

World Class Warehouse Management Program



Today, warehousing plays a critical role in assuring high levels of customer service and overall supply chain performance.

Warehousing minimizes the effects of supply chain inefficiencies; improves logistics accuracy and inventory management; and allows product accumulation, consolidation, and customization.

The cost of warehousing should be commensurate with the contribution of warehousing to overall logistics performance of corporate revenue. In world-class warehousing these costs are minimized while improving customer service. The principles and

systems described here are common denominators of world-class warehousing. The principles have been developed over a decade of logistics research, education and consulting project experience.

This hands-on and result-oriented program will ensure that your warehouse operation teams understand the importance of warehouse and supply chain management to your key operations. Participants will also have the chance to learn the latest, effective warehouse management and lean warehousing system in the industry through our hands-on course leader.

Who should attend?

This workshop is beneficial to leaders and executives who perform cycle count, physical inventory count, asset management, executives responsible for materials & inventory planning & control managers, warehouse, logistics, purchasing, and also uninterrupted delivery to customers.

The World-Class Warehouse Management Program

Phase I Warehouse Assessment:

Assess and Understand the Current Operations (with the management representatives)

- Discuss - actual Value and Waste
- What we 'saw' - technically and culturally
- Summarize current state of the warehouse operations
- Customization of the workshop to suit the requirement

Duration: 1 day

Phase II World-Class Warehouse Management Workshop:

The Challenges of Supply Chain Management

- What is supply chain?
- The importance of supply chain
- Supply chain issues and strategies
- Critical roles of warehouse in supply chain

Creating A World-Class Warehouse

- Customer Service
- Inventory Management
- High Productivity
- Flexibility
- People
- Safety
- Technology Application

Lean Warehousing

- What is a Lean Warehousing?
- Understand Your Warehouse Challenges
- Creating Value and Eliminating Waste
- How to construct a Value Stream Map
- Spaghetti Diagrams
- Developing your Current State Value Stream Maps
- Your Baseline Metrics (from your Current State Value Stream Map)
- Wastes Elimination Exercise
- Creating a Visual Workplace

Receiving operations

- Objective of receiving function
- Receiving store layout
- Receiving flow & key performance indicator
- Receiving bay & equipment
- Using Bar-coding, RFID technology to improve productivity
- Receiving aging control

Warehouse Storage and Issuance

- Utilizing different storage method to save space and improve efficiency
- Warehouse capacity planning
- Materials picking and issuance
- Warehouse key performance indicator
- Warehouse security control

Warehouse Inventory Management

- Inventory carrying costs
- JIT inventory management
- Utilizing Kanban pull system to improve productivity and inventory control

Stock and Cycle Count

- Importance of inventory accuracy
- How to improve inventory accuracy
- Analysis of the inventory discrepancy
- Establish a better process to improve the inventory accuracy
- Utilizing technology such as bar coding, RF scanners and RFID to improve the stock count

Develop Action Plans and Projects to Improve Your Current Warehouse Operations

Duration: 4 days (9am - 4pm)

Phase III Coaching on Warehouse Improvement Projects:

The key objective of this coaching phase is to ensure that the improvement action plans and projects are carried out. Most of the time, the learning of your participants only starts during the project execution phase and also during this time that they need a lot of coaching in order to successfully executing the improvement projects. And, also with coaching in place, the organization can enjoy the returns for the investment of this training.

Coaching is the essential part that will help deliver results for your organization. At the same time, new process will be documented and standardized across the operations so that the new improvement can be sustained. Normally, this coaching and standardization phase will be conducted 3 - 4 weeks after the workshop so that there is sufficient time for the teams to carry out their improvement projects.

Duration: 2 days (9am - 4pm)

Course Leader:

Andrew Cheah, Bachelor of Economics, MBA (Contact: acheah@leanadvisors.com)

Andrew has successfully trained and implemented Lean to both international multinational corporations and also local small and medium enterprises. Andrew has helped Fortune 500 companies in turning around their warehousing management, reengineering their materials processes, carrying out factory-wide barcode implementation, vendor-managed inventory (VMI), setting up Kanban pull system, reducing machine set-up time by more than 50%, improve factory space and improving production capacity. He also possesses wide knowledge in implementing SCM system solutions, barcode solutions, Lean manufacturing, MES (Manufacturing Execution System), CRM and ERP system integration.

He has worked with various multi-national Fortune 500 companies for more than 10 years in the areas of materials, supply chain management and production & operational planning. He is highly regarded for his

ability in setting up material and production planning system for fast-paced electronics manufacturing operations.

Andrew is highly sought after for Lean Manufacturing & Supply Chain Management consulting in Asia. He has conducted training in Malaysia, Singapore, Vietnam, Thailand, Mauritius, United Kingdom, China, Saudi Arabia, Philippines, Egypt and United Arab Emirates. He is known for his effective results-oriented training solution. He has successfully helped both multinational corporations and small medium enterprises from various countries successfully implement Lean Initiatives within a short time (less than 6 months).

He is also a Certified Professional Business Coach from the International Professional Managers Association, UK. He is also a founding member of the International Association of Coaches, and a member of CoachVille, the largest coaching organizations in the world.

Through his exciting, activity-based leadership workshops, he has motivated directors, managers, executives and supervisors from both MNC and SMI corporations in Asia Pacific, Middle East and Africa. Some of the clients he has worked with are as follows:

- Electronics companies such as Intel, Sony, Xerox, Flextronics, Seagate, AIC, Globetronics, Clarion, Kobe, Polar Twin, Ya Horng, Dell, Silterra, Celestica, Jabil, Lumileds, Scarmel, and etc.,
- Textiles and garment companies such as Eastern Garment, Pen Apparels, Honsin, Plas Garment, Prolexus, South Island Garment, and etc.,
- Medical and healthcare such as B. Braun, Bard, Uno-medical, and etc.,
- Automotive related companies such as Good Year Malaysia, Sime Tires, UMW Corporation, Automotive Industry, and etc.
- Oil & Gas and Chemical related companies such as Sofap, BP Middle East, MI Swaco, Sahara Petrochemicals, Petronas, Qatar Fertiliser Company, Afia International, Unilever and etc.

Andrew holds a Masters Degree in Business Administration (MBA) from Winona State University, Minnesota, USA and a Bachelor of Economics (Hons) from Northern University of Malaysia. He is fluent in English, Mandarin, and Malay.

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CK Sia, Bachelor of Management (Honors)

CK brings with him years of experience providing training for SME (Small Medium Enterprise) as well as MNC (Multi-National Corporation) in Lean and Supply Chain Management. He specializes in supply chain management including inventory and materials management, warehousing, operation planning as well as in Lean implementation. He has helped various Fortune 500 companies in turning around their order fulfillment, reengineering their materials processes, improving inventory turnover and reduction program, carrying out vendor-managed inventory (VMI) program, and implementing Kanban system. He has also been heavily involved in SCM system solutions, and ERP system integration.



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He is now working with organizations in implementing Lean concepts into their supply chain. Programs that he conducted in this area include Lean Warehousing, and Lean Supply Chain. He has worked in one of the world renowned consulting firms prior joining Synerflex Consulting/ Lean Advisors Inc. As a consultant in strategy and operation area, he is highly regarded for his ability in Lean implementation as well as setting up material planning and controlling system and also business process improvement for fast-paced electronics operations.

CK is also a Certified Professional Trainer from the International Professional Managers Association, UK. He is also well known as a trainer in leadership development and motivational workshops. He has conducted series of organizational development workshops like Dynamic Team Building, Effective Communication and Effective Leadership Program. He has also involved in developing several Management Development Program like MBO for the clients.

CK has successfully trained and implemented the below Lean Manufacturing practice for the clients:

- Kanban System & Inventory Management
- Single Minute Exchange of Dies (SMED)
- 5S & Visual Workplace Management
- Value Stream Mapping
- Error Proofing (Poka-yoke)
- Pull System for Warehousing