

WAREHOUSE MANAGER CERTIFICATE OF PROFESSIONAL COMPETENCE

EXECUTIVE SUMMARY

Following earlier discussions amongst UKWA members going back over several years, it has been identified that there is a need for a common standard of achievement and recognition for Warehouse Managers and potential Warehouse Managers. The Warehouse Manager CPC programme has been developed to meet that need based on the feedback received from the UKWA membership.

UKWA is assembling a pilot group of students from member companies to trial the programme. From this we will further refine and develop a fully marketable programme to UKWA members that satisfies the criteria in the 11 critical areas of warehousing identified.

LOGISTICS LEARNING ALLIANCE (LLA)

LLA is a specialist supply chain and logistics training company which works with a number of Awarding organisations to deliver qualification programmes for the sector, from new entrant through to senior management. Specialising in fully supported distance learning, LLA find this method of delivery well suited to the target audience for this programme, who will often have a busy life-style both in their workplace and home commitments. Studying at the time and place of their choosing, and being able to control their pace of learning, are attractive to junior and middle managers within our area.

LLA programmes are designed around a simulated working environment that allow the managers of today, and tomorrow, the opportunity to explore the concepts of supply chain and logistics management in a risk-free environment

SYLLABUS

It is intended that the programme initially be set at Level 4/5, with the idea that a lower level version (Level 3 equivalent) might be developed for Shift Managers, Team Leaders and Supervisors in time.

The programme will cover two areas of management:

1. Management of Warehouse Operations
2. People Management

The key areas of coverage within each area are explored in Annexes A and B respectively.

COURSE DURATION

The units are each expected to take around 80 hours Learning Time, making a Total Qualification Time of 160 hours.

METHOD OF DELIVERY FOR CPC

LLA's method of delivery for most of the qualification programmes offered is by distance learning. For the pilot programme we would plan to run a blended course, with a one day workshop to start each Unit, followed by a defined time for the students to complete the assigned tasks (within 6 months).

ANNEX A – WAREHOUSE MANAGEMENT UNIT

OUTCOMES

At the end of this unit, you will be able to explain and demonstrate:

- The role of the warehouse within the supply chain
- An analysis of the stock requirement
- How to calculate the space requirements
- How to select the working methods and equipment
- How to determine the resource requirements
- An understanding of business finances and how to budget warehouse operations
- How to control warehouse operations through relevant Key Performance Indicators

INDICATIVE COVERAGE

The unit will cover the following areas:

- Establishing the need for the Warehouse and its correct location
- The warehouse site and perimeter, the warehouse buildings including offices and administration facilities, environmental considerations and pest control
- Product handling characteristics including specialist storage requirements
- Forecasting requirements and managing the flow through the warehouse
- Selecting working methods and the impact of technology on working methods
- Handling and storage equipment including specialised storage amenities
- Fire protection measures and equipment
- Legislation that impacts on warehouse operations including health and safety
- Basics of business finance and the impact of warehousing including insurance requirements and creating budgets for warehouse operations
- Warehouse Key Performance Indicators and Key Results Areas

ANNEX B – MANAGEMENT SKILLS

OUTCOMES

At the end of this unit, you will be able to explain and demonstrate:

- The principles of people management and “achieving results” through people
- Leadership skills –how this differ from Management
- The skills required for effective communication
- The importance of customer service to the organisation
- The requirements of continuous improvement

INDICATIVE COVERAGE

MANAGEMENT

- Planning work, including the basics of Project Management
- Organising work, including time management
- Directing work
- Controlling work through KPI and KRA (links back to Warehouse Operations unit)

LEADERSHIP

- Management v Leaderships
- Understanding objectives, teams and individuals
- Motivating teams and individuals
- Barriers to team effectiveness

COMMUNICATION SKILLS

- Verbal communications
- Non-verbal communications
- Listening skills

CUSTOMER SERVICE

- Understanding Customer service interfaces
- Establishing a customer service organisation
- Measuring customer service performance

CONTINUOUS IMPROVEMENT

- The principles of continuous performance
- Facilitating continuous Improvement
- Operational problem solving
- Drivers of change
- Making change happen and managing the process