



*Training Course:
Managing Tenders, Specifications & Contracts*

*7 - 18 September 2026
Kigali (Rwanda)*

Training Course: Managing Tenders, Specifications & Contracts

Training Course code: PC4048 From: 7 - 18 September 2026 Venue: Kigali (Rwanda) - Training Course Fees: 9700 € 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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