# Managing & Improving Warehouse Operations

## Table of Contents

### Section 1  
**Key Warehouse Functions & Processes**
- Three Categories of People
- Receiving & Unloading Activities
- Sorting, Staging, & Inspecting
- Putaway & Storage Operations
- Service Center Processing Operations & Services
- Issuing, Order Picking, & Checking Operations

### Section 2  
**Essential Warehouse Practices & Operations**
- Shipping via Carrier Transport
- Bill of Lading & Freight Terms
- Returns & Customer Service
- Maintenance Activities & Equipment
- Maintenance Technical Library & Recordkeeping
- Housekeeping & Safety Practices

### Section 3  
**Material Handling Equipment Decisions**
- Typical Consideration Factors for Investment Analysis
- Ten Basic Rules of Equipment Use
- Powered Mobile Equipment—Lift Trucks
- Service Center Handling Equipment
- Cranes & Fixed Equipment
- Overhead Bridge, Jib, & Work Station Cranes
- Choosing the Right Hoist
- Block Stacking, Pans, & Holding Trays
- Pallet Racks & Cantilever Racks
- Cost Analysis for Equipment Systems

### Section 4  
**Warehouse Facility Layout**
- Reasons for Warehousing
- Objectives of a Well-Run Warehouse & Sound Facility Design
- Layout Workflow Problems & Improvement Tips
- Layout Planning Methodology & Space Philosophies
- Layout Capacity Factor Guidelines
- Determining Space & Layout—Checklists
### Section 5  LOCATION, INVENTORY CONTROL, & RECORD ACCURACY
- Three Primary Storage Location Philosophies
- Locator System Control Requirements
- Stock Location Plans
- Pareto’s Law & A-B-C Classification
- Inventory Control Methods & Material Flow
- Excess Inventory, Shortages, & Inventory Pitfalls
- Advantages of Cycle Counting
- Physical Inventories—Purpose & Procedures

### Section 6  THE CHANGING ROLE OF SUPERVISION
- What Makes a Leader?
- Motivation & Maintenance Factors
- Doing the Job Right—the First Time
- How to Develop a Staff Committed to Excellence
- Change—and Why People Resist It
- Contingent Workers—Types & Characteristics

### Section 7  IMPROVING METHODS & PROCESS MANAGEMENT
- Methods Improvement—Benefits & Procedures
- The Role Supervisors Play in Methods Studies
- Process Management—Mapping, Analysis, & Improvement
- Operations Management Process & Flowcharting
- Sample Process Flowcharts
- Standard Format for Procedures

### Section 8  LABOR STANDARDS DEVELOPMENT & TECHNIQUES
- Labor Standards—Definition & Purpose
- Union & Worker Support
- Work Simplification & Questions to Ask
- Work Measurement Techniques & Time Studies
- How to Proceed—Completion of Standards Study
- Handling Poor Performance

### Section 9  PERFORMANCE METRICS & INDICATORS
- Value of Performance Requirements
- Key Productivity Ratios
- Conducting Your Own Productivity Analysis
- Seven Criteria for Effective Productivity Measurement
- Metrics & KPIs—Measurements & Examples
- 5-Part Productivity Improvement Program

### Section 10  PLANNING CAPACITY & WORKLOADS
- Reasons for Planning
- Planning System Hierarchy of Needs & Information
- Workload Balancing Guidelines
- Capacity Planning & Workload Analysis
- Calculating Capacity & Load Profiles
- Troubleshooter Guidelines