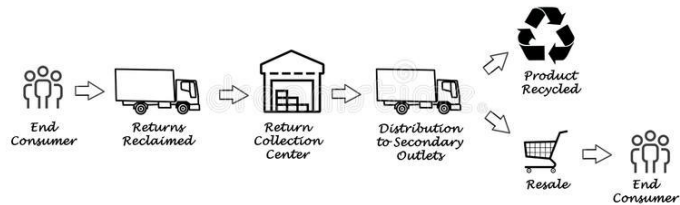




Reverse Logistics



Distribution and transportation of goods requires a certain amount of planning and preparation. Getting this important role wrong can result in a number of issues which do not bode well for customer service. In this course, we look at warehouse management and how technology makes activities efficient, we look at the planning process for transporting products and we look at the attention which needs to be paid to the return of products back to our warehouse.

Benefits of attending this courses

On completion of this course, the learner will be able to effectively manage the activities in a warehouse, identify and control the planning and preparation tasks needed to distribution of goods and manage the processes associated with the return of goods.

Course Options

- Classroom Facilitated – can be conducted on-site. Talk to us about this option
- Public courses – check the latest schedule for dates
- Digital Blended Learning – Download your text books and attend revision sessions
- Self-study – Download your Text books and assignments and complete at your own pace
- Customised – all learning materials can be customised to include internal SOP's

Who should attend and prerequisites

This course is intended for warehouse and logistics managers who want to learn the processes and controls needed for the management in goods in the warehouse and in distribution.

Learners should be competent in mathematics and language skills, (NQF Level 4) supply chain management philosophy and the fundamentals of supply chain management (NQF Level 5)

How to Book

Complete the form on our website to enquire about this course and make a booking.

Course Outline – Key Learning Points

- Key warehousing issues such as improvement of the effectiveness of the distribution network are evaluated

- Different warehouse configurations are identified to accommodate different products and usage
- Calculating the space requirements and warehouse design
- Workforce design for warehousing and Inventory management strategies
- Picking methods, the advantages and disadvantages of each of the methods
- The role of Information Technology systems are assessed
- Products characteristics are evaluated in terms of packing, marking and preservation
- Preparation for transportation and warehousing, conditions that could negatively affect products whilst in transit or being stored
- Transport units are prepared and loaded to ensure safe transportation
- International and national packing and marking practices (ISO) considerations
- Documentation prepared for various consignments and loading plan
- Reasons and implications for returning goods including defects, incorrect quality, inappropriate delivery, remanufacturing, expiry
- Prevention of return of goods, the impact of the return of goods on costs and customer service perceptions and corrective actions
- The process of returning goods including administrative procedures, documentation, legal and environmental implications
- Reverse logistics process in the management of returned goods
- Claims procedures with third party service providers

Accreditation and Assessment

TETA Unit Standard: NLRD336704

This unit standard is on NQF Level 5 and has 10 credits.

Delegates are required to submit a Portfolio of Evidence (POE) and Final Summative Assessment (FSA) results in order to be accredited against this Unit Standard.

Duration and delivery options

This course is conducted over 2 days or 4 half days. A delivery schedule is provided for submission of POE's and FSA's. Flexible time slots can be agreed for groups of 8 or more.

All courses can also be taken on line at a reduced fee.

Where to next..?

After completing this course your next learning opportunities include, but not limited to:

- SCML12: Nat Certificate: Logistics in the Supply Chain
- SCMW01: Supply Chain and Materials Management
- US0306: Role of Inventory Replenishment and Distribution

About BIZZCO

BIZZCO is an accredited training provider with MerSETA and TETA. We specialise in providing training and skills development services for the Supply Chain and Operations environment. We have a number of services specially designed to enhance the performance of your Supply Chain teams.

Why not try our **Competency Assessment** to measure the skills gaps in your Supply Chain? Our website has more information about this service.