



Integrated Logistics, Distribution and Retail Management Workshop

March 11 – 15, 2024, 1st Run: Lagos & Port Harcourt

September 9 – 13, 2024, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 U\$D for foreign
Participants**

Program Overview:

All around the globe, 24hours of every day, 7days a week, during 52weeks a year, logistics is concerned with getting products and services to where they are needed at the precise time desired. It is difficult to visualize accomplishing any marketing, manufacturing or international commerce without logistics. Therefore, logistics means movement (transport) of products and services from the point of manufacturing to the point of consumption (PDM) at a very low cost.

For whom:

Supply chain Managers, Logistics Managers, Retail Managers, Distribution Managers, Transport Managers, and Administrative Managers / Officers

Learning objectives:

At the end of the program, participants will be able to:

- * learn more about the retail marketing environment;
- * set goal and objectives for effective Logistics management/PDM;
- * improve customer satisfaction through PDM / Logistics Management;
- * appreciate the influence of supply chain in retail operations;
- * achieve effective timely delivery of products to customers/destinations;
- * consider the financial aspect of logistics/PDM;
- * know the importance of warehousing in distribution and retail management; and
- * manage the drivers effectively to deliver on customers' promises.

Course outline:

Day 1: Retail Management

- Understanding retail Management
- Appreciating the customers: The needs and expectations
- Meeting those needs and expectations
- Range and scope of retail formats
- Understanding how retail outlets operate
- Managing people in a retail environment

Day 2: Distribution and Logistics Management

- Overview of Logistics Management/PDM
- Goals and objectives of logistics management / PDM
- Channels of distribution
- Third party versus own account
- Improving on-line shopping distribution
- Information systems for planning and control

Day 3: Warehousing and Inventory Management

- Warehousing Functions in Logistics Management
- Inventory Management

- The balance between sorting and storing
- Supply /demand variables
- ABC Analysis or the 80/20 rule
- Throughputs and product formats

Day 4: Warehouse Layout, Methods and Materials Handling Systems

- Receiving options
- Storage options
- Picking/assembly options
- Dispatching options
- Organizing for flow
- Loading bays
- Selecting equipment and racking
- Implications for warehouse layouts
- Operational timings and planning

Day 5: Productivity and Service Levels Management

Setting productivity and cost targets

- Fixed and variable cost
- Typical costs involved
 - A model for understanding the roles of productivity, utilization, and performance
 - The importance of having measurements and key indicators of performance
 - Managing Internal and external customers
 - Transport Management, Managing Thirty Party Transport and Outsourcing
 - Drivers Management: Journey Management, Route Planning, Tracking Systems etc.
 - Effects of substandard service

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,
& 234-9112830607**

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.