

# BEST PRACTICE OF WAREHOUSE MANAGEMENT

HRDC CLAIMABLE PROGRAMME NO: 10001340382

## OBJECTIVES

This course will help the participants to understand how to improve the operations of any warehouse by implementing lean operating processes, intelligently managing inventory, and establishing a performance management program that ensures continuous improvement. An effective warehousing strategy can be a powerful competitive weapon. Best-practice warehouses deliver superior customer satisfaction and return on investment by functioning as a tightly-integrated part of a company's value chain. The purpose of this course is to show how to implement all of the essential tools for the effective management of warehouses and stores. This module includes how to evaluate procedures and how to improve methods by eliminating wasteful activities and excess costs.

## LEARNING OUTCOME

By the end of the program, participants will be able to:

- Describe the role of the warehouse
- Identify the best practices for warehouse operating processes
- Deliver the strategy in the warehouse
- Understand the technology of warehousing management
- Define the technology to improve visibility
- Able to build a performance management program

## METHODOLOGY

We use a variety of interactive methods, role-play, practice, delivery, and exercises to give participants a practical toolkit to deliver engaging training that drives behavioral change.

## PROGRAM ASSESSMENT

Pre- and post assessment

- Solving and presenting case studies
- Demonstration in a group presentation.



**"EFFECTIVE ACTION COMES FROM THE RIGHT EFFORT, IF NOT THE RIGHT WAY. ONLY WITH THE RIGHT METHODOLOGY CAN OUR ACTIONS HAVE THE GREATEST EFFECT"**

**JAMES NGU**

## HRDC CLAIMABLE

Training Programme NO: 10001340382

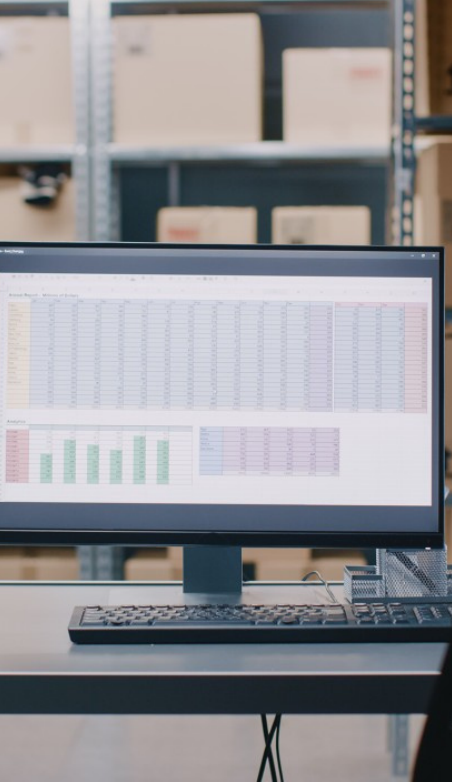


## JAMES NGU SIE KUNG

CEO Chinma International Logistics Sdn Bhd

"For over 20 years, our company has been improving the brand and company images to give a proper experience to our customers."





# THE TRAINER

Mr. James Ngu obtained his Degree Certificate (Computing and Information Systems) from the University of Lincolnshire & Humberside at Lincoln, England in the year 2001.

As a Licensed Custom Agent, he has been working in the Freight Forwarding and Logistics Industry for more than 20 years. As a founder of Amber Logistics, he successfully set up their internal customer service standards and delivery services process for the company.

Already more than 2-year training in the training industry now, Mr. James has conducted numerous training sessions with the logistics and courier corporate. His training programs consist of customer service, Logistics, Malaysian Customs procedures, Shipping Documents, Free Zones, Incoterms@, problem-solving & decision-making, managing complaints, and supervisory programs.

In the course of his career, he also had many opportunities to write and speak to many levels of management in planning, presenting, and decision-making. With his understanding of the logistics and courier industry, he provides communication training to the branch including leadership, communication skills, proficiency in the language, attentiveness, time management skills, persuasion skills, HR-related issues, and challenges.

Mr. James Ngu uses various methodologies to enhance his learners' learning and participation, which includes On-the-Job Training, coaching, mentoring interactive lectures, management games, practical mills, case studies, group discussions, and tutorials

## PROGRAM CONTENT

### MODULE 1: WHAT IS warehouse management

- Warehouse location Strategy
- Operation warehouse layout and design
- Information technology in the warehouse

### MODULE 2: Warehouse Infrastructure strategies

- Warehouse location Strategy
- Operation warehouse layout and design
- Information technology in the warehouse

### MODULE 3: Warehouse Operating Processes and Principles

- Key functional process from receiving, picking, and shipping
- Optimizing the flow of goods across processes
- Continuous improvement and managing change

### MODULE 4: Inventory, Analysis, and Product Classification

- The Function of Inventory
- Inventory accuracy and control
- Classification to drive efficiency
- Understand methods and strategies

### MODULE 5: Leverage warehouse and capabilities

- Managing and incentivizing employee
- Employee training and evaluation
- The technology in the warehouse
- Outsourcing: risk and opportunities

### MODULE 6: Create International standard warehouse

- Contemporary trends in warehousing
- The role of performance management in the warehouse
- Establish and setting Key Performance Indicators (KPIs)
- Identifying, prioritizing, and implementation of improvement.

## Who should attend?

All sellers, logistics, freight forwarder and warehouse operator for their warehouse management strategy.



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