CONTENTS

1.0	INTRODUCTION		3
2.0	LEARNING FRAMEWORK		
	2.1	TRAINING OUTCOME	3
	2.2	METHODOLOGY	4
	2.3	TARGET PARTICIPANT	4
	2.4	ASSESSMENT & CERTIFICATION	4
	2.5	DURATION & DATE	4
	2.6	CONTENTS	4
	2.7	VENUE & SPECIAL REQUIREMENTS	6
3.0	FACILITATOR		6

"There is nothing that is a more certain sign of insanity
than to do the same thing over and over
and expect the results to be different."

Albert Einstein –

1.0 INTRODUCTION

Warehouse operation and management is a critical aspect of supply chain management that involves the efficient storage, handling, and movement of goods within a warehouse facility. A well-managed warehouse plays a crucial role in ensuring the smooth flow of products from suppliers to customers, ultimately impacting the overall success of a business.

Effective warehouse operation and management involve various key functions, including inventory management, order fulfillment, warehouse layout and design, safety and security, automation and technology integration, performance measurement, vendor and supplier management, and employee training and development that are responsible for overseeing these functions and ensuring that operations run smoothly and efficiently. They must have a deep understanding of warehouse processes, equipment, and technology, as well as strong leadership and communication skills to effectively manage warehouse staff and resources.

By implementing best practices, optimizing processes, and leveraging technology, warehouse managers can improve operational efficiency, reduce costs, minimize errors, and enhance customer satisfaction. Continuous improvement and the adoption of lean principles can further drive efficiency and productivity in warehouse operations and effective to meet customer demands, maintain inventory accuracy, reduce lead times, and stay competitive in today's fast-paced and dynamic marketplace. By focusing on strategic planning, process optimization, and employee development, warehouse managers can create a well-organized and productive warehouse environment that supports the overall success of the business.

2.0 LEARNING FRAMEWORK

2.1 TRAINING OUTCOME

Upon completion of the training for warehouse operation and management, participants will be able to:

1. Understand the key principles and concepts of warehouse management.
2. Identify and apply best practices for inventory control and stock management.
3. Implement efficient and effective warehouse layout and storage solutions.

4. Utilize warehouse management systems and technologies to optimize operations.
5. Develop and implement safety protocols and procedures to ensure a secure working environment.
6. Manage and supervise warehouse staff effectively, including training and performance evaluation.
7. Utilize data analysis and reporting tools to monitor and improve warehouse performance.
8. Implement sustainable and environmentally friendly practices in warehouse operations.
9. Understand and comply with relevant regulations and standards in warehouse management.
10. Continuously improve and adapt warehouse operations to meet business needs and market demands.

2.2 METHODOLOGY

The program will be conducted in very interactive manner using Bahasa Malaysia and English as appropriate through deployment of adult learning teaching and facilitation techniques. Training course methodology include as:

- Based on case studies and self-questionnaires
- Techniques, Role Play and concept
- Variety of learning methods
- Lectures
- Group study and discussion
- Presentation

2.3 OBJECTIVES

The objectives for warehouse operation and management may include:

- ✓ Efficient Inventory Management: Ensure accurate and timely tracking of inventory levels, minimize stock-outs, and reduce excess inventory.
- ✓ Optimal Space Utilization: Maximize warehouse space by implementing efficient storage solutions and layout designs.
- ✓ Streamlined Processes: Implement streamlined receiving, picking, packing, and shipping processes to improve efficiency and reduce lead times.

- ✓ Effective Staff Management: Train and supervise warehouse staff to ensure they are knowledgeable, skilled, and motivated to perform their duties effectively.
- ✓ Safety and Compliance: Establish and enforce safety protocols to prevent workplace accidents and ensure compliance with relevant regulations and standards.
- ✓ Technology Integration: Implement warehouse management systems and technologies to automate processes, improve accuracy, and enhance visibility into operations.
- ✓ Continuous Improvement: Regularly review and analyze warehouse operations to identify areas for improvement and implement changes to increase productivity and efficiency.
- ✓ Customer Satisfaction: Ensure timely and accurate order fulfillment to meet customer demands and enhance overall customer satisfaction.
- ✓ Cost Control: Implement cost-effective measures to reduce operational expenses and improve the overall profitability of warehouse operations.
- ✓ Sustainability: Implement environmentally friendly practices to reduce waste, energy consumption, and carbon footprint in warehouse operations.

2.4 TARGET PARTICIPANT

The program is specifically designed employees whom are required of professionals but will greatly benefit and anyone who wish to expand their knowledge in warehouse safety and hazards via formal training.

i. Warehouse Supervisors
ii. Inventory Managers.
iii. Logistics Coordinators.
iv. Operations Managers
v. Supply Chain Managers.
vi. Warehouse Staff
vii. Safety Officers; and
viii. Anyone interested in pursuing a career in warehouse management or seeking to enhance their knowledge and skills in warehouse operations.

2.5 DURATION & DATE

The duration of program will be for one-day (7 contact hours) on date to be decided.

2.6 COURSE CONTENTS

Days 1 - Introduction to Warehouse Management

Module 1 - Introduction to Warehouse Management

- ✓ Introduction on the Warehouse Management
- ✓ Defining function related to Warehouse Management
- ✓ Key component of Warehouse Management
- ✓ The Benefits of Warehouse Management
- ✓ Principle of Warehouse Management
- ✓ Warehouse "Key Performance Index" KPI
- ✓ Five simple ways for improve Warehouse efficeicny
- ✓ Types of Warehousing and Functions
- ✓ Types of Cargo stored in the Warehouse
- ✓ Key roles and responsibility in a warehouse management

Module 2 - Warehouse and Inventory Operation Management

- ✓ What mean of Warehouse and Inventory Management
- ✓ Importance of Warehouse Operations Inventory
- ✓ Inventory valuation method
- ✓ Inventory Management
- ✓ Inventory demand forester
- ✓ The role of inventory management
- ✓ Inventory Control System
- ✓ Types of inventory
- ✓ Goods carried in inventory management
- ✓ Stock control management and inventory Management

Module 3 - Warehouse layout and slotting strageies desige

- ✓ Whart is Warehouse layout desige
- ✓ What is slotting in Warehouse Management
- ✓ Benefits of efficient Warehouse slotting
- ✓ Analysis Warehouse layout
- ✓ Warehouse layout desige
- ✓ Warehouse slotting strategies
- ✓ 5 ways Warehouse slotting strategies
- ✓ 5 benefits of Warehouse slotting
- ✓ Warehouse challenges

Module 4 - Safety and Awareness Handling in Operational Warehousing

- ✓ Understanding a safety in Warehosing
- ✓ OSHA Regulation and Standards on Warehouse Safety
- ✓ OSHA Act 1994 (S24) - General employee obligations
- ✓ Safety on handling Forklift
- ✓ Safety on working loads and rack system
- ✓ RACE : Dealing with Hazards in the workplace
- ✓ Emergency Respond Plans and Evacuation
- ✓ Personal Protective Equipment (PPE)
- ✓ The importance of communication in warehouse safety
- ✓ Material handling and importance of safe loading and unloading
- ✓ 5S, 6S and 9S disciplines in Warehousing
- ✓ Why need 5S, 6S and 9S in Warehousing

2.7 VENUE & SPECIAL REQUIREMENTS FOR PRACTICAL SESSION

The shall be conducted at client premise to hands-on practical training session. For that purpose, client is required to provide the facilities as follows:

a) Appropriate training room; and
b) With minimum operating accessories and suitable working space

3.0 FACILITATOR

BARHANUDDIN BIN KHALI academically graduated Doctor of Philosophy (Ph.D.) in Supply Chain Management from Murdoch University, Australia; Master's Degree In Management from Asia eUniversity, Shah Alam, Selangor, and Advanced Diploma and Diploma in Logistics Management from University College Sedaya International (UCSI), Cheras, Kuala Lumpur. In training, Barhanuddin Khalil is an accredited trainer registered with Human Resource Development Fund (Registration No. 5724) and Trainer Exemption. He is also accredited by CIAST and Jabatan Pembangunan Kemahiran (JPK) / Department of Skill Development (DSD) under the Ministry of Human Resources (MOHR) in NDT' s Training Programme, TM002 Instructor (Basic Training Methodological for Instructors) and Facilitator. He also Direktori Pakar Industri Negara (DPIN) Rujukan : JPK/9/2015 Jld.1 M(048) under CIAST and Jabatan Pembangunan Kemahiran (JPK). Barhanuddin Khalil is still studying for Masters of Science in Supply Chain Management at Malaysia Institute for Supply Chain Innovation, Shah Alam, Selangor till the end of 2022 due of Covid 19.

Under Jabatan Pembangunan Kemahiran (JPK) / Department of Skill Development (DSD) under Ministry of Human Resources (MOHR), he also holding certificate Sijil Kemahiran Malaysia in;

a. PhD in Supply Chain Management at Morduch University Perth, Austuali
b. Master in Management at eUniversity, Shah Alam, Selangor
c. Degree in Logistics Management at University Sedaya International Collage
d. Diploma in Logistics Management at University Sedaya International Collage
e. Sijil Kemahiran Malaysia in Freight Forwarding Level 2 & 3 (FB-011-2 & 3)
f. Sijil Kemahiran Malaysia in Logistic Management 2 & 3 (IL-012-2 & 3)
g. Sijil Kemahiran Malaysia in Warehouse Management (IL-013-2)
h. Sijil Kemahiran Malaysia in Office Management (N821-001-3:2019)
i. Sijil Kemahiran Malaysia in Material Handling Logistics Equipment (MC-043-3:2019)
j. Sijil Kemahiran Malaysia in Dry Bulk Crane Operation at Port Management (H522-001-3;2020)
k. Sijil Kemahiran Malaysia in Dron Management (DT-010-3:2021)
l. Certification in Dangerous Goods Rule and Regulation for Air Freight, Sea Freight and Land Freight

Barhanuddin Khalil, is an experienced practitioner in logistics and supply chain management with more than 32 years of working experience in various positions and organizations. Barhanuddin Khalil started his career as logistics and supply chain management practitioner as Logistics Officer at Hitachi Transport System (M) Sdn Bhd. During his 14 years tenure with Hitachi Transport System, Barhanuddin Khalil was involved in complete spectrum logistics and supply chain operations on Import and Export shipment, Oversize and Overweight shipment, warehousing, transportation and handle Dangerous Goods material and raw material. Barhanuddin Khalil also used to work as Logistics and Supply Chain Executive with Honeywell Aerospace (M) Sdn Bhd where he worked for 13 years handling Import and Export spacer part or aircraft and also Dangerous Goods Rule and Regulation from MAS and IATA.

Since 2012, Barhanuddin Khalil started to be involved in lecturing and training on logistics and supply chain management and working with Tech Terrain College, Akademi Professional Kosas, Politeknik Nilai, Politeknik Seberang Prai and Budiman

Dinamik Sdn Bhd /Academy For Human Capital under SKM about 10 year before he become a freelance trainer till now.