



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Excellence in Warehouse Operations and Management Course

OVERVIEW



Warehouses are means of storage or accumulation of goods, and hence, their maintenance is extremely critical to ensure effective storage of goods. What is the best way to maintain warehouses and achieve grand success? There are numerous aspects to be considered when discussing warehouse maintenance and success. One important factor in improving the productivity of the warehouse. This can be made possible through effective communication, metrics to analyse and monitor performance, real-time inventory visibility, maximisation of vertical space, automated processes, robust training programs, etc. Since warehouses help in not just storage but also price stabilisation, risk-bearing, financing as well as grading and packing, their operations need to be closely supervised and made as efficient and productive as possible, in order to benefit the organisation. Maximum mechanisation also helps reducing time in one or more aspects of the warehouse storage process.

This Warehouse Operations and Management training course will empower you with a detailed understanding and knowledge of how to achieve warehouse success. You will not only be aware of the different functions of warehouses but will also learn how to increase productivity, together with other best practices, to ensure a positive impact on overall organisational growth. By undertaking this Excellence in Warehouse Operations and Management Course, you will be able to not only help set up warehouse operations but also ensure maximum efficiency in these to be able to support overall organisational growth and development. This course will provide you with the necessary knowledge, information and experience to handle higher roles and responsibilities in your organisation, thereby securing your career growth and progression.



Course Objectives

The main objective of this Excellence in Warehouse Operations and Management Course is to empower professionals with:

- detailed knowledge and understanding of warehouse processes and systems
- the required confidence, information and experience to independently set up warehouse operations and successfully manage these, thus inviting further opportunities for growth and development
- the necessary knowledge and awareness to devise metrics and other means to measure warehouse performance, thereby increasing warehouse productivity, and in turn contributing to organisational growth and development
- the skillset and capabilities to introduce mechanisation and automation of most processes in the warehouse to reduce manual work, thereby increasing productivity and quality
- the awareness and information to plan and set up an organised system of storage of goods, to prevent damage to any of the goods
- the confidence, knowledge and experience to conduct robust training programs for other employees regarding warehouse operations, to improve productivity and quality
- the experience and skillset to successfully foresee and overcome all challenges being faced during warehouse operations

TRAINING METHODOLOGY

The focuses on the complete relevance of the training content to the audience. Therefore, each course is thoroughly reviewed before a training session to check and make changes, if necessary, as per the professional backgrounds of the audience.

Training is delivered by a highly experienced trainer using audio-visual presentations. Trainee participation is encouraged through group activities and assignments. Experiential learning is encouraged, with trainees sharing real issues of their workplaces, which the trainer then discusses in detail with reference to the training content.





Organisational Benefits

By professionals undertaking this Excellence in Warehouse Operations and Management Course, their organisations will derive the following benefits:

- Experienced and trained employees to set up and manage warehouse operations
- Defined metrics and systems to measure warehouse performance and increase productivity and quality
- Automation of key processes of the warehouse for better efficiency and accuracy
- Planned system of storage of goods to ensure the safety of goods
- More effective risk assessment and risk management
- Increased credibility because of better risk management and safety management of goods
- Organisational growth and development because of increased credibility and brand value leading to increased customers
- Lean inventory and processes to ensure smooth flow of information and goods across the chain
- Better and more seamless change management

PERSONAL BENEFITS

By undertaking this Excellence in Warehouse Operations and Management Course, professionals will derive the following benefits:

- In-depth knowledge and understanding of warehouse operations
- Increased confidence, knowledge and experience to set up and successfully manage warehouse operations, thereby demonstrating talent and facilitating career growth and progression through higher roles and responsibilities
- Greater confidence and knowledge to devise and conduct robust training programs for other professionals involved in warehouse operations
- Increased skill set and capabilities to automate key warehouse processes for better efficiency and accuracy
- Greater knowledge and experience to devise metrics to measure warehouse performance and increase productivity and quality, thereby increasing organisational growth and development
- Enhanced skill set and capabilities to set up an organised system for storage of goods, to protect the safety of goods and ensure planned and seamless flow of goods along the chain
- Better foresight and perspective to check and overcome all challenges being faced during warehouse operations, thereby increasing organisational credibility and brand value

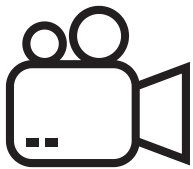




WHO IS THIS PROGRAMME FOR?

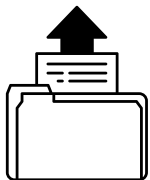
- Senior management of an organisation who need to understand the importance of warehouse operations and how Warehouse training can help improve warehouse performance
- Warehouse managers and supervisors who oversee warehouse operations through all processes within the warehouse
- Inventory and stock managers who need to know how well to manage inventory so as to not make mistakes that could harm the organisation
- Other warehouse staff and labourers who perform various operations within the warehouse
- Auditors who need to understand the best practices and basic expectations from warehouse operations
- Any other professional who would like to know more about warehouse operations and achieving success therein

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**



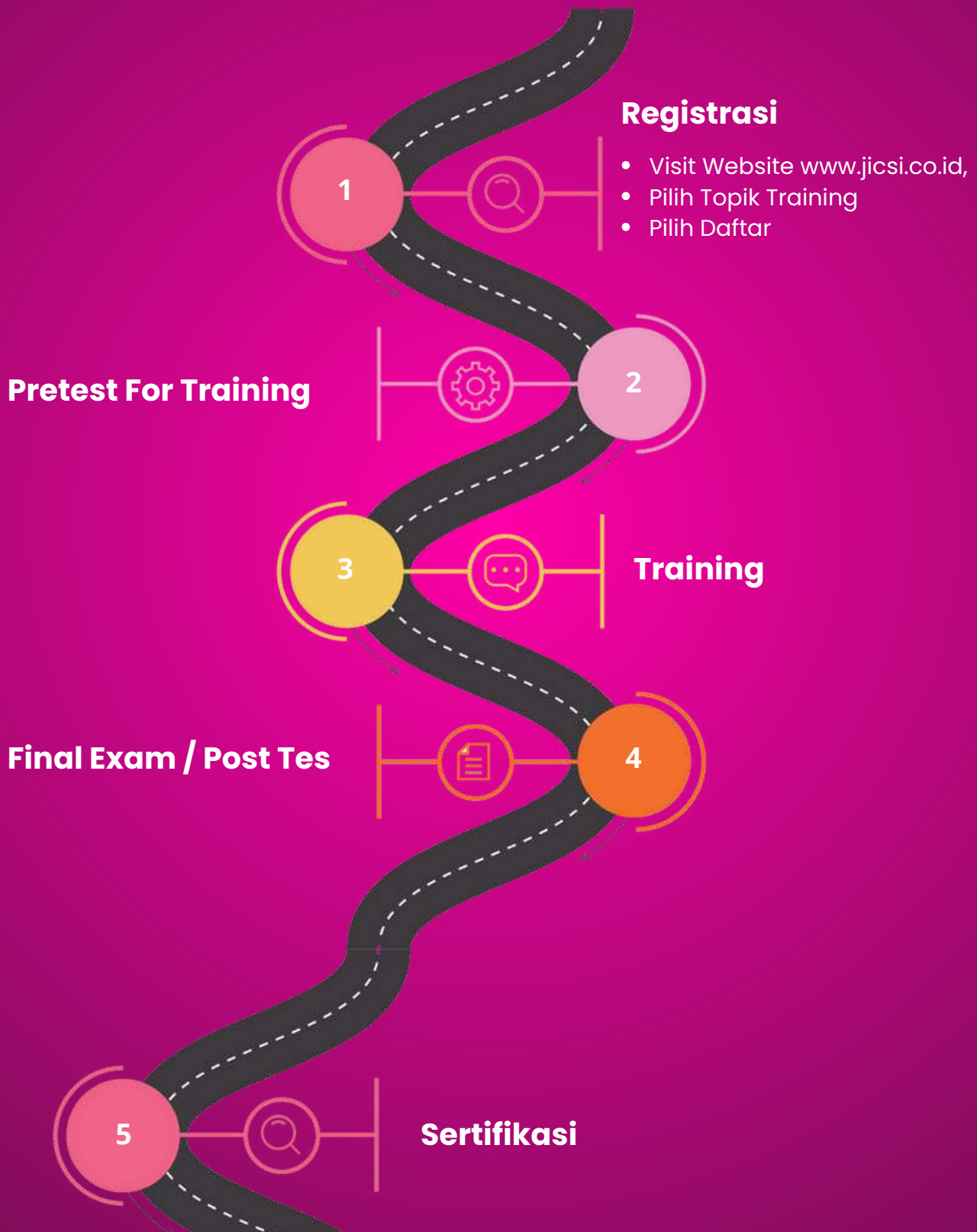
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Types of Warehouses

Module 2 : Warehouse Processes

Module 3 : Functions of Warehousing

Module 4 : Overseeing Warehouse Operations

Module 5 : Improving Warehouse Productivity

Module 6 : Best Practices/Principles of Warehousing

Module 7 : Benefits of Warehouses

Module 8 : 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. 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

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

P: (021) 21284114

M: 0858-833-833-83

E: marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

