

Good customer service is related directly to warehouse performance. Order fulfillment is also linked to warehouse, as well as return policies. For many companies, particularly in the distribution sector, to have high performance warehouses facilities is a key competitive advantage as a way to better serve clients and to better control cost.

'Warehouse process flow and organization management' will allow participants to understand how to better manage the input and output flows based on guidelines of quality, security and tracability, as well as how to improve warehouse operational productivity

Who should attend:

Managers involved in the operations and management of warehouses, representing the following areas: production, logistic, purchasing and warehouse managers.

How your organization will benefit:

1. Better understanding of all functions affecting warehouse performance.
2. Place the warehouse as a key element for high quality customer service
3. Analyze key issues on managing the logistic of stocking
4. Identify main tools for warehouse management
5. Develop warehouse performance scorecards
6. Apply key concepts on a practical case: the order fulfillment process

Duration: 1 day

Maximum number of participants: 10

Supporting material: handouts, case study

Main topics

- Identify material flow and logistic variables
- Dynamic and static sizing of warehouses
- Occupation ratio optimization
- Operation management optimization within the warehouse

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