THE A - Z OF WAREHOUSE MANAGEMENT



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Introduction

Warehouse management covers far more than storing goods. It spans layout design, receiving, put-away, picking, packing, dispatch, stock accuracy, safety, staffing, and reporting, and each element affects the others. This The A-Z of Warehouse Management Training Course gives warehouse staff, supervisors, and supply chain professionals a complete foundation across the whole discipline. Participants learn how to design efficient layouts, run daily operations to documented standards, classify and control stock, keep records accurate through cycle counting, and measure performance with meaningful indicators. In addition, the course covers lean practice, safety controls, and the leadership habits that hold standards together under pressure.

The A-Z of Warehouse Management Course Objectives

- Describe the full scope of warehouse management and its role in the supply chain.
- Design layouts, zoning, and slotting that reduce travel and improve flow.
- Operate receiving, put-away, picking, packing, and dispatch to documented standards.
- Apply ABC and XYZ classification to set storage placement and control levels.
- Calculate economic order quantity, safety stock, and reorder points for stock items.
- Maintain record accuracy through cycle counting, location discipline, and tolerance control.
- Manage returns, damages, surplus, and obsolete stock with clear procedures.
- Apply 5S, standard work, and kaizen to warehouse processes.
- Embed safety controls, manual handling rules, and risk assessments in daily work.
- Measure performance using turnover, fill rate, order accuracy, and cost per order.

Course Methodology

- Facilitated sessions built on live warehouse layouts and operating records.

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- Layout, slotting, and travel distance exercises with flow analysis.
- Spreadsheet drills on EOQ, safety stock, reorder point, and turnover.
- Simulation of a receiving-to-dispatch cycle with documentation checks.
- Group work on a warehouse improvement plan covering layout, stock, and safety.

Who Should Take This Course

- New and experienced warehouse supervisors and team leaders.
- Warehouse operatives moving into supervisory roles.
- Inventory controllers and stock accuracy officers.
- Storekeepers and stores supervisors.
- Logistics and distribution coordinators.
- Health and safety staff in storage and handling environments.

The A-Z of Warehouse Management Course Outlines

Day 1: Warehouse Fundamentals, Layout, and Design

- Warehouse functions and how they shape layout decisions.
- Flow types: U-flow, I-flow, and through-flow compared.
- Zoning: receiving, storage, pick face, packing, dispatch, and returns.
- Aisle planning, rack configuration, and vertical space use.
- Slotting by velocity, cube, weight, and product affinity.
- Capacity calculation, cube utilisation, and growth planning.
- Layout drawings, flow diagrams, and relocation planning.

Day 2: Receiving, Put-Away, and Storage Systems

- Inbound scheduling, dock management, and vehicle turnaround.
- Goods receipt, quality checks, and discrepancy handling.
- Put-away strategies and directed placement rules.
- Rack types: selective, drive-in, double deep, and cantilever.
- Handling equipment selection and operating rules.
- Labelling, item coding, and location addressing standards.
- Storage safety: stacking limits, segregation, and hazardous goods.

Day 3: Picking, Packing, and Dispatch

- Picking strategies: discrete, zone, batch, wave, and cluster.
- Pick path design and travel time reduction.
- Paper, RF scanner, voice, and pick-to-light methods.
- Packing standards, carton selection, and packaging cost control.
- Staging, load building, and vehicle loading plans.
- Dispatch documentation, proof of delivery, and returns flow.
- Cut-off times and service level management.

Day 4: Inventory Control and Stock Accuracy

- Inventory types and the costs of holding and not holding stock.
- ABC and XYZ classification and control levels per class.
- Economic order quantity, safety stock, and reorder point setting.
- Cycle counting design by item class, frequency, and tolerance.
- Root cause analysis of count variances and corrective actions.
- Ageing analysis, slow movers, and surplus disposal governance.
- Adjustment approval levels, segregation of duties, and audit trails.

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Day 5: Productivity, Safety, and Performance Management

- Labour standards, work measurement, and productivity targets.
- 5S, visual management, and standard work on the floor.
- Safety controls, risk assessment, and manual handling rules.
- KPIs: order accuracy, on-time dispatch, cost per order, and lines per hour.
- Space utilisation and warehouse cost reporting.
- ERP, WMS, and barcode systems in warehouse operations.
- Building a warehouse improvement roadmap.

Conclusion

By successfully completing The A-Z of Warehouse Management Training Course, participants will have acquired a thorough working knowledge of warehouse layout and design, receiving and dispatch operations, storage systems, picking and packing methods, inventory control, stock accuracy, safety practice, and performance measurement. They will leave able to run a warehouse that moves goods efficiently, keeps records that match reality, and meets service and safety standards consistently. Gentex Training Center delivers this programme with warehouse practitioners who manage these operations daily.

FAQs for The A-Z of Warehouse Management course

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

It is a five-day programme covering the full scope of warehouse management. It runs from layout and design through receiving, storage, picking, packing, and dispatch, then into inventory control, stock accuracy, safety practice, and performance measurement.

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

Participants gain a complete working picture of the discipline instead of isolated techniques, which lets them cut travel time and cost per order while raising order accuracy. They also build records that match reality and safety habits that hold under daily production pressure.

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

You will gain warehouse layout and slotting design, receiving, picking, and dispatch operations control, inventory classification and stock accuracy control, and warehouse productivity, safety, and performance measurement.

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

The course works with U-flow, I-flow, and through-flow layout models, velocity-based slotting, rack types including selective and drive-in, wave and batch picking methods, RF scanner and pick-to-light systems, ABC and XYZ classification matrices, economic order quantity models, safety stock and reorder point formulas, cycle counting with tolerance thresholds, 5S and standard work, risk assessment and manual handling rules, barcode and WMS transactions, and warehouse KPIs including cost per order and lines per hour.

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

Teams apply it when laying out a new storage zone, reslotting fast movers, redesigning the receiving bay, setting reorder points, running cycle counts, and preparing a peak season plan. It also guides 5S rollouts, safety audits, and warehouse performance reporting to management.