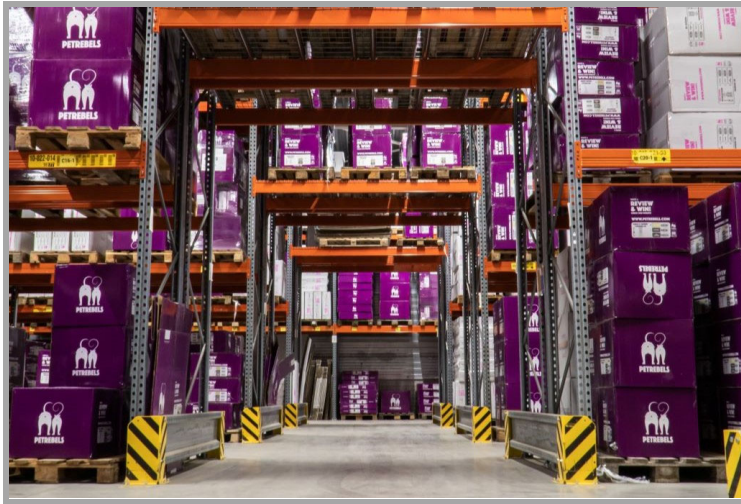


Warehousing and Customer Care Skills



Bizzco ID SP08
SAQA ID SP 0906/14-17
NQF Level 4
Min Credits 47
Duration 6 - 12 Months
MERSETA Accredited

ENTRY REQUIREMENTS?

Communication, Mathematical Literacy & Computer Literacy at NQF level 3

COURSE DESCRIPTION

When a customer order cannot be filled because of lack of inventory, unhappy customers take their business elsewhere. This skills programme gives the learner a thorough grounding in inventory basics and distribution principles, along with an understanding of how to create customer satisfaction.

WHO IS THIS COURSE FOR?

This skills programme is for those in a manufacturing environment who wish to expand their knowledge in inventory management and the impact inventory has on customer service.

In the event that the learner requires SETA registration, the learner would need to be employed by a company. Please contact us for more information.

SUPPORTING DOCUMENTS NEEDED?

Certified copy of ID
Certified copy of highest qualification
Employment letter/contract*

**Only needed for SETA registration*



DELIVERY METHODS

Online, Facilitated or Blended

Speak to us about other methods of training delivery and corporate customization!

Online

Interactive self-study 2- 3 hours per day over the 12-month period.

Blended

6 - 24 Facilitation hours, depending on group size.

Facilitated

48 Facilitation hours, total of 6 days of training.

Warehousing and Customer Care Skills**COURSE STRUCTURE****Module 01****Inventory Basics**

Effective inventory management is vital to any business that makes or sells a product.

Lessons

01	Fuctions and Reasons for Holding Inventory
02	Inventory and Inventory Management
03	Inventory for Manufacturing, Using BOMs
04	Importance of Measuring Inventory

Module 02**Inventory Measurement & Replenishment**

Managing inventory effectively means know when to order and how much to order to balance the needs of the business and the needs of the customer.

Lessons

01	Inventory Replenishment Rules
02	Inventory Performance Measurements
03	Safety Stock and the Bullwip Effect
04	Excess, Obsolete, Surplus Inventory

Module 03**Inventory Distribution Principles**

Knowing how to value, store and distribute inventory is incredibly important for effective warehouse management.

Lessons

01	Value of Inventory
02	Inventory Valuation Methods
03	Distribution Management and Planning
04	Centralised vs Decentralised Warehousing

Module 04**Effective Teams**

This short course explores the fundamental characteristics of successful teams in the workplace. It examines the role of the leader & team dynamics.

Lessons

01	Motivate a Team
02	Conduct Effective Meetings
03	Build a Successful Team
04	Conduct and Ethics

Warehousing and Customer Care Skills**Module 05****Importance of Customer Service**

This unit explores the common customer services metrics and techniques employed to meet and exceed customer standards that set a company apart from its competitors in its interactions with the market.

Lessons

01	Customer Service
02	Internal and External Customers
03	Customer Service Standards & Measurement
04	Customer Service Improvement

Module 06**Maths Calculations and Business Communication**

Maths and communication are both fundamental skills that every warehouse practitioner needs. Knowing how to calculate & communicate is vital to performing effectively.

Lessons

01	Shapes and Mass
02	Understanding Written Texts
03	Effective Writing
04	Business Writing & Research

Warehousing and Customer Care Skills**UNIT STANDARD INFORMATION**

Type	US ID	US Title	NQF	Credits
NA	242819	Motivate and Build a Team	NQF Level: 04	10
NA	242829	Monitor the level of service to a range of customers	NQF Level: 04	5
NA	377361	Understand the role of inventory and ordering costs	NQF Level: 03	5
NA	377363	Apply inventory replenishment and distribution systems	NQF Level: 04	8
NA	377364	Discuss the role of inventory in a manufacturing environment	NQF Level: 03	10
NA	119469	Read/view, analyse and respond to a variety of texts	NQF Level: 04	5
NA	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF Level: 04	4

