

WHS100

Warehouse Logistics

Welcome

- Welcome to class
 - Introductions
 - Course duration
 - Breaks
 - Housekeeping items
 - Questions parking lot
- Key dos and dont's
 - Do sign the attendance sheet
 - Do feel free to ask questions
 - Do turn off your cell phones
 - Do keep discussions at the class level
 - Don't leave this class confused

Agenda









- Course Introduction 5 minutes
- Company Warehouse Overview 30 minutes
- Inbound Processing 20 minutes
- Inventory Maintenance 20 minutes
- Outbound Processing 20 minutes
- Warehouse Office Management 20 minutes
- Course Wrap-Up 5 minutes

- Course Duration 2 hours

Course Guide

- Use the Course Guide to:
 - Follow along with your instructor during training
 - Take notes and highlight existing material on important information
 - Help you prepare for the activities associated with your job role
 - Use as reference material back on the job

Course Guide Icons

	Offers you additional information pertaining to the task.
	Indicates it is critical that you DO perform this action.
	Indicates it is critical that you DO NOT perform this action.
	Indicates there is a question you should answer.
	Directs you to another resource for additional information.
	Indicates a process or system control point is addressed.

Course Objectives

- Upon completion of this course, you will be able to:
 - Define important terms and concepts
 - Explain the internal benefits of the Company warehouse logistics processes and systems
 - Discuss the positive impact on our customers of the effective execution of warehouse logistics procedures
 - Describe the role of an Company warehouse and the physical warehouse configurations
 - Identify the systems supporting the execution of warehouse processes
 - Describe Company safety goals and the benefits of safety measures in the warehouse

Course Objectives (cont.)

- Upon completion of this course, you will be able to:
 - Describe the inbound processing workflow, systems, and roles
 - Describe the inventory maintenance procedures used to control inventory within the warehouse
 - Describe the outbound processing workflow, systems, and roles
 - Explain how warehouse office procedures support the inbound, outbound and inventory maintenance activities

Module 1: Warehouse Overview

Warehouse Logistics

- ▶ Module 1: Warehouse Overview
- ▶ Module 2: Inbound Processing
- ▶ Module 3: Warehouse Inventory Maintenance
- ▶ Module 4: Outbound Processing
- ▶ Module 5: Warehouse Office Management

Learning Objectives

- Upon completion of this module, you will be able to:
 - Define important terms and concepts
 - Define Company warehouse operational excellence
 - Explain the internal benefits of the Company warehouse logistics processes and systems
 - Discuss the positive impact on our customers of the effective execution of warehouse logistics procedures

Learning Objectives (cont.)

- Upon completion of this module, you will be able to:
 - Describe the role of an Company warehouse and the physical warehouse configurations
 - Identify and describe warehouse processes and procedures
 - Identify the systems supporting the execution of warehouse processes
 - Identify Company safety goals and describe the benefits of safety measures in the warehouse

New Terms and Concepts

Inbound Processing	Warehouse procedures for managing the receipt, placement and availability of items entering the warehouse.
Outbound Processing	Warehouse procedures for managing picking, packing and shipping of items leaving the warehouse.
Warehouse Inventory Maintenance	Warehouse procedures for managing items stored within the warehouse such as annual physical inventory, cycle counting and stock replenishment.
Warehouse Office Management	The monitoring of all warehouse functions and employees, maintenance of stocking levels and locations and the resolution of day-to-day operational issues.

New Terms and Concepts (cont.)

SX.enterprise	The Company enterprise resource planning (ERP) system. Software used to manage every aspect of a business including sales orders, inventory, accounting, and logistics.
TWL Online	The Company warehouse management system (Total Warehouse Logistics). This system manages the locations, quantities and movements of all items within a warehouse.
TWL RF	A wireless communication device that integrates with TWL Online. The information scanned and entered into the RF unit is transmitted directly to TWL Online.

New Terms and Concepts (cont.)

Logistics Network	The linkage of resources used in moving and storing items at the required location and time, which can be classified as external (vendors, customers and transportation providers) and internal (warehouses, item movement and storage).
UPP Guide	The Company online reference for the latest standard operating procedures, processes, policies, and best demonstrated practices across the business (Policies and Procedures).

New Terms and Concepts (cont.)

Item	A unit of inventory, synonymous with the terms material, good or product.
Velocity	The turnover rate of an item from when it is received into warehouse inventory to when it is shipped out of the warehouse.
Zone	A logical division of the warehouse floor based on item attributes such as size, velocity and weather resistance.

Company Warehouse Goal



- Achieve operational excellence and be the supplier of choice for our customers
 - Optimizing warehouse activities is the key
- Critical steps:
 - Receive and putaway every item with 100% accuracy
 - Pick every order with 100% accuracy
 - Ship every order on time
 - Maintain 100% inventory accuracy
 - Maintain a safe and clean work environment
 - Drive quality through continuous process improvement

Logistics Optimization

- Design and communicate a consistent approach to running our business across all warehouses
 - Deliver targeted employee training
 - Share best demonstrated practices
- Evaluate, learn, and enhance our methods
 - Improve existing processes and develop new processes as necessary
 - Utilize warehouse logistics systems and improve integration with warehouse processes

Benefits to Company

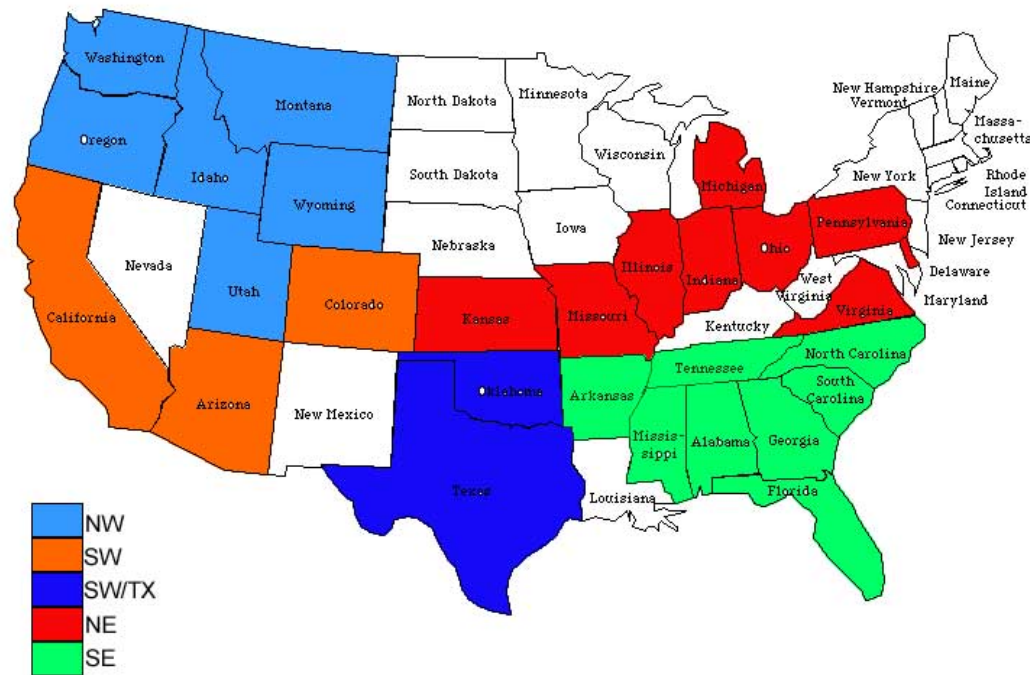
- Flawless execution of warehouse logistics will:
 - Increase operational efficiencies
 - Reduce operating costs
 - Increase employee productivity
 - Communicate best demonstrated practices
 - Increase warehouse safety

Positive Impact on Customers

- Keys to customers choosing Company as their supplier of choice are:
 - Order fulfillment accuracy
 - Speed of delivery
 - Availability of items
 - Highly competitive pricing

Logistics Network

- The Company logistics network enables the efficient and timely processing of inventory movements into and out of Company warehouses



What is a Warehouse?

- The warehouse is an integral part of the Company logistics network
 - All internal and external customer orders are fulfilled through the warehouse
- The warehouse serves as:
 - A seamless connection point across the logistics network
 - A single point of contact for customers
 - A single point of contact for suppliers

Physical Warehouse Layout

- Each warehouse is divided into multiple zones
 - Zones are a logical division of the warehouse floor into modularized stocking and work areas
 - Warehouse processes and systems are designed around the zones concept
- Zones are defined by item characteristics
 - Velocity
 - Size
 - Weather resistance

 **Not all warehouses have the same configuration**

Physical Warehouse Layout (cont.)

Zone 1
Fastest moving items

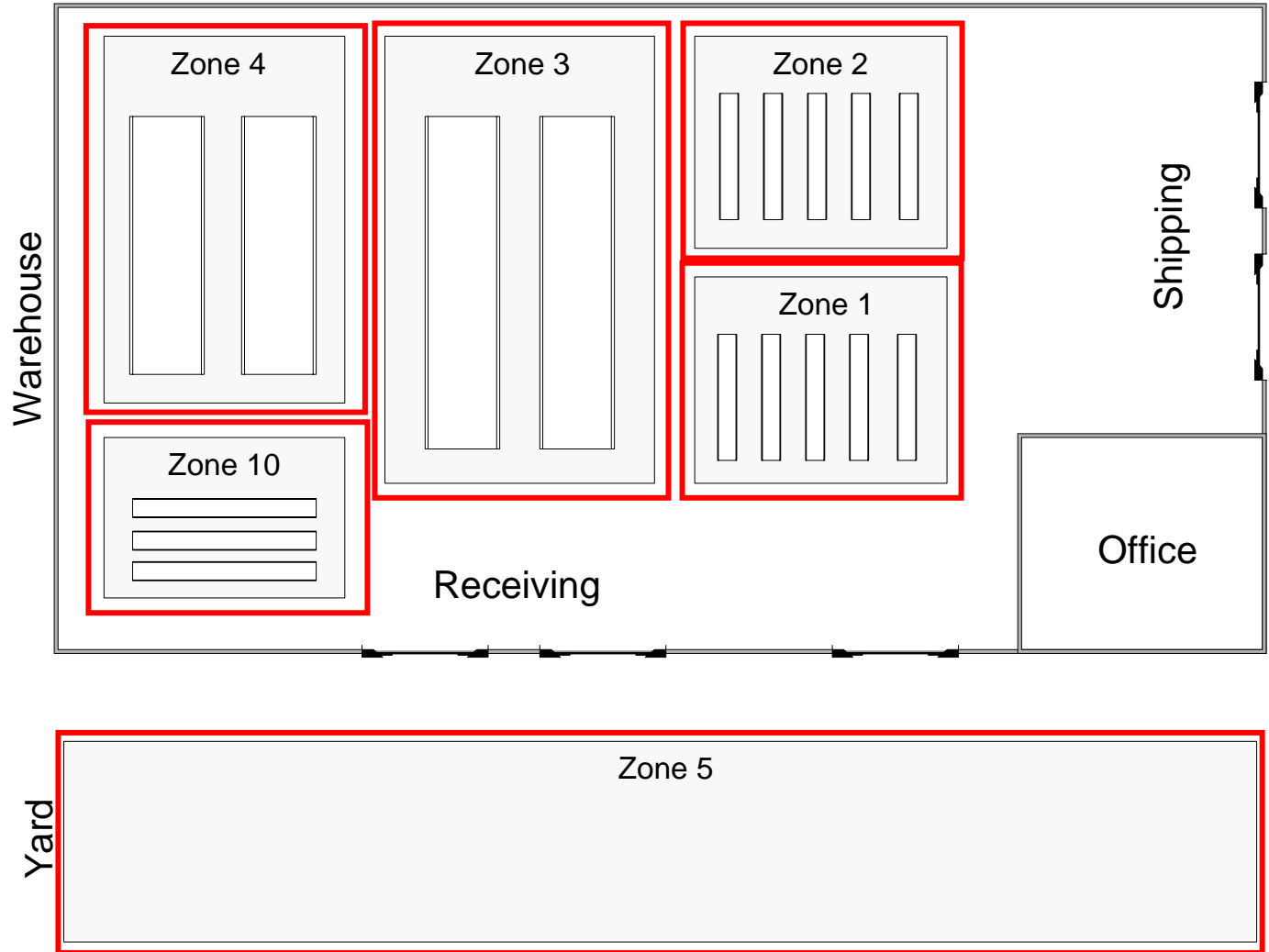
Zone 2
Small, slower moving items

Zone 3
Bulk items

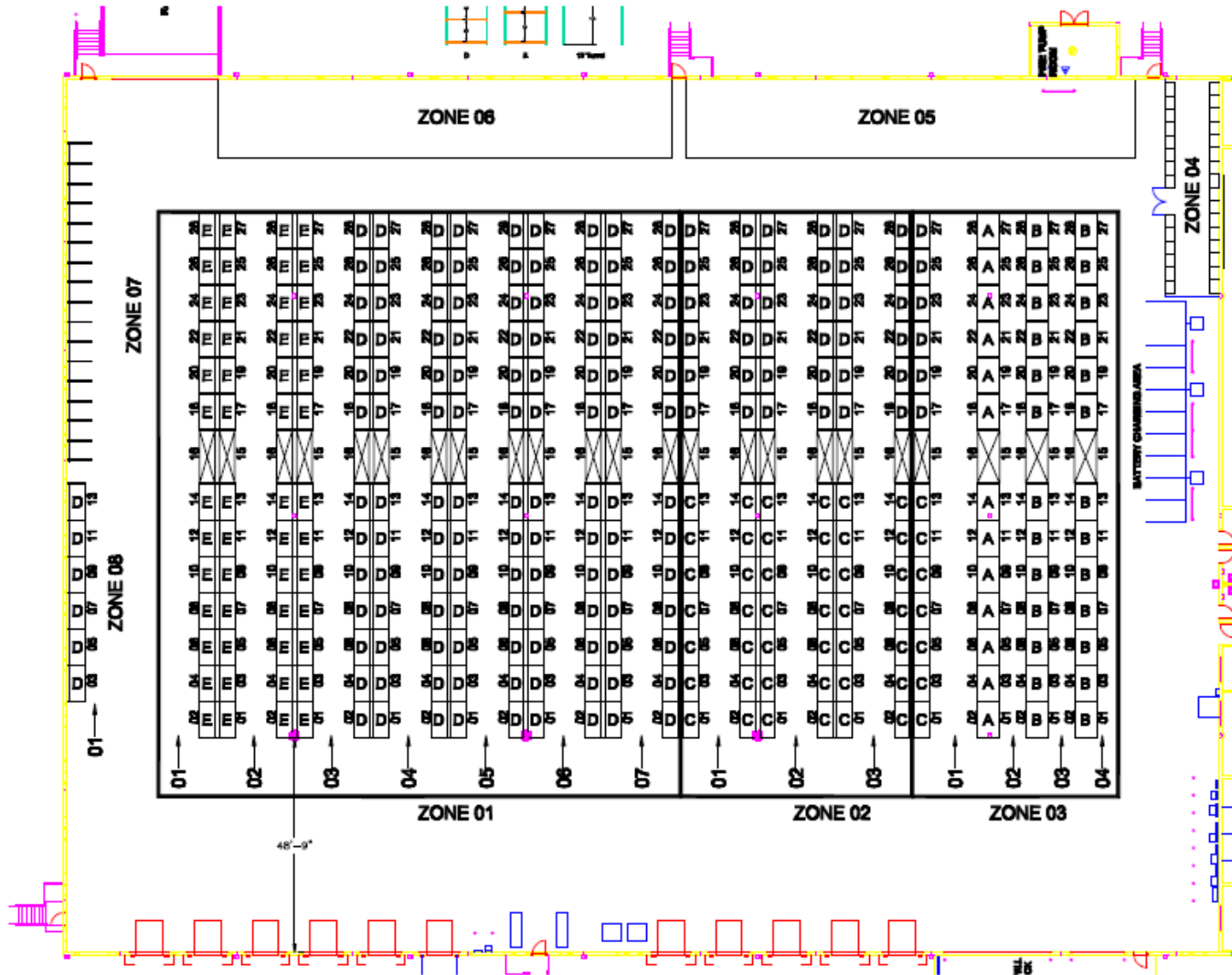
Zone 4
Large slower moving items

Zone 5
Large weather resistant items

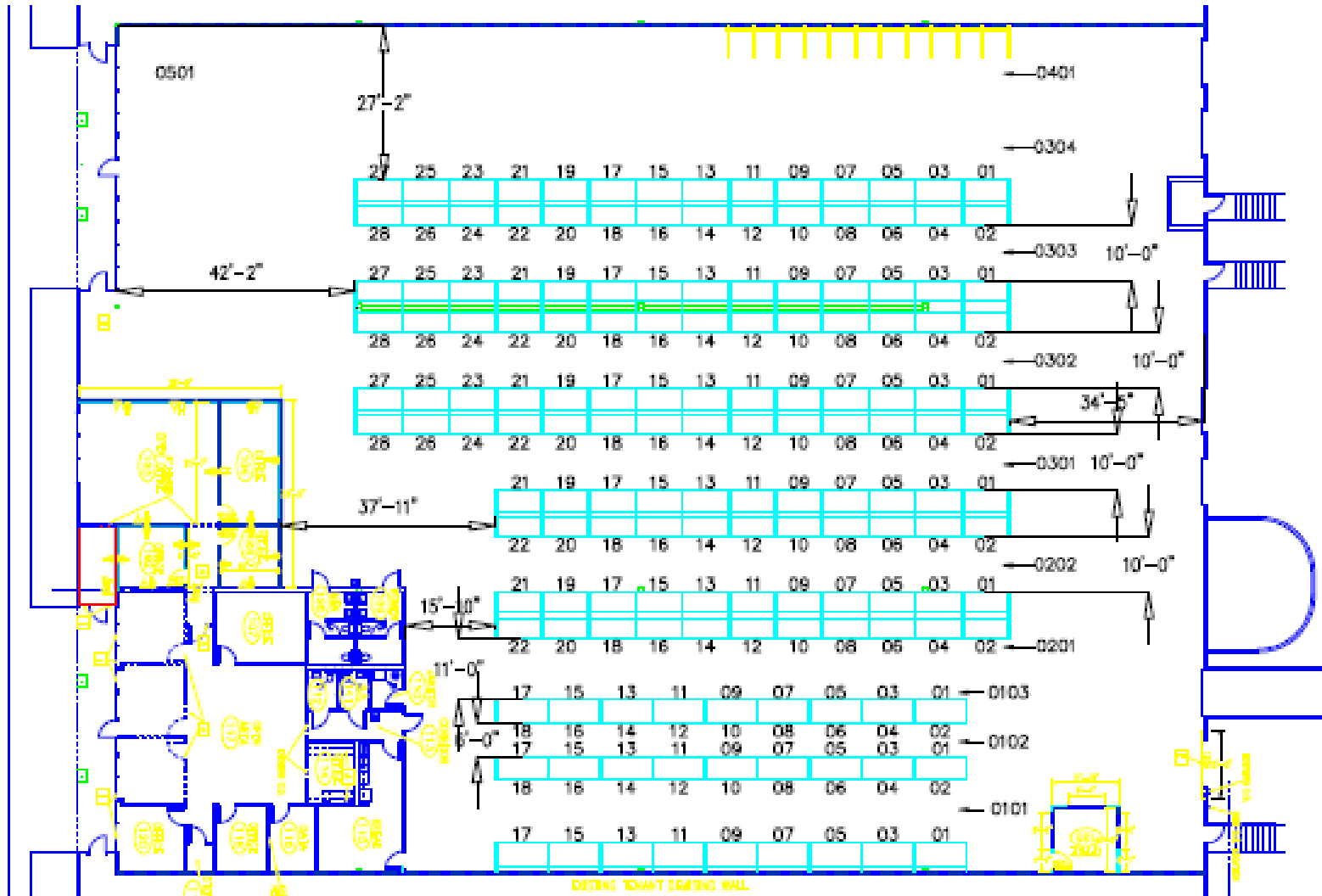
Zone 10
Non-stock items (special order)



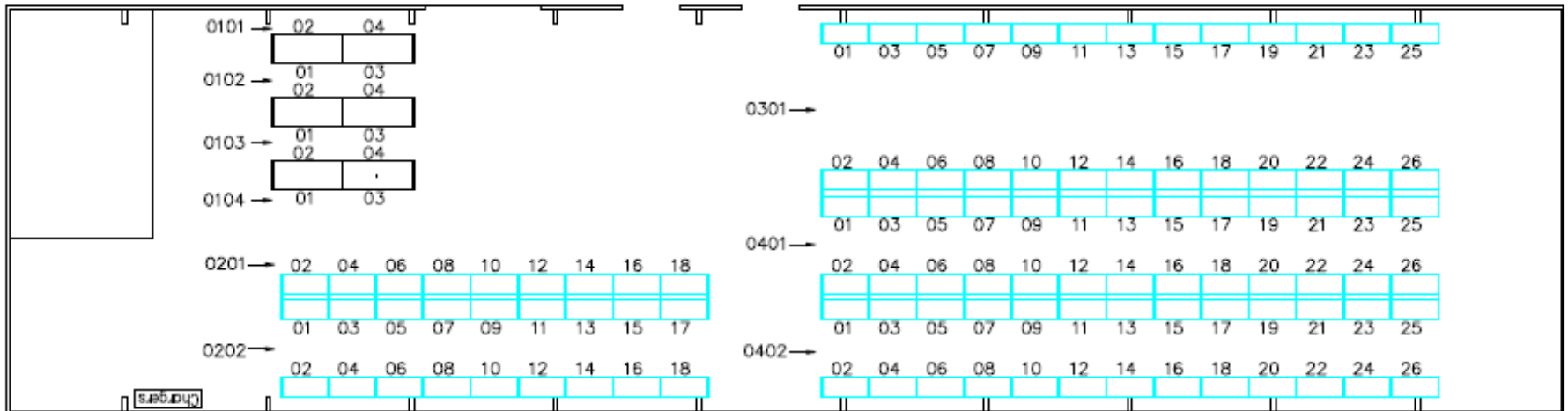
Orlando Warehouse Layout



Memphis Warehouse Layout

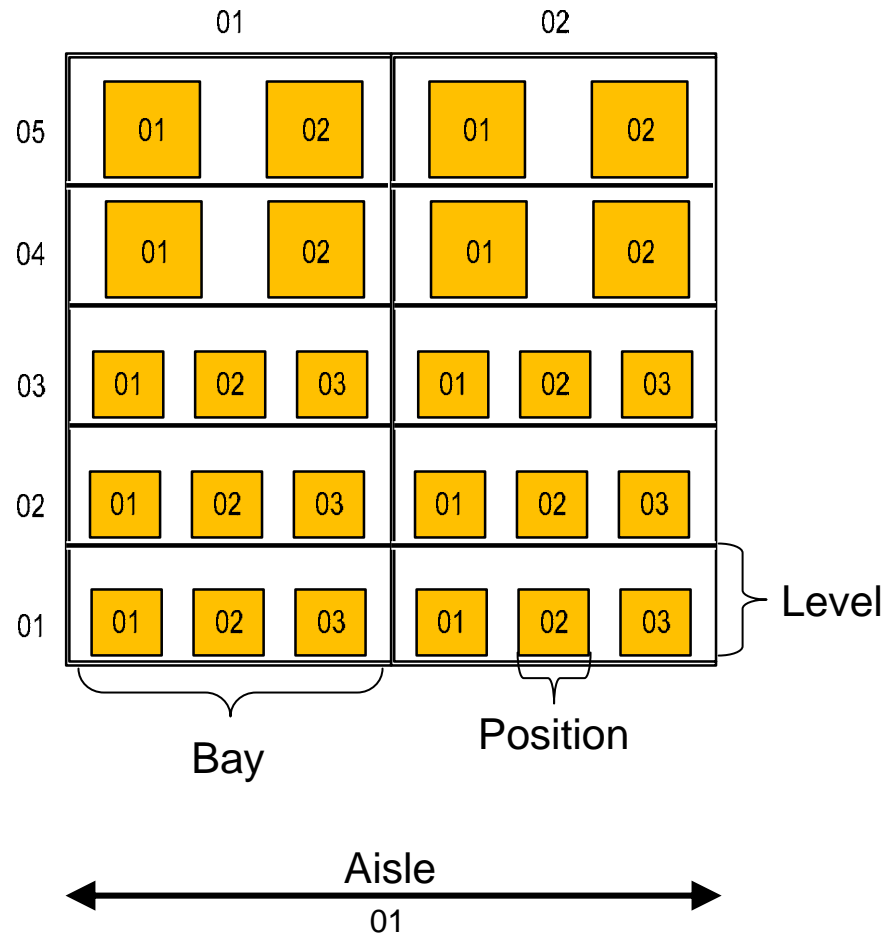


Riviera Beach Warehouse Layout

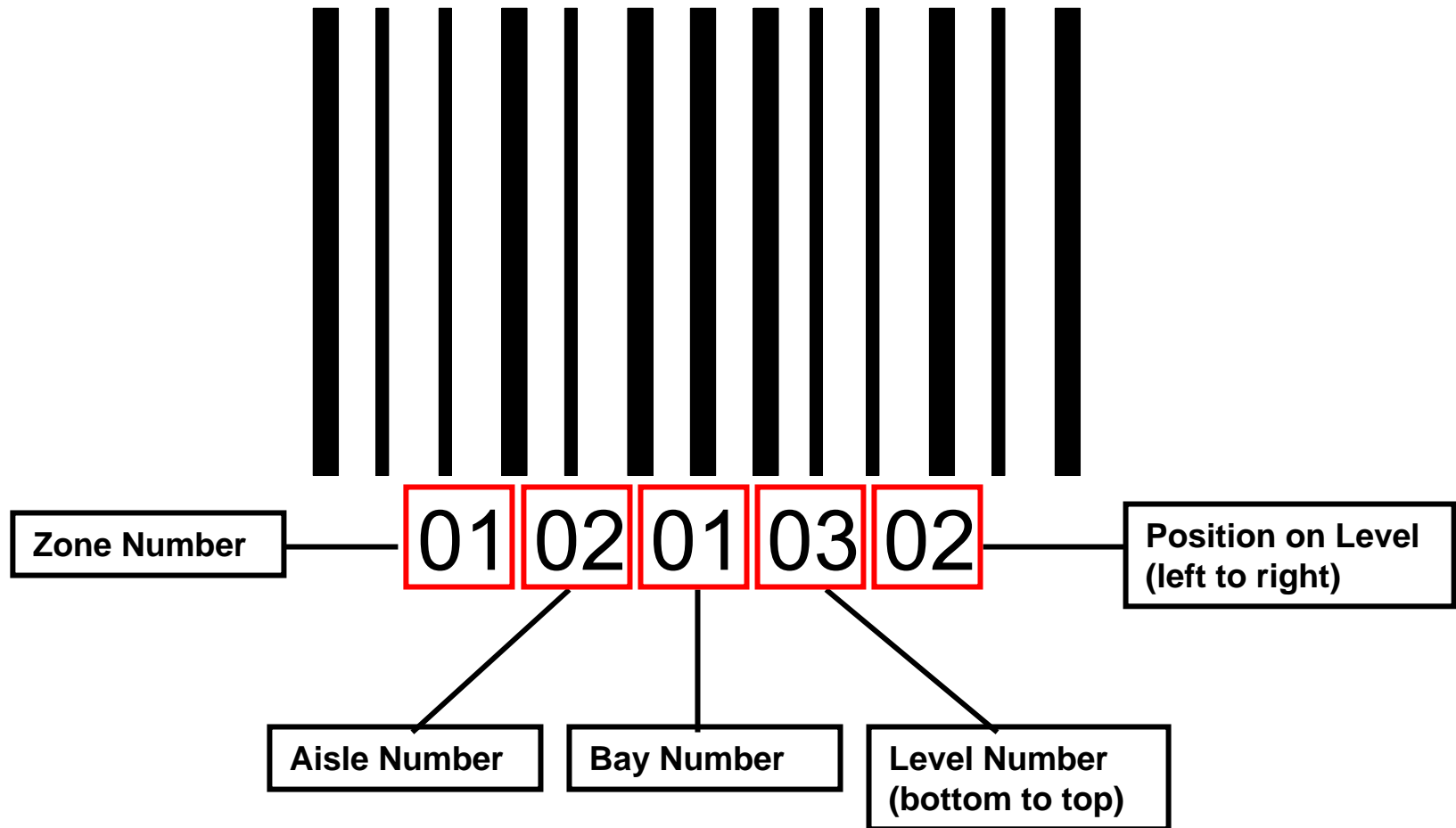


Zone Breakdown

- Zones are divided into:
 - Aisle: travel path within each zone
 - Bay: individual rack within an aisle
 - Level: shelf within a bay numbered from bottom to top
 - Position: exact location an item resides on a level numbered from left to right



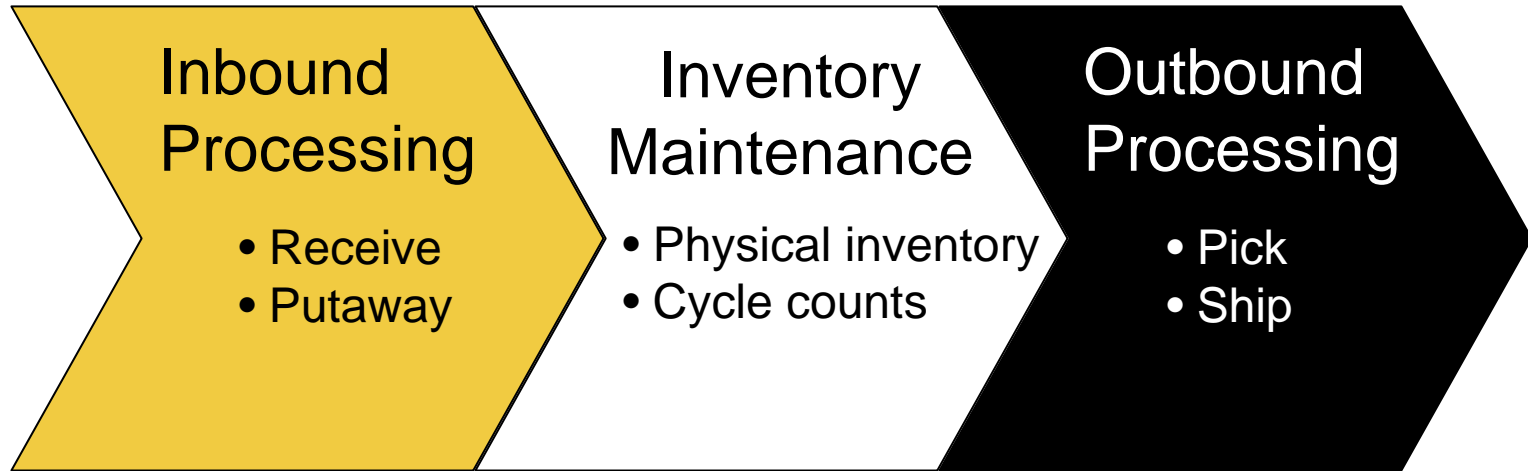
Warehouse Rack Labeling



How Do We Get It Done?

- In order to achieve operational excellence, Company must ensure all of its warehouses are operating at maximum efficiency
 - A well designed warehouse is not enough
- Keys to the effective operation of the Company logistics network include:
 - Seamless process and system integration
 - Well-trained employees

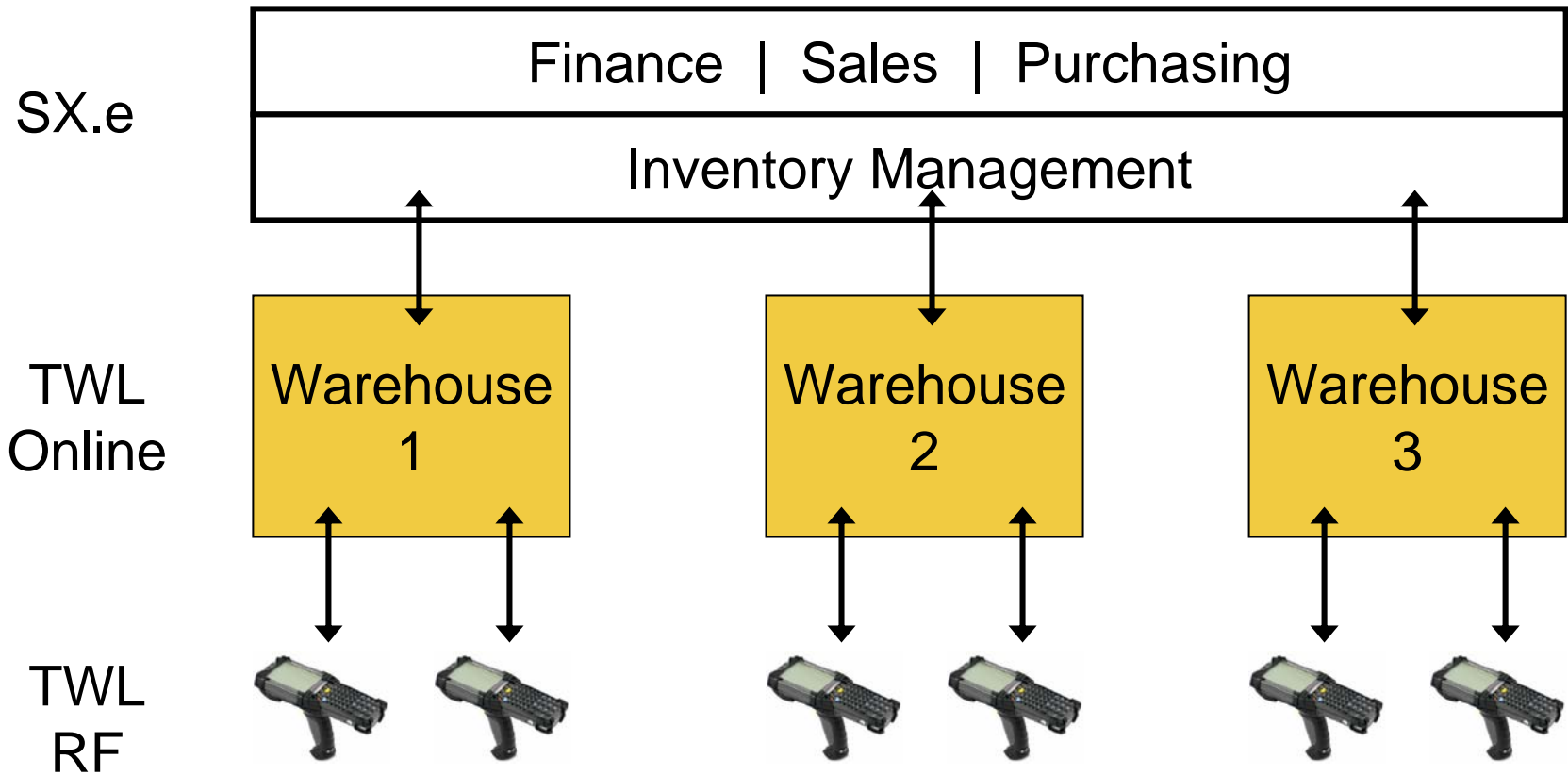
Warehouse Logistics Processes



Warehouse Office Management

- Damaged items
- Inventory reconciliation
- Freight approval

Warehouse Logistics Systems



Not all warehouses have implemented TWL

Warehouse Supporting Systems



- UPP Guide - online reference tool documenting Company standard operating procedures, processes, policies, and best demonstrated practices across the business
 - Drives business results through consistency, compliance, and continuous process improvement
- HQMS – incident control module used to document and resolve customer issues
 - Delivers statistical analysis and metrics to be used for continual process improvement
- HALO – automated GPS truck routing system
 - Optimizes truck loading, routing, and delivery fulfillment

Warehouse Safety

- Purpose
 - Protect our associates and customers
 - Run an efficient and productive business
 - Set ourselves apart from the competition
- Prevention
 - Communicate, support and lead safety initiatives by example
 - Follow all Company Environmental, Health and Safety policies and procedures
 - Wear PPE as appropriate for the task being performed
 - Maintain machinery and equipment in good condition
 - Do not perform a task unless you know how to do it safely

Warehouse Safety (cont.)

- Reporting and documenting incidents
 - In the event of a serious incident
 - Call 911 first
 - No matter how minor the incident, it is the associate's responsibility to immediately report to their manager all:
 - Personal incidents and injuries
 - Customer, vendor, and contractor incidents
 - Property and product damage
 - Associates are encouraged to report all incidents, unsafe acts or other issues directly to their manager, however, associates may report safety issues anonymously at any time by:
 - Calling AlertLine® at 866-447-0459

Review Session

- What are the primary systems used in the Company warehouses?
- What four major tasks make up the inbound process?
- True or False. Company warehouses have the same layout, racking, and numbering systems.

Module Summary

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Module Summary (cont.)

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 - Describe the role of an Company warehouse and the physical warehouse configurations
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Module 2: Inbound Processing

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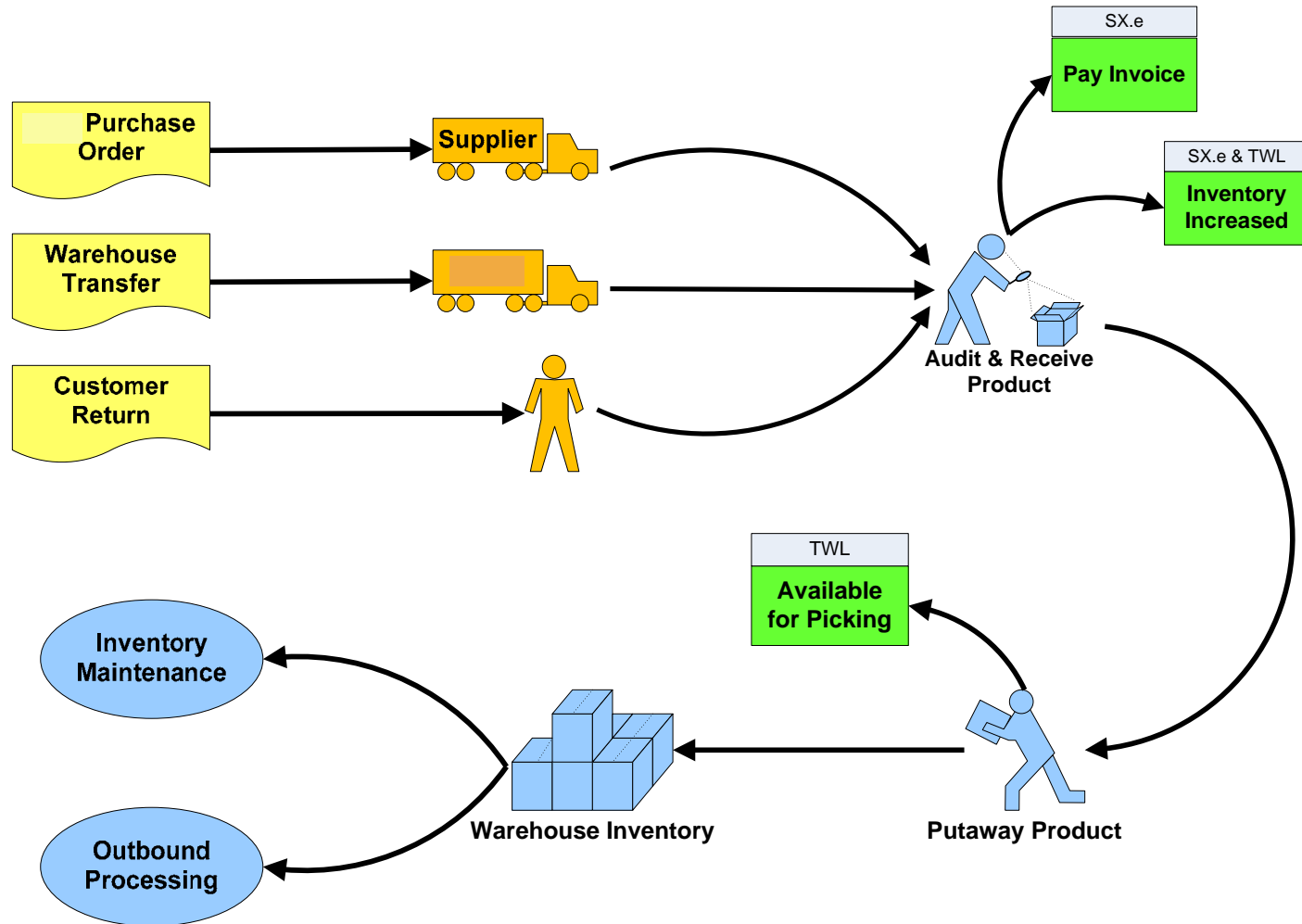
Learning Objectives

- Upon completion of this module, you will be able to:
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 - Describe the inbound processing workflow
 - Identify the inbound roles
 - Discuss the systems used to perform the work and their touch points across the warehouse and Company

New Terms and Concepts

Warehouse Transfer	A transfer of inventory from one Company warehouse to another Company warehouse.
Purchase Order	A contract with a supplier for the purchase of items to be received by an Company warehouse.
Customer Return	Items returned by the customer for refund or credit

Inbound Process Flow



Inbound Roles

- Receiver is responsible for:
 - Offloading trucks
 - Verifying product received against the warehouse transfer, purchase order, or return merchandise order
 - Reporting goods damaged in transit
 - Recording item receipt in SX.enterprise
- Putaway is responsible for:
 - Identifying, locating, and putting away product
 - Entering the location and quantity putaway into TWL RF
 - Communicates data to TWL Online warehouse management system

Process and System Integration

	SX.e	TWL Online	TWL RF
Receiving	<ul style="list-style-type: none">• Records an increase in Company inventory levels• Impact on financial ledger• Item available to promise	<ul style="list-style-type: none">• Records an increase in warehouse inventory levels	<ul style="list-style-type: none">• Communicates item and quantity to TWL Online
Putaway	<ul style="list-style-type: none">• Item available to fulfill sales orders and warehouse transfers		<ul style="list-style-type: none">• Directs putaway associate to putaway location

Review Session

- What are the four main responsibilities for receiving?
- What happens upon receipt of goods?
- What is a warehouse transfer?

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