



# **JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE**

**Customer Service Training and Quality Support**



## **Advanced Warehouse Management Training Course**

# OVERVIEW



Warehouse management does not just deal with the storage of goods but also has implications on risk-bearing and management, pricing, etc. What does advanced warehouse management entail? Advanced warehouse management involves controlling various aspects of warehouse operations, from receiving and storing items to retrieving and shipping them.

Advanced warehouse management is an integral part of manufacturing and distribution processes, in conjunction with inventory management. It mainly aims to maximise warehouse efficiencies, reduce operating costs and ensure customer satisfaction.

Further, advanced warehouse management includes functionalities to optimise stock, while increasing the efficiency of staff and accuracy of inventory, and includes key processes involving workflows, inventory counting, etc.

This training course will empower you with complete understanding and knowledge of advanced warehouse management. Through this certification course, you will learn advanced ways of managing warehouse operations to increase the overall performance of warehouse staff.

This course will provide you with the confidence and experience to independently and successfully manage complex warehouse operations and successfully complete them, thereby demonstrating your skill and potential and setting the way for further growth and progression in your career.



# Course Objectives

**The main objective of this training course is to empower professionals with**

- complete knowledge and information about advanced warehouse management
- the required skill and confidence to independently drive and manage complex warehouse operations
- the necessary confidence, experience and knowledge to train other professionals on advanced warehouse management
- the ability and capabilities to audit existing processes and make changes to enhance the overall performance of the warehouse, thereby contributing to growth and development
- the skillset and capability to acquire complete control and tracking of processes across warehouse operations through automation and mechanisation
- the knowledge and experience to introduce operational transparency, thereby helping implementation and execution of leaner processes within the organisation
- the overall skillset and capabilities required to manage complex warehouse operations successfully in any organisation or industry, thereby increasing avenues for growth and progression

# TRAINING METHODOLOGY

- Courses are reviewed before each training session to check for relevance of the training content to the training audience. Training is delivered by a highly experienced professional from the relevant domain.
- Two-way participation is encouraged through group activities and assignments, and relevant case studies are discussed to help the trainees relate the training content to practical scenarios. The trainees are also assigned sample projects during the course of the training.







# Organisational Benefits

**By professionals undertaking this Advanced Warehouse Management Certification Course, their organisations will derive the following benefits:**

- Trained and experienced employees to manage complex warehouse operations effectively
- Automation and mechanisation of various processes to reduce human intervention and increase accuracy
- Better risk assessment and management by advanced processes and techniques to ensure safety of goods
- Increased credibility and brand value because of better success in managing complex operations through automation and reduced risks
- Operational transparency because of automated processes across the warehouse operations
- Increased inventory accuracy and better safety of good storage over prolonged periods of time
- Organisational development because of increased transparency and credibility
- Complete control and visibility of various stages of a process or across processes, thus ensuring regular checks to identify gaps in advance and take corrective action before they escalate

# PERSONAL BENEFITS

**By undertaking this training course, professionals will derive the following benefits:**

- Detailed knowledge and understanding of advanced warehouse management
- Increased confidence, experience and knowledge to train other professionals on advanced warehouse management
- Enhanced skillset and capabilities to independently drive and manage complex warehouse processes effectively, thereby demonstrating potential and inviting further opportunities for growth and development through higher roles and responsibilities
- Greater knowledge, confidence and experience to audit current warehouse processes and make corrections or introduce changes, if needed, to enhance the overall performance of warehouse operations, thereby contributing to growth and development of the organisation
- Increased ability, skill and capabilities to introduce and maintain complete control of warehouse processes through maximum automation and mechanisation of processes and systems
- Greater understanding and information to ensure operational transparency, thereby introducing leaner operations within the organisation
- Enhanced skill set and capabilities to effectively and successfully manage complex warehouse operations across any organisation or industry, thus increasing avenues for career growth and progression



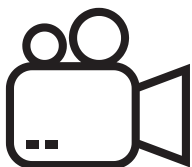


## WHO IS THIS PROGRAMME FOR?

- Operational and functional managers and supervisors of warehouse operations who need to be competent to handle complex operations with ease and accuracy
- Senior management of the organisation who should understand warehouse operations or effective management and storage support in detail
- Warehouse staff and employees performing the various activities for operations within
- Internal and external auditors who need to understand the level of operations and steps taken for complete processes to audit and make decisions or convey results accordingly
- Inventory and logistics supervisors whose job role specifically concerns inventory management and overall logistic assessment
- Any other professional who would like to know more about advanced warehouse management

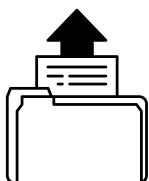


# PROGRAMME HIGHLIGHTS

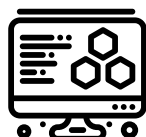


**+60**

**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**

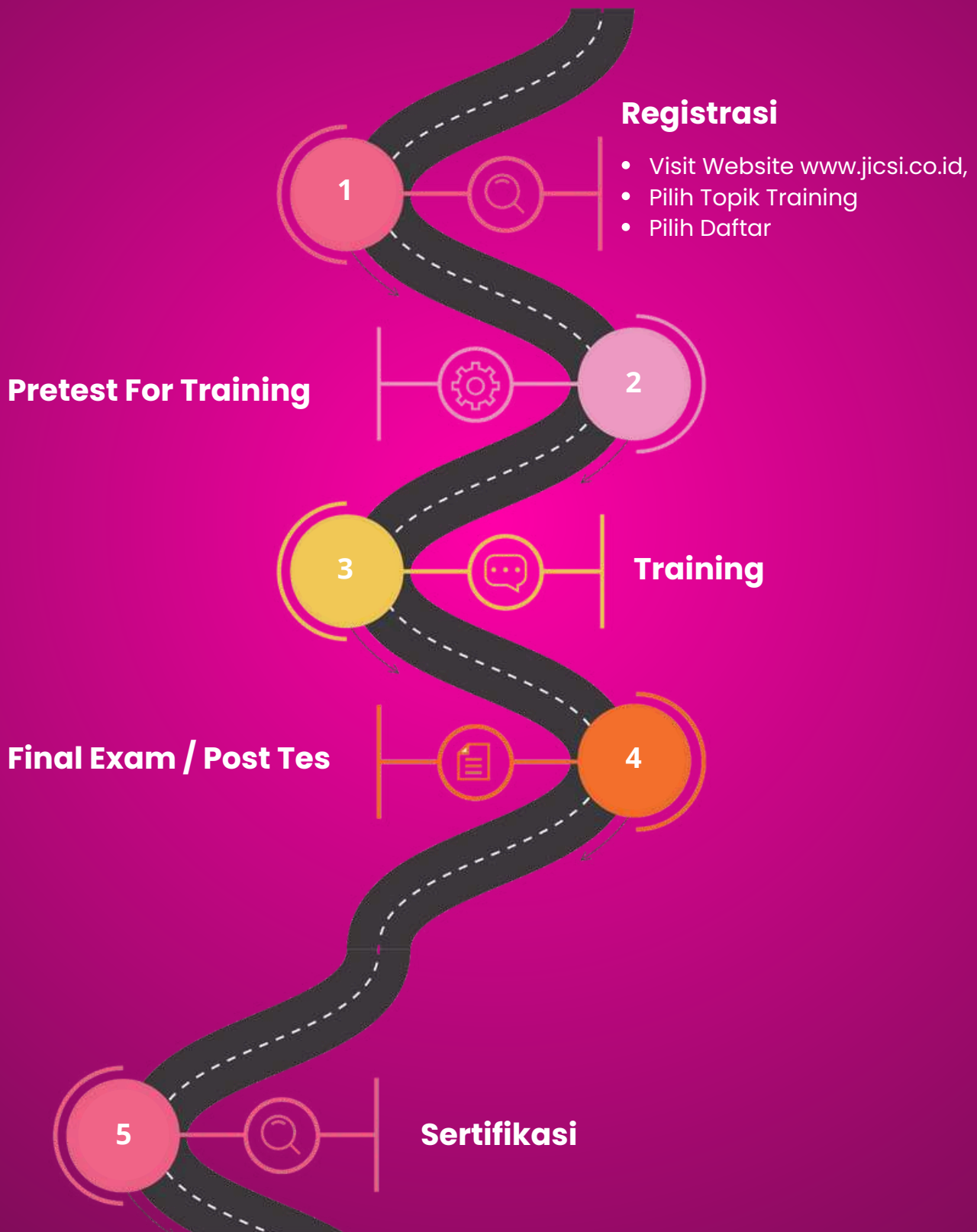


**2+  
Role Plays**





# LEARNING JOURNEY



# MODULES

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Module 1 : Key Features of Advanced Warehouse Management

Module 2 : Features of Warehouse Management Systems

Module 3 : Types of Inventory Control Systems

Module 4 : Benefits of an Advanced Warehouse Management System

Module 5 : Features Influencing the Choice of Warehouse Location

Module 6 : Factors Influencing Warehouse Design and Layout

Module 7 : Aspects Considered When Designing Warehouse Layouts

Module 8 : Common Warehouse Inventory Issues

Module 9 : Challenges to Warehouse Management



# 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. Adapaun 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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