

Advanced Warehouse Operations, Contracts & Claims

4 Modules | 12-15 October 2020 | 1:30pm-5:00pm (SGT) | Live Online Learning

2+1 Offer!

See registration page for details!



Delivered in **Live Online Learning** Format

Course Director



Gwynne Richards, Director/Principal Consultant, **Apprise Consulting**

Gwynne has 40 years' experience within logistics & supply chain management and is recognised for his ability in cost reduction and performance improvement for global clients. He's worked at, managed contracts on behalf of, or consulted for DHL, Dupont, Dyson, Coca Cola, Miele, Nokia, BT, Bae Systems, among others. Gwynne is currently Chairman of the CILT Supply Chain Innovation Awards Committee and a judge for the SH & D awards. His CILT-accredited training courses are run across the world, including UK, Singapore, Thailand, Philippines, Malaysia, China, India.

Key Learning Outcomes & Case Studies Include

- ▶ Warehousing market trends: market drivers, technology uptakes
- ▶ Optimising warehouse operations: layout, processes and labour, etc
- ▶ Review key metrics for warehouse performance and benchmarking
- ▶ Assess and maximise efficiency of warehouse management
- ▶ Lean/5s warehousing implementation
- ▶ Explore warehouse technology and automation for productivity improvement
- ▶ Review warehouse service and tender contracts
- ▶ Cost budgeting, pricing and financial considerations
- ▶ Value-add strategies in warehouse operations
- ▶ Operating warehouses post Covid-19

REGISTER NOW > www.informacconnect.com.sg/warehouseoperations

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WHY LIVE ONLINE LEARNING

The current Covid-19 pandemic has put strains on various areas of business, especially when it comes to deriving commercial value from new initiatives. During this phase of self-isolation and working from home, we can help you meet your professional development needs and you can still take your professional development plans to the next level.

To support your learning goals we have converted our face-to-face trainings to LIVE Online Sessions. This way you can continue to attend live and interactive training sessions within the virtual classroom space where you can see and speak, with your Subject Matter Expert and other participants.

- Progress through the course with fellow participants as you would in a classroom
- 20% price advantage, plus travel budget savings
- Controlled environment with speaker managing the Q&A and discussions
- Module based approach to help manage your time
- Earn your Digital Certification and broadcast your achievements to your peer

Trainer/Participant Interaction

- Conduct Q&A with course directors in real time
- Interactive format including breakouts, group discussions, real-time collaborative exercises and sharing of results
- Engage in live tests & polling, get immediate results and evaluations
- Chat with your fellow participants with text messages or by voice
- Follow online presentations or whiteboards in real-time
- Virtually "raise hand" to put forward Q&As with trainers
- Seamlessly receive case studies, video, documents

Learning Platform

GoToTraining

Hardware/Software Requirements

- Desktop or mobile device manufactured no earlier than 2016
- WiFi Connection, Cable or Fibre Broadband with minimum 1 Mbps of bandwidth available
- A USB headset with microphone, or a microphone and speakers built into your device

Participant Onboarding

1. Book a demo **here**: <https://www.goto.com/training>
2. Alternatively, request a personal onboarding session with Informa (only for confirmed participants) by contacting: register@informa.com

ABOUT THE COURSE

This seminar offers advanced-level strategies in warehouse operations from global perspectives. Highlighting real-world case studies, attendees will explore practical approaches to inventory storage efficiency, process improvement, customer satisfaction and improving bottom lines.

Attendees will receive updates on global warehousing market trends & investments; and exercises in with productivity measurement & benchmarking, layout & asset optimisation; key considerations on financial management and third-party logistics contract negotiations. The adoption of technology and value-added activities to meet customer requirements will also be explored. The programme offers immediately actionable insights to those seeking a better understanding of warehouse operations, technology adoption and transformation.

COURSE DIRECTOR



Gwynne Richards, Director/Principal Consultant, Apprise Consulting

Gwynne has 40 years' experience within logistics & supply chain management and is recognised for his ability in cost reduction and performance improvement for global clients. He has worked for companies including Dawson Group, Lane Group plc, Danzas, DHL and has managed contracts for Dupont, Dyson, Little Tikes, Miele, Nokia among many more. His recent works include:

- Audits of warehouse & transport operations, 3rd party, labour, space, equipment and cost
- Performance measurement, benchmarking & strategy reviews
- Market research, competitor profiling, customer satisfaction and service optimisation
- Evaluate, produce and manage Invitations to Tender for warehouse operators and 3PLs
- Supply chain, transport optimisation, route planning & warehouse system reviews
- Technology enablement, including voice-activated picking, RFID, mobile solutions, etc
- Education & training to all levels of staff
- Due diligence and expert witness
- New build project management, change management and lean process

He is currently Chairman of the CILT Supply Chain Innovation awards committee and a judge for the SH & D awards. He runs CILT-accredited training courses in the UK, UAE, China, India, Singapore, Malaysia, Hong Kong, Kenya, The Philippines and Thailand.

Gwynne has authored and co-authored a number of books including **Warehouse Management** (3 editions); **The Logistics and Supply Chain Toolkit** (with Susan Grinsted) and **The Logistics Outsourcing Handbook** (3 editions).

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- Module Commencement: **1:30pm** (SGT)
- Module Conclusion: **5:00pm** (SGT)

Timing is based in Singapore Time (GMT+8) unless otherwise stated. These timing schedules act as a guide and may be modified slightly on the depth of class discussion and whether assessments are being conducted.

4-Module Course Syllabus

MODULE 1

WAREHOUSING MARKET TRENDS

- Market drivers across warehouse types
 - Bonded warehouses/ FTZ
 - Hazardous storage
 - Temperature controlled warehouses
 - Fulfilment centres
 - Returns centres
 - Own account operations
 - 3rd party logistics operations
- Automation and digitalisation trends
- Financial metrics - Business margin, cost, pricing, occupancy

WAREHOUSE PERFORMANCE OPTIMISATION

- Newbuild vs existing facilities
- Utilisation (space, personnel, equipment)
- Reliability, flexibility and costs
- Common Performance-Type Measures:
- Key Metrics (KPIs) for Warehouse Performance
- Productivity indices
 - Receiving
 - Put away
 - Fulfillment
 - Safety KPIs
 - Dock to stock time (DTS)
 - Warehouse order cycle time
 - Carrying cost of inventory
- Employee performance
- Benchmarking
- Supplier KPIs

DISCUSSION: OPERATING WAREHOUSES DURING & POST COVID-19

- Safety protocol in warehouses
- How Covid 19 is reconfiguring supply chain and impacts on demand
 - Inbound quantity forecast
 - Transportation providers
 - Disaster recovery planning
- Inspection, certification & compliance issues post-Covid
- Review and negotiate warehouse co

MODULE 2

BEST PRACTICES IN INVENTORY MANAGEMENT

- Handling Bottlenecks and delays
- Models and practices for improving inventory control
 - Layout – location as opposed to layout
 - Pareto Principle
 - ABC stratification system
 - Inventory error analyses
 - Cycle counting

WAREHOUSE MANAGEMENT SYSTEMS

- Warehouse Management process
- Key considerations in selecting warehouse management systems

LEAN/5S IMPLEMENTATION IN WAREHOUSE MANAGEMENT

- Handling seasonal/fluctuating demands
- Handling increasing SKUs
- 5S warehouse audit checklist

MODULE 3

OPTIMISING LAYOUT, EQUIPMENT AND PROCESSES

- Receiving, storage processes
- Optimising space
- Loading/dispatching
- Picking methodologies
- Handling equipment

MATERIAL HANDLING SYSTEMS, ROBOTICS AND AI

- AI and ML applications in warehousing
- Integration with existing equipment
- AGV Systems
- Automated Order Selection System
- Sortation solutions
- Automated Storage and Retrieval System
- Case Study: Implementing Collaborative Robots

WAREHOUSE FINANCIAL MANAGEMENT

- Cost reduction, forecasting & budgeting
- ROIs
- Pricing of Warehousing services
 - Transaction/unit rates
 - Fixed variable
 - Open book/cost plus
 - Outcome-based Models
- 3PL contracts

MODULE 4

VALUE-ADD ACTIVITIES IN WAREHOUSE OPERATIONS – CASE STUDIES

- QC (inspection) and testing
- Packaging
- Assembly and customizing

REVIEW AND NEGOTIATE WAREHOUSING CONTRACTS

- Key considerations: RFI, RFP, RFQ negotiations
- Key clauses, terms and conditions
- Examples - Warehousing Servicing Agreement
- Warehouse Receipts – T&Cs

WAREHOUSE LEGAL LIABILITY COVERAGE

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Informa Connect is A Trading Name of IBC Asia (S) Pte Ltd

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EASY WAYS TO REGISTER



Telephone

Contact Devi Nyunt +65 650 82476



Email

register@informa.com



Web

www.informaconnect.com.sg/warehouseoperations



Social Media



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Live Online Learning!

- **20%** Price Advantage
- **Save** on Travel budgets
- **Replicate** on site classroom experience
- **Tools** for Enhanced Participant / Trainer interaction
- **Onboarding** for all attendees
- **Proven** and **secure** training platform

FEE PER DELEGATE	EARLY BIRD RATE Register and Pay on or before 21 August 2020	NORMAL RATE Register and Pay after 21 August 2020
4-Module Live Online Learning	SGD 3,395 SGD 2,716 (20% Learning Fee Discounted)	SGD 3,595 SGD 2,876 (20% Learning Fee Discounted)

Register 2 Delegates & the 3rd attends
FREE!

**Applicable to Normal Rates only*

For Bank Transfer; Payment Terms & Conditions; Cancellation & Substitution Policies, please visit <https://www.informaconnect.com.sg/terms/>

- Special **Group Discount** pricing is applicable to groups of 2 or more delegates from the same organisation registering for the same event, at the same time.
- Fee stated is the discounted price **PER DELEGATE**. Only one discount applies - either the early bird rate OR the Special Group Discount.
- A **7% Goods & Services Tax (GST)** is applicable to all Singapore based companies for Singapore venue.

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DATA PROTECTION

The personal information entered during your registration/order or provided by you will be held on database and may be shared with companies in the Informa Group in the UK and internationally. Occasionally, your details may be obtained from or shared with external companies who wish to communicate with you offers related to your business activities. If you do not wish your details to be used for this purpose please contact our Database Department at Email: database.sg@informa.com, Tel: +65 6508 2400 or Fax: +65 6508 2408.



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