

EFFECTIVE STORES MANAGEMENT

22 - 23 February 2012

Southern Sun, O.R. Tambo International Airport Hotel

Effective Stores Operations play a critical role in the profitability and success of each business. The manner in which stores are managed can impact significantly on inventory, customer service levels and ultimately, the company's bottom line.

This workshop will provide delegates with a complete understanding of current best practices in stores management and importantly, how to apply them effectively in their current environment. The aim of this workshop is empower delegates with the knowledge to increase efficiency, improve productivity and be more customer focused and service oriented.

The content is practical and over these two days, delegates will gain knowledge of the fundamentals in managing stores effectively as well as proven methodologies that can immediately be implemented in their stores or warehouse.

This workshop has been designed for introductory to intermediate level.

Vicenda
BUSINESS INFORMATION • CONFERENCES • TRAINING



Who Should Attend?

This workshop will benefit executives operating in the manufacturing, retail, distribution and services industries, specifically with the following job responsibilities:

- Stores Management
- Warehouse Management
- Logistics
- Operations
- Dispatch & Receiving
- Order & Fulfillment
- Stock Control
- Supply Chain Management
- Distribution
- Materials Management
- Freight Management
- Inventory Management
- Manufacturing
- Purchasing

Workshop Objectives

On completion of this course, delegates will be able to better understand:

- the role of inventory and stores management within the supply chain
- best practices of stores and stock control operations
- the fundamentals of an efficient stock control system
- how to manage, store and supply materials and inventories
- the requirements to run an efficient and effective stores operation

Supply Chain is a complex and dynamic environment that is constantly evolving. It is imperative for executives operating in this environment to keep in touch with industry trends, best practices and technological advancements in order to maintain an optimal and competitive supply chain.

Vicenda is an innovative services company offering business information services to the logistics and supply chain industry. Our focus is to provide executives with tailored business platforms that allow them to keep informed and up-to-date with the latest industry trends.

Our Workshops and conferences bring together experienced industry experts in interactive learning environments so that supply chain practitioners can share their knowledge, experience and insight with our delegates. Although content is always based on sound academic principles, we have a strong focus on sharing practical solutions to the business challenges that supply chain executives encounter daily.

Supply Chain Update is an industry newsletter first published by Vicenda in March 2009. Now in its third year, this weekly distributed e-zine is received by more than 14 000 readers in South Africa. Supply Chain Update strives to promote the sharing of and understanding of supply chain management best practices.

For more information on other courses available, please visit:

www.vicenda.co.za

Day 1: 22 February 2012

08h00 Registration and Coffee

08h30 Introduction to the Stores Function

- The Changing Business Environment
- The Value/Supply Chain
- Organizational Networks
- The Company Structure
- The Purchasing & Supply Function
- Typology of Market Structures
- Storekeeping in the Supply Chain

09h45 Coffee

10h00 Role of Inventory/Stocks

- Why Do We Need Inventory?
- Types of Inventory
- Types of Manufacturing Processes
- Order Coupling & Decoupling Points
- Indicators of Poor Inventory Management
- ABC Inventory Analysis

11h00 Materials Management

- Materials Management
- Materials Handling
- Coding of Materials
- The Role of Packaging
- Packaging Issues
- Bar Coding, RFID & Tagging

12h00 Lunch

13h00 Storage & Materials Handling Equipment

- Types of Storage Equipment
- Types of Materials Handling Equipment
- Containers, Conveyors & Industrial Vehicles
- Store Flow & Mechanization

14h00 Stores Layout & Operations

- Segmentation of Inventory
- Stores Layout Considerations
- Location Identification
- Core Store Processes
- Stores Flow

15h00 Coffee

15h15 Role of Purchasing, Suppliers & Quality Control

- Buying, Purchasing & Procurement?
- Objectives of Procurement
- Value Added by Procurement
- Supplier Relationships
- Vendor Quality Rating
- Purchasing Product & Supplier Portfolio
- Quality & Quality Control

16h15 Workshop close - Day 1

Day 2: 23 February 2012

08h00 Registration and Coffee

08h30 Receipt, Inspection, Putaway & Storage

- Receiving Product & Goods
- Inspection of Products & Goods
- Putaway
- Storage of Products & Goods

09h45 Coffee

10h00 Picking, Packing, Issuing & Dispatch

- Different Approaches to Picking
- Technology & Picking
- Immediate Issue on Presentation of Issue Note
- Mass Production & JIT
- Bill Of Materials (BOM)
- Cost Allocation
- Dispatch Principles & Collections

11h00 Stock Control, Stock Taking, Records & Systems

- Store Records & Systems
- Manual & Computerized Systems
- Stock Records
- Materials Accounting & Costing Inputs
- Stock Control Accounts
- Stocktaking
- Centralised vs Decentralised?

12h00 Lunch

13h00 Security, Housekeeping, Health & Safety

- Stores Operations
- Stores Security
- Product Usage & Information
- Product & Industry Life Cycles
- Maintenance
- Security
- Health & Safety

14h00 People Management

- Human Inputs
- Motivation & Attitude
- Training & Development
- Communication
- Personality Types

15h00 Coffee

15h15 Company & Store Performance

- Company Performance
- Stores Performance
- Ratio Analysis
- World Class Warehousing Practices
- Ethics & the Environment
- Service Level Agreements (SLA'S)

16h00 Workshop ends

Workshop Presenter



Mike Johnston graduated with a Bachelor of Science from the UCT and a MBA from the Graduate School of Business at Wits University. He spent 13 years with Tanker Services moving from Management Trainee to Operations Manger for Tanker Services (Natal) to Group Operations Manager.

In 1985, he embarked out on his own as a specialist Transport & Logistics consultant. He has been engaged by numerous companies in South Africa over the past twenty three years to investigate and improve corporate supplychains and operations.

This includes issues ranging from logistics & distribution strategy, procurement, order processing, inventory management, warehousing and transportation.

Mike lectures at Damelin College on procurement, logistics & warehousing. He has been involved in numerous related conferences and workshops. He has been a committee member of the Southern African Roundtable of the Council of Supply Chain Management Professionals (CSCMP) and a judge on the Logistics News' *Annual Logistics Achiever Awards* since 1996.

Workshop Cost

The cost per delegate to attend the workshop is **R4 650 + vat**. This includes all meals and beverages as well as programme materials. It does not include accomodation or travel expenses.

Bookings of three delegates or more (from one company) will receive a reduction of 10% on the total registration fee. In order to maintain the interactive nature of this workshop, attendance is limited, so please reserve your seat early to avoid disappointment.

If you wish to reserve a seat at the workshop, please fax through the registration form below or alternatively contact us directly:



011 021 5411 or



karl@vicenda.co.za

The Venue

The Southern Sun OR Tambo International Airport Hotel is a premier four star hotel, conveniently situated just 500 metres from Johannesburg International Airport. A free shuttle runs every 15 minutes between the airport and the hotel, making it convenient to simply fly in and out for any event without the necessity of car-hire.

As Vicenda's preferred venue for our Johannesburg events, the hotel has generously extended an excellent bed & breakfast rate of **R800 per night per delegate**. The Hotel's guest rooms are spacious and offer every modern comfort

The hotel's lunch venue, Bernoullis Restaurant, offers an extensive selection of international dishes from their remarkable buffet and can arrange prepared plated dishes for any specific dietary requirements.

The Southern Sun OR Tambo International Airport Hotel has an energetic, international ambience. The hotel provides its guests with a warm welcome, high speed internet access, local culinary delights and all in all an excellent hotel for the travelling executive.



Company Details

Company Name: _____

Postal Address: _____

Postal Code: _____

Tel No: _____

VAT No: _____

Delegate Details

1. Full Name: _____

Designation _____

E-mail: _____

2. Full Name: _____

Designation _____

E-mail: _____

3. Full Name: _____

Designation _____

E-mail: _____

Terms and Conditions

1. The package includes programme materials, meals and beverages. The package does not include accommodation or travel.
2. Payment must be made in South African Rands.
3. Cancellations must be received in writing no later than two (2) weeks prior to the event. A full credit will be given that may be utilized for any future Vicenda event. A 50% cancellation fee will be charged for cancellations received within two (2) weeks of the event. Non-payment or non-attendance does not constitute cancellation.
4. Should Vicenda cancel the event or this contract for any reasons, Vicenda shall refund the delegate all monies paid in terms of this contract.
5. In the unlikely event that the date or location of the event changes to a date or location that would be more advantageous to the success of the event, delegates may not hold Vicenda liable for any costs incurred by such changes.
6. All intellectual property rights in all materials produced and distributed to delegates by Vicenda in connection with this event is expressly reserved. Any unauthorized distribution, duplication, or publication is strictly prohibited without the express permission of the Event Director.

Conference Cost

Cost per delegate: **R4 650,00 + VAT**. Bookings of three delegates or more (from one company) will receive a reduction of 10% on the total registration fee.

The package includes programme materials, meals and beverages. The package does not include accommodation or travel.

Authorised Signature: _____

Full Name: _____

Date: _____

E-mail Address (if not a delegate): _____