

• **Fall, 2008 Workshop Series** •

Best Practices in Distribution Center Design, Operations & Management



In a world of offshoring, increasingly demanding customer requirements, high velocity order fulfillment and continuous logistics challenges, distribution excellence has never been more important to both supply chain and corporate success.

In this outstanding two-day workshop, part of Supply Chain Digest's Professional Education series, you'll gain the knowledge, insight and tools you need to take your company's distribution performance to world class levels. With a proven curriculum, delivered by one of the logistics industry's more knowledgeable and experienced practitioners - Ken Miesemer, former Director of Distribution and International Logistics, Hershey Foods - **Best Practices in Distribution Center Design, Operations and Management** will improve your own capabilities and your company's supply chain effectiveness.

It's not just theory - you'll leave our workshop with practical action plans that can be implemented right away.

Your Primary Instructor: Ken Miesemer, a senior consultant at St. Onge, former Director of Distribution for Hershey Foods, and author of the acclaimed book "Start-up of a World Class DC: A Roadmap to Success"

"One of the best seminars I have attended. Very practical - not just theory."

Logistics Manager - SC Johnson

"The class was extremely detailed and helpful... learned some excellent concepts to be utilized at my company and DC. Great seminar!"

DC Manager, Lifetime Fitness

Why you should attend this outstanding workshop:

This practical two-day training course will help you stay in touch with the most important new concepts in the warehousing/distribution field. You will not only learn ways to improve distribution center design and operations, but you will immediately start to identify ways to apply these ideas to your specific environment.

During the course, you will have the chance to develop your own action plan so you can put the program to work for you right away. You'll learn proven techniques and advanced strategies that can combine to lead your organization to world-class distribution management.

**Dates
&
Venues**

REGISTER TODAY at www.scdigest.com/DC_seminars.com

This workshop will be presented in two Fall, 2008 sessions:

October 21-22, 2008

Penn State Great Valley
Malvern, PA

October 28-29, 2008

Georgia Tech Conference Center
Atlanta, GA

REGISTER TODAY! For information or to register: www.scdigest.com/DC_seminars.php

Day 1

Module 1 - Case Study – Starting Up a World Class DC (A Fortune 500 Company)

- Rebuilding an entire distribution network
- Network and inventory optimization
- Effective project management
- Building and material handling equipment design
- Selecting a third party logistics provider (3PL)
- Selecting and implementing a Warehouse Management System (WMS)
- Employee training and labor management
- Metrics for warehouse performance – financial, productivity, and quality

Module 2 - Optimizing DC Facility Layout & Operations

- The principles of efficient storage systems and handling systems design
- Factors to consider when selecting design and storage
- Throughput vs. storage capacity
- Dock designs to match the business profile
- Configuring the storage systems
- Testing the design through automation
- How to maximize storage density

Module 3 - Planning for Efficient Materials Flow

- Zoning models - matching the layout to the inventory profile
- Determining the ideal location for products in your warehouse
- Picking, packing and replenishment tools
- Interleaved warehouse operations
- Slotting models - adjusting criteria as products, locations and demand change
- Maintaining peak productivity of your pick line
- First In First Out (FIFO), First Ended First Out (FEFO), and the use of rotation windows
- Cross Docking – streamlining the flow between the supplier and manufacturer
- Organizing the facility to minimize bottlenecks and product damage

Module 4 - Inventory Management and Control

- Inbound Advanced Shipment Notifications (ASN's) and Bar Code/RFID receiving
- Cycle counting vs. physical inventories
- Where the count-back process excels
- Controlling internal losses
- Load integrity programs
- Tools to control overs, shorts, and damages
- Distribution alliance - a partnership that wins

Day 1 - Review & Discussion



This course isn't just outstanding education. It's a dynamic, interactive experience that will challenge your thinking, and enable you to exchange ideas with your professional peers.

The course and materials include a number of tools and templates for use in distribution analysis and decision-making that are worth the cost of the course by themselves – and which you can put to work right away in your operations.

Who should attend?

- ✓ VP, Director, or Managers of Distribution
- ✓ VP, Director, or Managers of Logistics
- ✓ Distribution Center or Warehouse Managers
- ✓ Inventory Managers
- ✓ Engineering Managers
- ✓ Anyone interested in improving distribution processes and systems

Day 2

About Your Course Instructors

Module 5- DC Performance Measurement - Planning for Efficient Use of Labor and Equipment Resources

- Metrics - tracking and managing all warehouse activities
- Measuring and comparing KPI's – internal, supplier and customer KPI's
- Labor Management Systems - workforce performance management
- Engineered standards development and implementation
- Fostering a culture of continuous development and improvement
- Workforce incentive plans

Module 6 - Selecting and Implementing Enabling Technologies (WMS, LMS, Slotting, RF, Voice, etc.)

- Overview of available technology options
- What the vendors won't tell you about how to select the solution that's right for you
- The selection team and process
- Requirements definition
- Building then trimming the candidate list
- How do you really differentiate the solutions?
- Implementation, project management and best practices
- Ongoing refinement and enhancement

Module 7 - Selecting and Partnering with a 3rd Party Logistics Provider (3PL)

- Viewing the 3PL as a partner not a supplier
- Selection is more than a Request For Proposal (RFP) - how to build knowledge before making your decision
- Bid specifications redefined - what is really important?
- The three phases from start-up to steady state
- Setting performance standards
- Rate-based vs. cost plus commercial agreements
- Process manuals - defining the expectations

Module 8 - Cost Plus and Gain Sharing – An Alternative to Rate-Based Agreements

- Why cost-plus vs. rate-based agreements?
- The concept of risk drives 3PL margin expectations - how do we control this?
- Budgeting, actual costs, and the variance explanation process
- Fixed management fee, base fee, and incentive fee structures
- Implementing activity-based costing and cost-plus
- Using a cost-plus type process in your own operations
- Gain sharing - the correct incentive for 3PL performance

Supplementary Course Materials Review

Day 2 Review and Discussion

*Ken Miesemer, CPIM
CIRM is currently a Sr.
Consultant at the St. Onge
Company with a focus on
Supply Chain improve-
ment projects.*



*Ken has worked with
many multinational clients and benchmarking
partners to solve distribution issues. He had
previously been with The Hershey Company for
15 years with the most recent title of Director,
Distribution and International Logistics.*

*Ken's career provided experiences in Materials
Management, Systems Implementations (MRP/
ERP, Supply Chain Planning and Execution
Systems), Program Management, Distribution
Operations, and International Logistics. He had
the opportunity to define, consolidate and then
manage several national distribution networks.
At Hershey Foods, Ken had been involved with
several large projects including the start up of
the new 1.2 million square foot Eastern Dis-
tribution Center III and the standardization of
processes across the national network.*

*Ken is an active speaker at the Warehouse Edu-
cation and Research Council (WERC), CSCMP,
and APICS, and authored the book, Start-Up of
a World Class DC. He currently serves on the
Board of Directors as President of WERC.*

*Dan Gilmore is editor of
Supply Chain Digest. He
is a world-class expert on
supply chain execution
systems, which he will
cover during the course.*



Key Benefits and Learning Outcomes

By the end of this two-day training course, you will be able to:

- Deploy best practices for improving labor productivity, operations efficiency, and inventory accuracy
- Apply proven techniques to improve distribution center strategy and execution
- Master the technology tools available to distribution managers
- Discover how to achieve the operational flexibility needed for today's ever-changing supply chain
- Enhance the efficiency of your inbound and outbound logistics
- Develop distribution performance and financial measurement systems that drive continuous improvement and alignment with broader supply chain and corporate goals
- Implement advanced techniques for inventory and distribution management
- Make greatly improved outsourcing decisions – and achieve better results from 3PL partnerships



Program Fee

The program fee of \$2995.00 includes two-day course, workshop binder with slides and templates, and continental breakfast and lunch each day. The instructor, Ken Miesemer, will also provide post-workshop support by answering questions from attendees on specific distribution problems.

Discounts for multiple attendees from one company.

Cancellations and Refunds

Cancellations must be received in writing (fax, mail or email) 10 days prior to the course start date in order to receive a full refund, less a \$100 cancellation fee. Cancellations within 10 days of the course start date are non-refundable, but can be used for a future session of this workshop. SCDigest reserves the right to cancel a course for any reason, including insufficient enrollment.

Accommodations

For attendees requiring overnight lodging, a limited number of hotel rooms are available at discounted rates at or near the course venue, on a first-come, first-serve basis. After the room block is depleted or the "register by" day is passed, rooms will still be available, but at different rates.

Brought to You By:

SupplyChainDigest™
Your First Stop for Supply Chain Information

