March 1, 2022

The goal of warehouse operations is**to satisfy customers’ needs and requirements while utilizing space, equipment, and labor effectively.**

Warehouse Training Outline

1. Warehouse Safety: housekeeping, box knife usage, proper lifting, trips/slips/falls
2. Material Handling and Stacking, especially cable spools
3. OSHA regulations
4. Materials management , inventory and logistics
5. Tech reconciliation
6. Working with the team
7. Employee expectations

The processes of warehouse operations:

1. **Receiving** - The receiving function is to ensure that vendors provide the right product, in the right quantities, in the right condition, and on schedule. The receiving function includes unloading the product from the transportation carrier, accurately counting the product, inspecting for damage and verifying product quality, identifying the product by name and identification number, entering the product into inventory, and moving the product to storage in a designated location.
2. **Put Away** - The purpose of an inventory management system is to ensure that proper and efficient arrangement, maintenance, and stock replenishment are conducted correctly in order to reduce expiry and losses of CPE, supplies, and equipment. The purpose of storage is to protect the quality and package integrity of commodities as well as to ensure overall product safety, while at the same time making them available for use. Products should be protected against extreme conditions such as extremes of temperature, light, and moisture in accordance with the manufacturer’s recommendations. Upon receipt of goods, each different commodity strength and formulation should be stored in a separate bin location having its own bin card and the bin card should be updated with the details of the new receipt. Warehouse representatives should ensure that: • Heavy items are stored on a lower level of racks and light items stored at higher levels • Bulk stored products do not crushed • Stock is not stored directly on the floor • Aisles are kept free of all items to ensure easy movement of forklift trucks and trolleys • Temperatures are maintained as appropriate • The warehouse is kept clean and tidy • The store is secure at all times not allowing entry of unauthorized employees.
3. **Picking -** Organize with popular items in mind. “Put the popular items nearest. If half of the orders you get come from 10% of the products you have in the inventory, put these items nearest the entrance of the **picking**area.
4. **Packing** – CPE is pre-packaged. This allows for batch picking to safely and efficiently protect inventory.
5. **Dispatching** - (i) To check the availability of input materials and ensure the movement of material from store to first process and then from process to process. (ii) To ensure the availability of all production and inspection aids. Dispatching goods represents the last contact between the product and the warehouse. It is during this process that final quality & document checks should be completed. This prevents errors and ensures that customers receive what they have ordered in the correct quantities, with all procedures being followed correctly.
6. **Returns** – warehouse representatives **maintain the records of returned goods** and shall check all the documents and conditions of return goods and shall store the returned goods as per the recommended condition.
7. **Value Adding** – any process or procedure that combines activities within the value chain thus minimizing activity and maximizing quality of service.

Daily/Weekly Checklist:

1. Monitor storage conditions.
2. Clean receiving, storage, packing, and shipping areas.
3. Sweep or scrub floors.
4. Remove garbage.
5. Clean bins, shelves,and cupboards, if needed.
6. Ensure that aisles are clear.
7. Ensure adequate ventilation and cooling.
8. Ensure that products are protected from direct sunlight.
9. Monitor store security and safety.
10. Check the store roof for leaks, especially during rainy season and during or after a storm.
11. Monitor product quality (visually inspect commodities and check expiration date).
12. Ensure that products are stacked correctly (are the lower cartons being crushed?)
13. Update stocks records and maintain files.
14. If cycle counting, conduct physical inventory and update stock‐keeping records.
15. Monitor stock levels, stock quantities, and safety stocks.
16. Submit emergency requisition (as needed, using local guidelines).
17. Update backup file for computerized inventory control records.
18. Update inventory records.
19. Separate expired stocks and move to secure area.