FREE SHORT COURSE WORKBOOK

Introduction to Warehouse Best Practices

Use this workbook alongside the four lessons. Fill it in on a printout at your own workplace, using your own warehouse, storeroom or shop. Numbers shown as examples are examples only.

Name: _____ Date: _____

LESSON 1

Walk one order

Pick one real order, or a list of five products. Walk it from the first shelf to the door. At each stop, write what is there, any problem you notice, and one idea to fix it.

Stop	What is there	Problem I saw	Idea to fix it
Example: 3	*Boxes in the walkway*	*Had to step over them*	*Mark a floor spot for them*

Where do deliveries and outgoing orders cross paths at your workplace? What could you change?

_____

_____

_____

LESSON 2

Receiving record

Use this record the next time a delivery arrives. Count first, fill in the numbers, write any difference on the delivery note, and sign last.

Delivery record

Supplier: _____ Date: _____

Product: _____ Delivery note says: _____

I counted: _____ Short: _____ Damaged: _____ Good: _____

Difference written on the note before I signed? Yes / No

Where the damaged goods went: _____

Record updated (time): _____

- ☐ Checked the delivery note against my copy of the order
- ☐ Counted the goods myself
- ☐ Checked the packaging for wet, torn or crushed boxes
- ☐ Wrote short and damaged goods on the note and had the driver sign beside it
- ☐ Signed last
- ☐ Put good goods in their homes the same day

LESSON 3

Give products a better home

Choose five products from your workplace. Note where each one is now, how often it leaves, and whether it is heavy or light. Then decide on a better place for each one.

Product	Where it is now	How often it leaves	Heavy or light	Better place
Example: 25kg bag	*Top shelf, far end*	*Every day*	*Heavy*	*Floor, near the door*

Which two products are easiest to confuse with each other, and how will you keep them apart?

_____

_____

_____

LESSON 4

Last look round and hazard note

At the end of a shift, look around your warehouse and tick each item as you check it. If you find a hazard, fill in the hazard note and give it to your supervisor the same day.

- ☐ Nothing left on the floor or in the walkways
- ☐ Trolleys and tools returned to their places
- ☐ Goods back in their homes
- ☐ Packaging taken away
- ☐ What is in the hold spot has been noted for my supervisor
- ☐ Everything that should be locked is locked

Hazard note

Date and time: _____

Where: _____

What I saw: _____

_____

Who I told and when: _____

My three actions

Write three things you will do differently at work after this course.

1. _____
2. _____
3. _____