



# WAREHOUSE & STORE MANAGEMENT : IMPROVING EFFICIENCY AND MINIMIZING COST

**1 August 22 & 23, 2022 (Monday & Tuesday)**  
**8.45 am – 5.00 pm** **Remote Online Learning via Zoom**

While the firm not ready to fully automate their warehouse or storage area, there are several things the firm can do to improve efficiency and reduce operating cost. This can be done by assessing at their current process and system, identify gaps, implementing process improvements and making a smart technology investment; wherever possible.



This 2-day course will provide a tips and technique to optimize warehouse storage process, maximize storage space, improve warehouse efficiency and minimize cost.

## ...COURSE CONTENTS...

### TOPIC 1 – INTRODUCTION - WAREHOUSE & STORE MANAGEMENT

- The fundamental review of warehousing and store management
- The roles and responsibilities of warehouse and store management team
- Common warehouse management issues and challenges related to process and cost

### TOPIC 2 – DESIGN AND MANAGE WAREHOUSE OPERATIONS

- Warehouse facilities, equipment and tool
- Warehouse space and layout
- Warehouse workflow and process
- Warehouse operations

### TOPIC 3 – PROCESS EFFICIENCY AND PROCESS IMPROVEMENT PLAN

- Identify inefficient process
- Why, when & how to implement process improvement
- How to develop process improvement plan

### TOPIC 4 – WAREHOUSE OPERATING COST

- Elements of cost
- Techniques for evaluating cost
- Plan and initiate cost savings exercise

## ...TRAINER...

**PUAN SITI ZALEHA BINTI ISMAIL** possesses an MBA from UKM, a BBA (Hons) in Retail Management and a Diploma in Banking, both from UiTM. She has more than 15 years of working experience in the fields of training and development, retail, purchasing and procurement. She began her career with Guardian Pharmacy as a Retail Executive and moved on to PLUS Expressway Bhd as the Management Executive (Contract & Procurement) and grew steadily to be the Assistant Manager of Purchasing and Inventory. She was also the Head of Department/Deputy Senior Manager Group Human Resources of an Oil and Gas Services Company.

**PUAN SITI**, a certified trainer registered with PSMB has been actively involved in public training since 2003 and her area of expertise includes Organizational Development/Change Management, Training & Development, Purchasing, Supply Chain Management, Logistic Management and Retail Management. Pn Siti has conducted various training programs such as Retail Management, Logistic Management, Marketing Management, Purchasing & Inventory Management, Effective Purchasing Assistant/Storekeeper, Supply Chain Management, Inventory Control and others. She was the Internal Trainer for Plus Expressway and has conducted numerous purchasing and inventory related for its employees. On top of that, she was also invited to conduct training on Mind Aviation/ Motivational and Cross Cultural, Gender & Religion for National Service Program. She is also a part-time Lecturer for open University Malaysia and Institute Putra, Malacca. In the past, she has conducted Training Courses for OPEN University Malaysia, Institut Putra Tell Asia Consulting, KL, Starza Corporation Sdn Bhd, PLUS, and Projek Lebuhraya Utara-Selatan Berhad.

## ...WHO SHOULD ATTEND...

This session is designed for Warehouse Managers/Executive/ Supervisor, Storekeeper who want to take an aggressive, hands-on approach in dealing with warehouse/storage management

## ...TRAINING METHODOLOGY...

Lecture, Group Discussion, Case Study

**...OBJECTIVES...**

- During the program participants will be exposed to;
- Basic and principle of warehousing & storage management
  - Tactic and technique to manage, control, and optimize all the processes in a warehouse or stores.
  - Measure process efficiency
  - Plan and initiate process improvement
  - Manage and control warehouse and stores operating cost

**...LEARNING OUTCOME...**

- Upon completion of the course, participants should be able to:
- Analyze the issues and concepts associate with warehouse and store management
  - Understand the process and system used to manage warehousing and stores activities
  - Evaluate, design and manage warehouse operations
  - Identify areas for improvement and eliminate non-value-added activities
  - Apply process improvement and cost saving techniques at workplace

**.... COURSE DETAILS ....**

Date **August 22 & 23, 2022 (Monday & Tuesday)**  
 Time **8.45am - 5.00pm**  
 Platform **Remote Online Learning via Zoom**  
 Medium of Instruction **English**  
 CPD **14 hours**  
 Fees  **Members RM689.00/pax**  **Non-Members RM848.00/pax**  
*(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)*

- ❖ *Download and install ZOOM app on your laptop/desktop before the Webinar session*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Username and Password will be provided upon confirmation of Webinar session*

**.... ADMINISTRATIVE DETAILS ....**

**HRD CORP CLAIMABLE COURSE DETAILS**

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W\_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

**DISCLAIMER**

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

**REGISTRATION**

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on **First-Come-First served** basis.

**PAYMENT**

- **Cheques** made in favour of **"FMM Institute"** should be forwarded to FMM Institute Perak.
- For **SBL Scheme**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

**CANCELLATION**

- Must be in **Writing with Reasons**
- **7 days** before the course – **No payment** charged
- **3 – 6 days** before the course - **50% payment** charged
- **< 3 days** before the course – **Full payment** charged
- Participants who did not turn-up will be charged **full payment**
- Replacements can be accepted at **no additional cost**

**~ Registration Form ~**

**WAREHOUSE & STORE MANAGEMENT :  
IMPROVING EFFICIENCY AND MINIMIZING COST**

**Closing Date:  
AUGUST 15, 2022**

FMM Institute  
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation	
	NRIC	HP No	
		Email	
2.	Name	Designation	
	NRIC	HP No	
		Email	
3.	Name	Designation	
	NRIC	HP No	
		Email	

*(Please attach a separate list if space is insufficient)*

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_ participant(s) made in favour of the **"FMM Institute"**.

Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
 Company: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Email: \_\_\_\_\_ FMM Membership No \_\_\_\_\_