired a thorough working knowledge of logistics system structure, warehousing and inventory operations, transport and distribution design, order fulfilment and process improvement, cost control, and performance measurement. They will leave able to run a logistics operation end to end, cut cost and lead time with evidence, and report service performance that management can act on. Gentex Training Center delivers this programme with logistics and distribution practitioners working in live operations.

FAQs for The A - Z of Logistics Management course

Q1 What is the "The A - Z of Logistics Management" course about?

It is a five-day programme covering the full range of logistics activity from inbound supply to customer delivery. It covers logistics system structure, warehousing and inventory, transport and distribution, order fulfilment, cost control, and performance measurement.

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Q2 What are the key benefits of the "The A - Z of Logistics Management" course?

Participants see how each logistics activity affects the others instead of optimising one area at the expense of another, reduce warehouse and transport cost with measured causes, and improve order accuracy and delivery reliability. They also report logistics service and cost with evidence.

Q3 What skills will I gain from the "The A - Z of Logistics Management" course?

You will gain logistics system and process management, warehousing, inventory, and stock control application, transport, distribution, and order fulfilment management, and logistics cost control and performance management.

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Q4 What tools, methods, or standards are covered in the "The A - Z of Logistics Management" course?

The course works with inbound, internal and outbound logistics flow design, logistics service level and cost structure analysis, network component design covering nodes, links and flows, warehouse layout and function design, receiving, put-away, storage and picking processes, storage system selection and space utilisation, ABC and criticality inventory classification, safety stock, reorder point and cycle counting practice, stock accuracy control and discrepancy investigation, handling equipment selection, mode selection across road, rail, sea, air and multimodal, carrier selection, contracting and rate management, route planning, load consolidation and vehicle fill, Incoterms 2020 and goods documentation, cross-docking and flow-through distribution, last-mile delivery scheduling, freight cost control and invoice audit, order capture, validation and fulfilment process design, order cycle time and touch time analysis, picking accuracy and error reduction, lean methods covering 5S and standard work, packaging and unit load standardisation, returns and reverse logistics basics, WMS, TMS and track-and-trace systems, logistics cost analysis and cost-to-serve, logistics risk and continuity planning, and KPIs covering cost per order, fill rate and on-time delivery.

Q5 How is the "The A - Z of Logistics Management" course applied in real-world practice?

Teams apply it when redesigning a warehouse picking area, setting safety stock levels for a fast-moving line, consolidating deliveries into full loads, auditing a carrier invoice for incorrect charges, investigating a drop in picking accuracy, and reviewing cost per order and on-time delivery at a monthly operations meeting.