WAREHOUSE OPERATIONS AND MANAGEMENT



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TRAINING CENTER

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Introduction

Warehouse work is judged by simple outcomes: goods in the right place, orders out on time, records that match the shelf, and people who go home safely. Achieving those outcomes consistently takes planning, process discipline, and control, not effort alone. This Warehouse Operations and Management Training Course gives warehouse supervisors, storekeepers, and logistics professionals a complete working method for running the operation day to day. Participants learn how to organise layouts and storage, control receiving and dispatch, classify and replenish stock, keep record accuracy through cycle counting, and lead a shift with clear targets. Furthermore, the course links daily operations to cost, service, and safety performance.

Warehouse Operations and Management Course Objectives

- Organise warehouse layout, zoning, and storage to support fast picking and dispatch.
- Run receiving, put-away, picking, packing, and dispatch to documented standards.
- Apply ABC and XYZ classification to storage placement and inventory control levels.
- Calculate economic order quantity, safety stock, and reorder points for stocked items.
- Maintain record accuracy through cycle counting, location discipline, and tolerance control.
- Manage returns, damages, surplus, and slow-moving stock with clear procedures.
- Plan labour, shifts, and peak volumes against throughput requirements.
- Apply 5S, standard work, and visual management on the warehouse floor.
- Embed safety controls, risk assessment, and manual handling rules in daily work.
- Measure performance using order accuracy, on-time dispatch, and cost per order.

Course Methodology

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- Facilitated sessions built on live warehouse layouts and operating records.
- Layout, slotting, and travel distance exercises with flow analysis.
- Spreadsheet drills on EOQ, safety stock, reorder point, and throughput.
- Simulation of a receiving-to-dispatch cycle with documentation checks.
- Group work on an operations improvement plan covering layout, stock, and safety.

Who Should Take This Course

- Warehouse managers, supervisors, and team leaders.
- Storekeepers and stores supervisors.
- Inventory controllers and stock control officers.
- Logistics and distribution coordinators.
- Materials handling and equipment operators moving into supervision.
- Health and safety staff in storage and handling environments.

Warehouse Operations and Management Course Outlines

Day 1: Warehouse Organisation, Layout, and Storage

- 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.
- Rack types, shelving, and storage equipment selection.
- Slotting by velocity, cube, weight, and product affinity.
- Bin location systems, addressing, and labelling standards.
- Capacity, cube utilisation, and growth planning.

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Day 2: Receiving, Put-Away, and Inventory Records

- Inbound scheduling, dock management, and vehicle turnaround.
- Goods receipt, quality checks, and discrepancy handling.
- Put-away strategies and directed placement rules.
- Item coding, units of measure, and master data hygiene.
- Transaction discipline: real-time posting and cut-off control.
- Returns, damaged goods, and quarantine handling.
- Documentation standards and audit trail requirements.

Day 3: Picking, Packing, and Dispatch Operations

- Picking strategies: discrete, zone, batch, wave, and cluster.
- Pick path design, travel reduction, and pick-face sizing.
- 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: Stock Control, Accuracy, and Replenishment

- 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.

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- Ageing analysis, slow movers, and surplus disposal governance.
- Adjustment approval levels and segregation of duties.

Day 5: Labour, Safety, and Performance Management

- Labour planning, shift patterns, and peak season resourcing.
- Work measurement and productivity standards per process.
- 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.
- ERP and WMS reports, dashboards, and exception alerts.
- Building a warehouse operations improvement roadmap.

Conclusion

By successfully completing the Warehouse Operations and Management Training Course, participants will have acquired a thorough working knowledge of warehouse organisation and layout, receiving and dispatch control, storage systems, picking and packing methods, inventory control and accuracy, labour and safety management, 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 Warehouse Operations and Management course

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Q1 What is the "Warehouse Operations and Management" course about?

It is a five-day programme on running warehouse operations day to day. It covers layout and organisation, receiving and dispatch control, storage systems, picking and packing, inventory control and accuracy, labour planning, safety, and performance measurement.

Q2 What are the key benefits of the "Warehouse Operations and Management" course?

Participants cut travel time and double handling, which lowers cost per order and raises lines per hour, and they improve record accuracy so stock decisions rely on real numbers. They also gain safer floor practice and reporting that shows management how the operation performs.

Q3 What skills will I gain from the "Warehouse Operations and Management" course?

You will gain warehouse layout and storage organisation, receiving, picking, and dispatch operations control, inventory classification and stock accuracy control, and warehouse labour, safety, and performance management.

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Q4 What tools, methods, or standards are covered in the "Warehouse Operations and Management" course?

The course works with U-flow, I-flow, and through-flow layout models, rack and shelving selection, bin location and labelling standards, velocity-based slotting, 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, material coding and unit-of-measure control, and warehouse KPIs including order accuracy, cost per order, and lines per hour.

Q5 How is the "Warehouse Operations and Management" course applied in real-world practice?

Teams apply it when laying out a storage zone, reslotting fast movers, redesigning the receiving bay, setting reorder points, running cycle counts, planning peak season labour, and preparing weekly performance reports. It also guides 5S rollouts, safety audits, and documentation standards for store transactions.