



NRF FOUNDATION[®]
RISEUP[™]

**WAREHOUSE,
INVENTORY & LOGISTICS**
SPECIALIST

ASCM ASSOCIATION FOR
SUPPLY CHAIN
MANAGEMENT

WAREHOUSE, INVENTORY & LOGISTICS

LEARNER GUIDE

NRF FOUNDATION[®]
RISEUP[™]

Table of Contents

Welcome to RISE Up		7
<hr/>		
1. Discovering the Warehousing World	1.1 Welcome	9
	1.2 The Big Picture	10
	What Is a Supply Chain?	10
	What Is Distribution?	11
	Product Distribution Channel Options	11
	Exercise 1: Your Most Recent Purchase	13
	The Role of Warehouses in the Supply Chain	14
	Knowledge Check	15
	1.3 Diving into the Warehousing World	16
	Defining Warehousing	16
	Exercise 2: Mismatches between Supply and Demand	19
	Warehousing Specialization	20
	Warehousing Functions	24
	Knowledge Check	28
	1.4 Exploring Opportunities within Warehousing	29
	Warehouse Departments	29
	Exercise 3: Match the Department with Warehousing Activities	33
	Common Entry-Level Jobs	34
	Exercise 4: Are You Ready to Land a Job?	38
	Overcoming Insecurities	39
	Employability Attributes	39
	Exercise 5: Interpersonal Skills Reflection	40
	Exercise 6: Changing Positions	42
	Sample Career Paths	43
	Knowledge Check	44
<hr/>		
2. Warehousing Operations	2.1 The Receiving Cycle	47
	The Receiving Process	47
	The Stocking Process	50
	Exercise 7: Assessing Stocking Practices	54
	Knowledge Check	55
	2.2 The Order Fulfillment Cycle	56
	The Picking Process	56
	Exercise 8: I can't find the item	59
	The Packing Process	60
	Exercise 9: Excelling at Packing	62
	The Shipping Process	64
	Knowledge Check	66

<hr/>	
2. Warehousing Operations	2.3 Warehouse Safety 67
	Heavy Lifting Techniques 67
	Safety with Materials Handling Equipment 68
	Best Practices for Stacking Products 68
	Safety around Conveyor Systems 69
	The Occupational Safety and Health Administration (OSHA) 69
	Knowledge Check 70
<hr/>	
3. Warehouse Management	3.1 Operations and Logistics Management 73
	Warehouse and Logistics Operations 73
	Operations Management 74
	Logistics Management 74
	Exercise 10: Identifying Performance Problems 75
	Management Roles in Warehousing 76
	Knowledge Check 80
	3.2 Lean Warehouse Management 81
	Adopting Lean Warehouse Management Practices 81
	Exercise 11: Identifying Waste 82
	Exercise 12: Improving Warehouse Performance 83
	Scheduling Shipments and Deliveries 84
	Measuring Warehouse Performance 85
	Exercise 13: Improving Throughput Metrics 87
	Knowledge Check 90
<hr/>	
4. Warehouse Planning, Design & Strategic Principles	4.1 Warehouse Strategic Planning 93
	The Strategy Behind Planning 93
	Owning or Contracting Warehousing 94
	Private Warehousing 94
	Public Warehousing 95
	Contract Warehousing 96
	Storage in Transit 97
	Exercise 14: Which Type of Warehousing? 98
	Knowledge Check 99
	4.2 Warehouse Location Strategy 100
	Developing a Warehouse Location strategy 100
	Operating with Domestic vs. Regional Warehouses 101
	Exercise 15: Differentiated Distribution 102
	Operating with One vs. Multiple Warehouses 103
	Considering Transportation Costs..... 103
	Exercise 16: Total Logistics Cost..... 104
	Knowledge Check 105

4. Warehouse Planning, Design & Strategic Principles	4.3 Warehouse Design and Layout	106	
	Introduction to Design and Layout	106	
	Exercise 17: Solving Warehouse Space Problems	107	
	Determining Size and Capacity	108	
	Exercise 18: Calculate the Warehouse Storage Capacity	109	
	Exercise 19: Finding the Right Warehouse	109	
	Choosing a Warehouse Layout	110	
	Warehouse Design and Layout Principles	114	
	Exercise 20: Designing a Warehouse	115	
	Knowledge Check	116	
		<hr/>	
	4.4 Developing a Green Strategy	117	
	Warehousing Going Green	117	
	Enhancing Sustainability Practices	118	
	Exercise 21: Making a Green DC	120	
	Knowledge Check	121	
	<hr/>		
5. Planning a Career in Warehousing	5.1 The Right Job for you	123	
	Starting a Career in Warehousing	124	
	Exercise 22: What Warehousing Jobs Interest You?	124	
	Exploring Entry-Level Warehousing Jobs	125	
	Searching for Jobs Online	125	
	Exercise 23: Searching for Jobs	126	
	Knowledge Check	127	
		<hr/>	
		5.2 Getting your Foot in the Door	128
		Making Yourself a Good Job Candidate	128
		Crafting an Ideal Resume	129
	Resume Checklist	130	
	Applying for a Job	131	
	Parts of an Online Application	132	
	The Interview Process	133	
	Common Interview Questions	134	
	Exercise 24: Asking the Right Questions	138	
	Following Up after the Interview	141	
	Knowledge Check	143	
	<hr/>		
	5.3 Building a Career for Yourself	144	
	Growing with the Company	144	
	Career Development Tips	145	
	<hr/>		
	5.4 Congratulations	145	
	<hr/>		
Glossary		146	
Answers to Knowledge Check Questions		154	