



## **Basics of Stores and Stock Control – (BSSC) 2017**

### **BSSC course sessions**

- 1. Warehousing and Supply Chain Management**
- 2. Roles, Responsibilities, and Relationships**
- 3. Risk and Safety Management**
- 4. Warehouse Safety and PPE**
- 5. Inbound Logistics**
- 6. Classifying and Coding Stock**
- 7. Warehouse Layout and Productivity**
- 8. Materials Handling and Storage Equipment**
- 9. Stocktaking and Stock Audits**
- 10. Warehouse Issues**
- 11. Warehouse Returns, Customer Service, and Reverse Logistics**
- 12. Transportation and Distribution Management**
- 13. Emergency Situations and Precautions**
- 14. Final Examination**

# BSSC summary of the course content and outcomes

<b>Session One: Warehousing and Supply Chain Management</b>	
<b>Contents</b>	<b>Outcomes</b>
<ul style="list-style-type: none"> <li>➤ Warehousing</li> <li>➤ Types of Warehouses</li> <li>➤ Areas of Warehouse Responsibility</li> <li>➤ The Supply Chain</li> <li>➤ Areas of Supply Chain Expertise</li> <li>➤ Order Winners and Order Qualifiers</li> <li>➤ Stock Control</li> <li>➤ Warehouse Management System [WMS]</li> <li>➤ Warehouse Organization</li> <li>➤ Warehouse Performance Measures</li> </ul>	<ul style="list-style-type: none"> <li>➤ Compare and contrast the role of the store and the role of the warehouse in a manufacturing environment</li> <li>➤ With the aid of a sketch describe the basic layout of a manufacturing warehouse facility</li> <li>➤ Name the different types of manufacturing warehouses</li> <li>➤ List and describe the objectives of warehouse operations; name the different types of warehouses</li> <li>➤ Name and give an explanation of the areas of responsibility assigned to a warehouse</li> <li>➤ Compare and contrast centralized warehousing with decentralized warehousing, giving the advantages of each</li> <li>➤ Describe the components of a warehouse management system</li> <li>➤ Describe the operation of a warehouse management system [WMS]</li> </ul>
<b>Session Two: Roles, Responsibilities and Relationships</b>	
<b>Contents</b>	<b>Outcomes</b>
<ul style="list-style-type: none"> <li>➤ Leadership</li> <li>➤ Leadership Styles</li> <li>➤ Leaders and Followers</li> <li>➤ Roles and Responsibilities</li> <li>➤ Team Member Skills and Abilities</li> <li>➤ Policies and Procedures</li> <li>➤ Procedures Manual</li> <li>➤ Interdepartmental Relationships</li> </ul>	<ul style="list-style-type: none"> <li>➤ Describe a range of leadership styles and identify applications for each</li> <li>➤ Compare and contrast the role of the leader with the role of followers</li> <li>➤ List and give a brief explanation of the activities of the warehouse team manager</li> <li>➤ Name and describe the principle duties of the team leader in managing warehouse activities</li> <li>➤ Name the duties of the warehouseman and briefly outline the characteristics and traits of an effective warehouseman</li> <li>➤ Distinguish between a policy and a procedure; give examples of each in a warehouse setting</li> <li>➤ Explain what a guideline is, a best practice and a position statement is, when applied to a policy and procedures manual</li> <li>➤ Give an explanation of how the warehouse interacts with other functional units in a manufacturing company</li> </ul>

## Session Three: Risk and Safety Management

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Risk Management</li> <li>➤ Safety Responsibilities</li> <li>➤ Occupational Health and Safety Act</li> <li>➤ Accident Situations</li> <li>➤ Employee Theft</li> <li>➤ Theft Prevention</li> <li>➤ Theft and the Warehouse</li> <li>➤ Warehouse Data Security</li> <li>➤ Warehouse Physical Security</li> <li>➤ Identity Theft</li> <li>➤ A Warehouse Security Exercise</li> </ul>	<ul style="list-style-type: none"> <li>➤ Explain what a risk is and describe how risks can be identified and properly managed</li> <li>➤ Name a number of risks associated with the operation of a warehouse facility</li> <li>➤ Give a brief description of the Occupational Health and Safety Act as it applies to the operation of warehouse activities</li> <li>➤ Outline the responsibilities for safety and security in a warehouse environment</li> <li>➤ Distinguish between unsafe acts and unsafe conditions giving examples of each</li> <li>➤ Identify the various areas in a warehouse where the potential for theft is evident; and outline the actions required to minimize those risks</li> <li>➤ Define “identify theft,” and name the steps that could be taken to prevent a breach of company security, or the personal security of company personnel</li> <li>➤ Draw a floor plan for a warehouse indicating what actions should be implemented to make the facility secure</li> </ul>

## Session Four: Warehouse Safety & PPE

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Practicing Safety</li> <li>➤ Accidents Cost Money</li> <li>➤ Safety and You</li> <li>➤ First Aid</li> <li>➤ Personal Protective Equipment [PPE]</li> <li>➤ Categories of PPE</li> <li>➤ In Conclusion</li> </ul>	<ul style="list-style-type: none"> <li>➤ Give the importance of practicing safety in both the warehouse and surrounding areas</li> <li>➤ Explain the importance of safe operating practices and good housekeeping practices in a warehouse environment</li> <li>➤ Explain why occupational diseases are more difficult to identify than occupational safety issues in a warehouse</li> <li>➤ Name the costs associated with an accident in a warehouse</li> <li>➤ Develop a safety checklist for use in a warehouse environment</li> <li>➤ Identify a number of potential accident situations and suggest ways to prevent their occurrence</li> <li>➤ Discuss the importance of first aid training, and outline the role of first aid in the event of an accident</li> <li>➤ Name the various categories of PPE [personal protective equipment], and give examples of the application of each</li> </ul>

## Session Five: Inbound Logistics

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Goods' Receiving</li> <li>➤ Incoming Goods Inspection</li> <li>➤ Receiving Documentation</li> <li>➤ Packaging</li> <li>➤ Labeling</li> <li>➤ ISO 7000: 2012 Symbols</li> <li>➤ Classifying Dangerous Goods</li> <li>➤ Identifying Incoming Goods</li> <li>➤ Assigning Goods to Storage Locations</li> </ul>	<ul style="list-style-type: none"> <li>➤ With the aid of a flow diagram, describe each step in the receiving process</li> <li>➤ Explain the procedure for dealing with non-conforming goods identified during the receiving process</li> <li>➤ Name the documents used during the receiving process, giving an explanation of each</li> <li>➤ Compare and contrast the role of the quality control inspector and the receiving warehouseman during the receiving process</li> <li>➤ Identify different categories of packaging; and describe the role of packaging in the supply chain</li> <li>➤ Name the various classes of dangerous goods giving an example from each class</li> <li>➤ With the aid of diagrams identify the various ISO 7000: 2012 symbols and give an explanation of their use</li> <li>➤ Explain the need to identify all incoming goods prior to them being placed into storage</li> </ul>

## Session Six: Classifying and Coding Stock

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Product Classifications</li> <li>➤ Coding of Stock Items</li> <li>➤ Developing a Coding System</li> <li>➤ The Design Phase</li> <li>➤ Product Classifications</li> <li>➤ Coding of Stock Items</li> <li>➤ Developing a Coding System</li> <li>➤ The Design Phase</li> <li>➤ Code Characteristics</li> <li>➤ Some Important Terminology</li> <li>➤ Automated Data Collection Devices</li> <li>➤ Uses of Automated Data Collection</li> </ul>	<ul style="list-style-type: none"> <li>➤ Name the primary purpose of classifying and coding stock items in both a manufacturing and distribution environment</li> <li>➤ Define and give a brief explanation of the terms "item classification" and "item coding"</li> <li>➤ Distinguish between manufacturing stock and non-manufacturing stock, giving examples from each category</li> <li>➤ Give examples of numeric and alpha-numeric meaningful and non-meaningful codes</li> <li>➤ List the criteria to be used when developing a code structure, giving an example from each</li> <li>➤ Compare and contrast bar-coding technology with the use of radio frequency [RFID] identification technology</li> <li>➤ Compare and contrast a range of automated data collection techniques</li> <li>➤ Give examples of where automated data collection techniques can be effectively utilized in a manufacturing and warehouse environment</li> </ul>

## Session Seven: Warehouse Layout and Productivity

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Determining Space Requirements</li> <li>➤ Layout and Design Principles</li> <li>➤ Storage Methods</li> <li>➤ Productivity</li> <li>➤ Changes in Productivity Levels</li> <li>➤ Labour and Equipment Productivity</li> <li>➤ Warehouse Productivity</li> <li>➤ Ergonomics</li> </ul>	<ul style="list-style-type: none"> <li>➤ Explain the importance of allocating sufficient space for both the present and future needs to each warehousing activity</li> <li>➤ Name the factors to be taken into consideration when determining warehouse space requirements</li> <li>➤ Explain the need to integrate the materials handling system into the warehouse layout</li> <li>➤ Draw a basic warehouse layout, label each area of activity, and give a brief explanation of each</li> <li>➤ Discuss the factors to be taken into consideration with the storage of hazardous goods</li> <li>➤ Compare and contrast the various storage methods, giving practical examples of the application of each</li> <li>➤ Define the term productivity; and give examples of how warehouse productivity can be increased</li> <li>➤ Describe the role of ergonomics in improving warehouse productivity</li> </ul>

## Session Eight: Materials Handling and Storage Equipment

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Categories of Materials Handling Equipment</li> <li>➤ Definitions of Materials Handling</li> <li>➤ Dimensions of Materials Handling</li> <li>➤ PQRST of Materials Handling</li> <li>➤ Materials Handling Principles</li> <li>➤ Function-Oriented Systems</li> <li>➤ Materials Transport Equipment</li> <li>➤ Conveyors</li> <li>➤ Cranes</li> <li>➤ Hoists, Monorails, and Scissor Lifts</li> <li>➤ Industrial Trucks</li> <li>➤ Dock Bumpers and Dock Levelers</li> <li>➤ General Guidelines for the Use of Materials Handling Equipment</li> <li>➤ Pallets</li> <li>➤ Storage Equipment</li> <li>➤ Order Picking Systems</li> </ul>	<ul style="list-style-type: none"> <li>➤ Define the term materials handling and name the dimensions of materials handling</li> <li>➤ List the principles of materials handling and give an explanation of each</li> <li>➤ Give an explanation of the PQRST of materials handling and explain its influence on the selection of materials handling equipment</li> <li>➤ Name the classes of function-oriented materials handling systems suggesting an application for each</li> <li>➤ Compare and contrast the categories of materials transport systems giving an example from each category</li> <li>➤ Give an explanation of the role that pallets play in the materials handling function</li> <li>➤ List the various storage methods and suggest a suitable application for each storage method</li> <li>➤ With the use of examples, distinguish between picker-to-part and part-to-picker order-picking systems</li> </ul>

## Session Nine: Stocktaking and Stock Audits

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Types of Stock takes</li> <li>➤ Purpose of Stocktaking</li> <li>➤ Where and When to Count</li> <li>➤ Steps in Conducting a Stock Count</li> <li>➤ Stocktaking Do's and Don'ts</li> <li>➤ Stock Reduction Program</li> <li>➤ Stock Accuracy and Reconciliation</li> <li>➤ Stock Accuracy Targets</li> <li>➤ Stock Valuation Methods</li> <li>➤ Cost of Inaccurate Stock Records</li> <li>➤ Maintaining Stock Integrity</li> <li>➤ Dealing with Excess Stocks</li> </ul>	<ul style="list-style-type: none"> <li>➤ Explain why it is necessary to maintain a high level of stock integrity at all times</li> <li>➤ Give the primary purpose of taking stock and reconciling the actual count with the book count</li> <li>➤ Compare and contrast cycle counting with a periodic stock take giving the advantages and disadvantages of each method</li> <li>➤ Name the purposes of stocktaking and give a brief explanation of each purpose</li> <li>➤ Explain how the ABC principle can be used in determining the frequency by which an item is counted</li> <li>➤ List the key steps to a stock reduction program, highlighting the significance of each step</li> <li>➤ Name and give a brief explanation of the different ways in which stock can be valued</li> <li>➤ Outline the benefits of maintaining a high level of stock integrity</li> </ul>

## Session Ten: Warehouse Issues

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Authorization of Issues</li> <li>➤ Issuing Procedures</li> <li>➤ Issuing Documentation</li> <li>➤ Identification and Timing of Issues</li> <li>➤ Types of Issues</li> <li>➤ Order Cycle</li> <li>➤ Order Picking</li> <li>➤ Marshaling and Shipping</li> <li>➤ Order Tracking</li> </ul>	<ul style="list-style-type: none"> <li>➤ Explain the importance of obtaining the correct level of authorization for each class of issue</li> <li>➤ Name the methods for authorizing withdrawals from the warehouse giving the advantages and disadvantages of each method</li> <li>➤ With the aid of a flow diagram, give an explanation of each of the steps in the issuing process</li> <li>➤ Distinguish between the process of issues using a material requisition and a picking list</li> <li>➤ Name each of the documents used during the issue process. Give the purpose of each</li> <li>➤ Name the types of issues from a warehouse, giving an explanation of where each would be appropriate</li> <li>➤ Give an explanation of the various ways in which picking can be carried out, giving the advantages of each method</li> <li>➤ Describe how order tracking provides a means by which an order can be identified from supply source to end user</li> </ul>

## Session Eleven: Warehouse Returns, Customer Service and Reverse Logistics

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Warehouse Returns</li> <li>➤ Warehouse Returns Processing</li> <li>➤ Customer Service</li> <li>➤ Measures of Customer Service</li> <li>➤ Reverse Logistics</li> <li>➤ Distribution Centre Returns</li> <li>➤ Recovery Options</li> <li>➤ Recycling</li> <li>➤ Reverse Logistics and the Environment</li> <li>➤ Cash for Junk</li> </ul>	<ul style="list-style-type: none"> <li>➤ Distinguish between the procedures for dealing with returns from internal customers from those when dealing with external returns</li> <li>➤ Name a number of reasons why returns are sent back to the warehouse</li> <li>➤ Give a description of the meaning of the term “customer”</li> <li>➤ Discuss the importance of providing a satisfactory level of customer service to both internal and external customers</li> <li>➤ Outline the steps that a company can take to increase the level of service provided to its customers</li> <li>➤ Explain the importance of reverse logistics both from an economic and an environmental perspective</li> <li>➤ With the use of examples, differentiate between the different types of recovery options</li> <li>➤ Explain why recycling is becoming a major industry in South Africa, and give examples of recycled goods</li> </ul>

## Session Twelve: Transportation and Distribution Management

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Freight Management</li> <li>➤ Transportation</li> <li>➤ Modes of Transportation</li> <li>➤ Choosing a Suitable Mode of Transport</li> <li>➤ Containers and Containerization</li> <li>➤ Outsourcing</li> <li>➤ Third-Party [3PL] Logistics</li> <li>➤ Fourth-Party [4PL] Logistics</li> <li>➤ Other Transportation Agencies</li> <li>➤ Distribution</li> </ul>	<ul style="list-style-type: none"> <li>➤ Name each of the various transportation systems available for delivering goods to external customers</li> <li>➤ Describe the process of transporting goods making use of the milk run concept</li> <li>➤ Distinguish between a for-hire and not-for-hire carrier, and name the services provided by each class of carrier</li> <li>➤ Name the various modes of transportation, giving the advantages and limitations of each</li> <li>➤ Compare and contrast the service levels provided by a third-party logistics company and a fourth-party logistics company</li> <li>➤ Name the common types of container configuration and give an example of where each could be used</li> <li>➤ Distinguish between the services provided by a third-party logistics provider and those provided by a fourth-party logistics provider</li> <li>➤ Discuss the role of distribution management in getting goods from the factory to end user</li> </ul>

## Session Thirteen: Emergency Situations and Precautions

Contents	Outcomes
<ul style="list-style-type: none"> <li>➤ Emergency Management</li> <li>➤ Hierarchy of Emergencies</li> <li>➤ Types of Emergencies</li> <li>➤ Duties and Responsibilities</li> <li>➤ Emergency Situations</li> </ul>	<ul style="list-style-type: none"> <li>➤ Distinguish between a minor emergency, a major emergency, a crisis and a disaster</li> <li>➤ Name each of the primary role players in the event of an on-site emergency occurring</li> <li>➤ Discuss the roles and responsibilities of each role player in the event of an emergency</li> <li>➤ Name the types of emergency situations that could be encountered in a warehouse environment</li> <li>➤ Explain the importance of maintaining discipline and clear-headedness during an emergency situation</li> <li>➤ Describe the process to be adopted in the event of a power outage</li> <li>➤ Outline the various steps to be taken when observing and reporting a crisis situation</li> <li>➤ Recognize the importance of learning valuable lessons from each emergency situation encountered</li> </ul>

## Session Fourteen: Final Examination

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