



# **JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE**

**Customer Service Training and Quality Support**



## **Inventory and Stock Control Course**

# OVERVIEW



What is inventory management? Inventory management is the supervision of inventory and stock of goods. It is a part of the supply chain and is concerned with the transfer of goods from manufacturers to warehouses for storage and then from warehouses to the place of sale of goods. Thus, inventory could be either raw material or the finished product or both. Inventory is one of the most valuable assets of an organisation and hence should be protected from risk of spoilage, theft or damage. Inventory management ensures that inventory storage and transport does not hamper the quality of goods and that goods reach the customer in time. Inventory management strategies could differ across organisations, but the objective and purpose still remain the same. Efficient inventory management ensures adequate restocking at the correct time.

This training course will empower you with thorough knowledge and detailed information about inventory management. It will equip you with the complete skillset to oversee and successfully achieve the objective of inventory management. This will also increase opportunities to prove your skill and support growth within your organisation. Although inventory management strategies may differ across organisations, their objectives remain the same. Thus, enrolling for this course will ensure that you are capable and competent to work and manage inventory for any organisation or industry.



# COURSE OBJECTIVES

**The main objective of this Inventory and Stock Control Specialist training course is to empower professionals with:**

- detailed knowledge and understanding of inventory management
- the ability and confidence to independently and successfully drive inventory management for the organisation
- the adequate skill and confidence to train other professionals on inventory management
- the required attention to detail and confidence to check existing systems and introduce changes for enhanced inventory management
- the skillset and capabilities to oversee inventory management across any organisation or industry, thus increasing scope for progression and career development
- the required understanding of advanced concepts related to inventory management to make the process smarter and faster, through leaner processes and systems
- the ability to contribute to organisational growth through reduced costs and leaner operations
- the ability and potential to provide customers with superior quality goods at the right time
- the knowledge and experience to protect the organisation against risks of damage, loss or theft of goods

# TRAINING METHODOLOGY

We create courses and customise them as per the training audience. Training is delivered through lectures by a highly experienced individual from the relevant domain. Trainee participation is encouraged through group activities, assignments, collective role-plays, case studies, etc. Trainees are encouraged to share experiences and issues faced at their respective workplaces, and these are discussed in detail by the trainer in relation to the training topic.





# ORGANISATIONAL BENEFITS

**By professionals undertaking this Inventory and Stock Control Specialist course, their organisations will derive the following benefits:**

- Better inventory planning and management handled by trained and experienced professionals
- Reduced costs and losses due to spoilage, theft or loss of goods
- Regular training of other professionals in the organisation on effective inventory management
- Application of advanced techniques and systems for faster, more accurate, leaner operations
- Regular supply and stock of goods because of better tracking and recording mechanisms
- Better risk assessment and management because of superior and careful storage and transportation of raw materials and finished products
- Increased client satisfaction because of superior quality goods at nominal prices and high availability
- Increased organisational productivity and better record maintenance
- Organisational growth and development because of increased productivity, reduced prices, higher client satisfaction, etc.

# PERSONAL BENEFITS

**Professionals enrolling for this Inventory and Stock Control Specialist course will derive the following benefits:**

- Detailed understanding and knowledge of effective inventory management
- Greater ability and confidence to oversee and successfully handle inventory control for your organisation, thereby demonstrating talent and inviting further opportunities for growth and development
- Increased knowledge and experience to train other professionals on effective inventory management
- Enhanced skillset and eye to detail to audit existing systems and processes and make changes for the better, ensuring timely delivery of superior quality goods to the customer
- Increased knowledge and ability to apply advanced methods and ideas to enhance the inventory management process of the organisation
- Enhanced skillset and capabilities to work and spearhead inventory management for any organisation and/or industry, thus facilitating a broader scope for career growth and development
- Greater ability and experience to reduce costs and increase profits, thereby contributing to organisational growth and development
- Increased knowledge, understanding and experience to pre-empt risks and mitigate them before they have a profound impact on the organisation

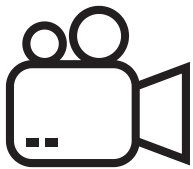




## WHO IS THIS PROGRAMME FOR?

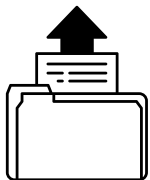
- Senior management of an organisation who play a key role in strategic decisions for any process change or enhancement in the organisation
- Inventory control and planning managers and supervisors responsible for overseeing all operations under inventory management and control
- Executives and staff involved in performing the operations related to inventory management
- Investors and potential investors who need to know the risk management strategies and storage as well as supply metrics for the organisation to adjudge success and growth of the organisation
- Quality checkers and compliance officials responsible for ensuring that the quality of goods and the process of handling material and finished products adheres to industry standards
- Legal officers and financial advisors dealing with various facets of the inventory management process
- Vendors and other external stakeholders involved in inventory management
- Any other professional interested in knowing about effective inventory management

# PROGRAMME HIGHLIGHTS



**+60**

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/  
Applications Pre-Recorded Video from JICSI with for self-  
paced learning.**



**10+  
Assignments/  
Applications**



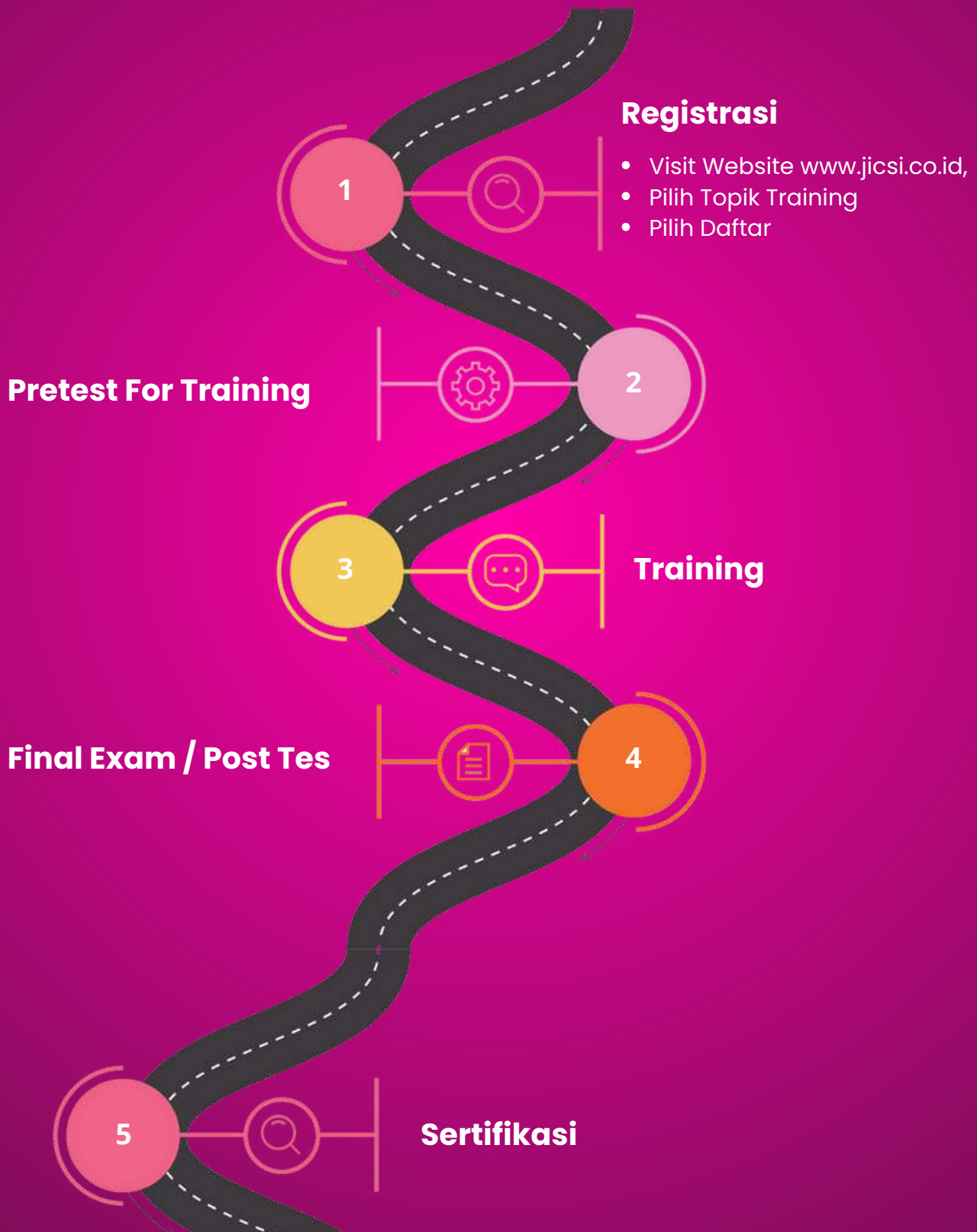
**5+  
Real-World  
Case Studies**



**2+  
Role Plays**



# LEARNING JOURNEY



# MODULES

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Module 1 : Types of Inventory

Module 2 : Types of Inventory Costs

Module 3 : Importance of Inventory Management

Module 4 : Types of Inventory Management Strategies

Module 5 : Objectives of Inventory Planning

Module 6 : Objectives of Inventory Control

Module 7 : Inventory Control Techniques

Module 8 : Causes for Increase in Inventory

Module 9 : Major Activities of Inventory Control

Module 10 : Steps in Inventory Control

Module 11 : Factors Influencing Inventory Control

Module 12: Benefits of Supply Chain Management Systems



# CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



# ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

## **Professional Training**

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

## **Recruitment Agency**

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

## **Survey Customer Satisfaction**

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

## **Core Value**



### **Respect.**

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



### **Honesty.**

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



### **Trust.**

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



### **Integrity.**

Kami melakukan apa yang kami katakan.



### **Our Service.**

Customer Service Training  
Manpower & Recruitment Customer Service Agency  
Customer Satisfaction Survey

# TESTIMONI



## **PT Indosat Ooredoo**

Training Data Visualization

[Lihat Video >>](#)



## **PT Indosat Ooredoo**

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



## **PT Freeport Indonesia**

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



## **OY! Indonesia**

Training Contact Center Agent Professional

[Lihat Video >>](#)

# MESSAGE FROM FOUNDER

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**Rudy HP Manullang ,Ph.D**  
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International  
Customer Service Institute**

## Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke  
email: **marketing@jicsi.co.id**

## LOKASI

### Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan  
Citragran Cibubur

### Kantor 2

Jl Jatayu IV C Komplek Taman Harapan  
Indah Blok P No 11 Jelambar Baru Grogol  
Jakarta Barat

## HUBUNGI KAMI

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