

Basic Warehouse Operations Course Outline



Warehousing is the process of storing physical inventory or stock for sale or re-distribution. Warehouses are used by all different types of businesses that need to temporarily store products in bulk before either shipping them to their retail outlets or other locations or even the end consumers.

Commerce has driven rapid growth throughout the warehousing industry. Businesses around the world invest heavily in their supply chains to get goods to consumers and businesses faster and more efficiently.

For retail and e-commerce businesses, warehousing allows the purchase of wholesale goods in bulk that may not fit in a physical retail store or yet be purchased by an end consumer online. Large bulk orders allow these businesses to negotiate lower prices with their suppliers, thus improving their margins when selling to customers. They can also keep inventory available as demand fluctuates to ensure products stay in stock. Most physical retail businesses have limited space in their stores to hold stock, but still need to keep up with demand. Having additional stock available in geographically, strategically placed warehouses helps ensure they are always able to restock their stores during high volume times like the holidays, even if their suppliers are in other countries and are slow to produce and ship new products.

The fundamental processes of a warehouse are the effective receiving, storing, picking, packaging and shipping of stock. Optimising these processes safely and according to regulations will ensure an efficient inventory and distribution system in a warehousing environment.

This one-day course will teach participants to:

- Appreciate industry related terms.
- Comprehend correct usage of the equipment and premises layout.
- Be familiar with daily operations of warehousing.
- Demonstrate understanding of the skills required in warehousing.
- Demonstrate an understanding of distribution channels.
- Demonstrate an awareness of health and safety in the warehouse.
- Understand the importance of customer service.

Course Overview

You will spend this session getting to know the course objectives and you will also have an opportunity to identify your personal learning objectives.

Terms and Terminology

In this session, participants to develop an appreciation of industry terms and relevant warehouse terminology.

Equipment and Warehouse Premises

In this session, participants will be taught the basics of good warehouse practices, how to use records and manage instructions, as well as the benefits of good labelling in a warehouse.

Daily Warehouse Operations

In this session, participants will be taught the basics of:

- Inventory Control
- Receiving
- Picking, Packing and Checking
- Despatch

Equipment and Warehouse Premises

In this session, participants will get to know general warehousing skills and procedures that are required:

- Putting stock away in the warehouse
- Goods receiving documents
- Picking products from shelves for delivery
- Applying picking work methods
- Loading stock
- Carrying out daily equipment inspections for safety procedures

Distribution Channels

In this session, participants will get to know the basics of distribution management, specifically:

- Maintaining the supply chain
- Developing a delivery schedule
- Identifying using checking and packaging systems
- Ensuring operation efficiency by planning dispatch
- Recognising the correct equipment for the dispatch

Warehouse Health and Safety

In this session, participants will get to know the basics of warehouse health and safety, specifically:

- Health and safety procedures
- Types of hazards in a warehouse
- Protection from hazards

Customer Service

In this session, participants will get to know the basics of customer service within the warehouse environment, specifically:

- Resolving customer problems
- The methods for resolving customer problems

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

