Advanced Distribution and Fulfillment Center Operations Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PSC1907_133123

Course Introduction / Overview:

This comprehensive training course is designed to equip professionals with the advanced skills required to manage and optimize modern distribution and fulfillment centers. In an era of rapid e-commerce growth and complex global supply chains, operational excellence is no longer an option but a necessity. This program delves deep into the core functions of inbound and outbound logistics, inventory control techniques, and the strategic implementation of technology. As discussed by leading academic Donald J. Bowersox in his seminal work, "Supply Chain Logistics Management," the integration of processes, technology, and people is paramount to achieving supply chain visibility and efficiency. Participants will explore everything from warehouse layout design and slotting optimization to the latest in fulfillment center automation and robotics. BIG BEN Training Center has structured this course to bridge the gap between theoretical knowledge and practical application, focusing on real-world challenges like last-mile delivery optimization and reverse logistics management. By mastering lean warehousing principles and key performance indicators, attendees will be prepared to drive significant process improvements, reduce operational costs, and enhance customer satisfaction within their organizations. This course provides a complete roadmap for transforming a standard warehouse into a high-performing, agile, and resilient fulfillment hub.

Target Audience / This training course is suitable for:

- Warehouse Managers and Supervisors.
- Fulfillment Center Team Leaders.
- Logistics and Distribution Managers.
- Supply Chain Analysts and Planners.
- Operations Managers.
- Inventory Control Specialists.
- E-commerce Operations Professionals.
- Third-Party Logistics (3PL) Coordinators.
- Procurement and Sourcing Professionals.
- Individuals aspiring to a career in logistics and warehouse management.

Target Sectors and Industries:

- Retail and E-commerce.
- Manufacturing and Industrial Production.
- Third-Party Logistics (3PL) and Freight Forwarding.
- Pharmaceuticals and Healthcare.
- Food and Beverage Distribution.
- Automotive and Aerospace.
- Consumer Packaged Goods (CPG).
- Governmental agencies and public sector logistics units.
- Technology and Electronics.

Target Organizations Departments:

- Logistics and Distribution.
- Supply Chain Management.
- Warehouse Operations.
- Inventory Management and Control.
- Procurement and Purchasing.
- Operations Management.
- E-commerce Fulfillment.
- Shipping and Receiving.
- Customer Service and Order Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement strategic plans for distribution and fulfillment center operations.
- Master advanced inventory control techniques to improve accuracy and reduce holding costs.
- Design and optimize warehouse layouts and slotting strategies for maximum efficiency.
- Analyze and improve core fulfillment processes, including picking, packing, and shipping.
- Evaluate and integrate warehouse management systems (WMS) and automation technologies.
- Implement key performance indicators (KPIs) to measure and enhance operational performance.
- Manage inbound and outbound logistics to ensure a seamless flow of goods.
- Develop effective strategies for managing reverse logistics and customer returns.
- Apply lean warehousing principles to eliminate waste and drive continuous improvement.
- Ensure compliance with warehouse safety standards and security protocols.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment that fosters collaboration and critical thinking. The course incorporates a blend of expert-led presentations, detailed case studies of successful fulfillment center operations, and interactive group discussions where participants can share their unique challenges and experiences. A significant portion of the training is dedicated to hands-on workshops and simulation exercises that cover topics like warehouse process mapping, slotting optimization, and KPI development. Participants will work in teams to solve complex logistics problems, encouraging peer-to-peer learning and a deeper understanding of the material. Our expert instructors provide continuous feedback and facilitate sessions that connect theoretical concepts, such as those found
in supply chain management literature, to real-world operational scenarios. This immersive approach ensures a comprehensive mastery of advanced distribution and fulfillment strategies.

Course Agenda (Course Units):

Unit One: Foundations of Modern Distribution and Fulfillment

- The Strategic Role of Distribution Centers in the Supply Chain.
- Key Differences Between Traditional Warehousing and E-commerce Fulfillment.
- Understanding the Complete Order Fulfillment Cycle.
- Core Performance Metrics and KPIs for Warehouse Operations.
- Inbound and Outbound Logistics Processes Overview.
- Cost-to-Serve Analysis and Financial Management in the Warehouse.
- The Impact of Omnichannel Retailing on Fulfillment Strategies.

Unit Two: Advanced Inventory Management and Control

- ABC Analysis and Cycle Counting Best Practices for Inventory Accuracy.
- Advanced Slotting Strategies for Product Placement and Velocity.
- Managing Safety Stock, Reorder Points, and Economic Order Quantity (EOQ).
- Technologies for Inventory Tracking (Barcoding, RFID, IoT).
- Strategies for Managing Slow-Moving and Obsolete Stock (SLOB).
- Demand Forecasting Techniques for Inventory Planning.
- Implementing a Robust Warehouse Management System (WMS) for Inventory Control.

Unit Three: Optimizing Order Fulfillment and Outbound Logistics

- Order Picking Strategies (Wave, Batch, Zone, and Pick-to-Light).
- Best Practices in Packing, Kitting, and Value-Added Services.
- Shipping and Receiving Operations Management.
- Carrier Selection and Transportation Management Systems (TMS).
- Strategies for Optimizing Last-Mile Delivery.
- Managing Reverse Logistics and the Returns Process Efficiently.
- Cross-Docking and Flow-Through Distribution Techniques.

Unit Four: Technology, Automation, and Data Analytics

- The Role of Warehouse Management Systems (WMS) in Modern Operations.
- Exploring Warehouse Automation: Conveyors, Sorters, and AGVs.
- The Rise of Robotics in Picking and Packing Processes.
- Using Data Analytics and Business Intelligence for Process Improvement.
- Implementing Labor Management Systems (LMS) to Enhance Productivity.
- The Internet of Things (IoT) for Real-Time Asset and Shipment Tracking.
- Cybersecurity and Data Protection in the Logistics Environment.

Unit Five: Leadership, Safety, and Future-Forward Strategies

- Applying Lean Warehousing Principles for Continuous Improvement.
- Developing and Implementing Standard Operating Procedures (SOPs).
- Warehouse Safety and OSHA Compliance Standards.
- Ergonomics and Human Factors in a Warehouse Environment.
- Sustainable Warehousing and Green Logistics Initiatives.
- Building a High-Performance Warehouse Team.
- Future Trends: AI, Predictive Analytics, and Autonomous Logistics.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the increasing consumer demand for same-day delivery fundamentally alter the strategic network design and inventory positioning for both urban and rural fulfillment centers?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a purely operational or tool-based focus to cultivate a strategic, holistic understanding of the modern fulfillment ecosystem. While many programs concentrate on the "how" of warehouse tasks, we emphasize the "why" behind strategic decisions, linking operational efficiency directly to broader business objectives like profitability and customer loyalty. Our curriculum is uniquely structured to integrate classic supply chain principles with cutting-edge trends, ensuring participants understand not only current best practices but also the future trajectory of the industry, including sustainable warehousing and the impact of artificial intelligence. The course content is deeply rooted in practical application, using complex, real-world case studies and simulations that challenge participants to solve multifaceted logistics problems rather than simply memorizing functions of a WMS. Furthermore, the program fosters a deep understanding of the financial implications of operational decisions, teaching participants how to conduct cost-to-serve analyses and justify investments in technology and process improvements. It is this blend of strategic foresight, practical problem-solving, and financial acumen that provides a more profound and lasting educational value compared to other available training.