



*Training Course:  
Managing Tenders, Specifications & Contracts*

*21 April - 2 May 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Managing Tenders, Specifications & Contracts

Training Course code: PC4048 From: 21 April - 2 May 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 8400 € Euro

### Introduction

Warehouses and stores are often under-rated operations in organisations, yet they are essential in providing customer service.

The purpose of this seminar is to show how to implement all of the essential tools for the effective management of warehousing and stores. This module therefore :

- Shows how to evaluate procedures,
- Shows how to change and improve methods by eliminating wasteful activities and excess costs.
- Provides the practical skills to take back to the workplace.
- Shows how to avoid those internal problems that limit performance.
- Allows delegates to obtain added value for money
- Shows how to improve customer service.

### Objectives

By the end of this seminar delegates will be able to:

- Evaluate procedures
- Change and improve methods
- Eliminate wasteful activities/costs
- Avoid all those internal problems that limit performance
- Obtain added value for money
- Improve customer service

### Training Methodology

- Delegate discussion and involvement
- Case studies
- Exercises
- Best practice examples
- Supportive comprehensive course manual enabling practical application and reinforcement

### Organisational Impact

- Examine the link of stock in the company operations and activities
- Analyse the key areas of warehouse operation
- Identify and understand key performance indicator

- Succeed in improving operation
- Apply the right cost and service balance
- Gain a competitive advantage

### Personal Impact

- How to analyse warehouse operations
- How to make productivity improvements
- How to select and maintain equipment
- How to conduct safe operations
- How to reduce costs and improve service levels
- Use a framework for continual improvement

## SEMINAR OUTLINE

### The Role of the Warehouse

- Why we need a warehouse,
- What functions they cover,
- How do they fit into the supply chain
- The balance between sorting and storing
- 12 initial questions to ask about warehousing activity

### Product Classification

- Supply /demand variables
- ABC Analysis or the 80/20 rule
- Determining product handling groups
- Throughputs and product formats

### Layout Options

- Receiving options
- Storage options
- Picking/assembly options
- Dispatching options
- Using the floor and the height space
- Organising for flow

### Methods and Equipment

Here we specifically look at the lifting, storing and moving equipment available for specific layout options, including:

- Warehouse structures

- Loading bays
- Selecting fork lift trucks
- Selecting racking
- Implications for warehouse layouts
- Operational timings and planning

### Health and Safety

- Duty of care
- Inspections and risk assessments-task analysis
- Equipment maintenance and care
- Raising people's awareness

### Security and Loss

- Minimizing internal theft
- Minimizing external theft
- Preventative measures will be briefly discussed.

### Productivity and Costs

- Fixed and variable cost
- Typical costs involved
- A model for understanding the roles of productivity, utilisation, and performance
- Setting productivity and cost targets
- The importance of having measurements and key indications of performance

### Service Levels

As Warehouses are a link in the total process of satisfying customers, this session will therefore look at:

- Internal and external customers
- The three key customer service measure
- Customer service sampling
- Effects of substandard service
- Minimising errors

### Warehouse Layout

- Different types of layout with advantages and disadvantages
- Planning for flow in the warehouse
- Checklists to help on deciding the best option

### Summary

Finally, in linking together all the sessions, we put forward simple overviews and a clear summary, including:



- The 7 step model for better warehouse management
- The top 20 warehousing ideals for continuous improvement

## Registration form on the Training Course: Managing Tenders, Specifications & Contracts

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

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### Person Responsible for Training and Development

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- Please find enclosed a cheque made payable to Global Horizon
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