



CIWIM

Certified International Warehouse and Inventory Manager

Introduction

This Certification Program is a core certification program of the International Purchasing And Supply Chain Management Institute. This program offers the designation of CIWIM (Certified International Warehouse and Inventory Manager) to candidates who demonstrate their understanding of the fundamentals of the profession through the successful completion of rigorous professional certification examinations based upon the INTERNATIONAL SUPPLY CHAIN MANAGEMENT BODY OF KNOWLEDGE (ISCMBOOK).

Examination

Completion of the certification program requires completion of a multiple choice examination. The examination is from the INTERNATIONAL SUPPLY CHAIN MANAGEMENT BODY OF KNOWLEDGE..

Professional Designation

Successful candidates are granted the designation of CIWIM. The designation CIWIM may be used just as similar recognitions are employed in accounting, insurance, medicine, law, and other professions. Either the full expression or the initials may be used after the individual's name on business cards, stationery, etc.

Modules

MODULE 1

Warehouse Operational Principles

- The role of the warehouse in the modern supply chain
 - Why do we need to hold stock?
 - Types of warehouses
 - Warehouse challenges
- Factors determining the location and number of warehouses

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- Warehouse design
 - Space calculations
 - Receipt and dispatch areas
 - Storage areas
 - Aisle width
 - Storage equipment
 - Warehouse operations

MODULE 2

Warehouse Technology

- Warehouse technology
 - Choosing warehouse management software
 - What to look for in a system
 - Selecting a partner
 - Implementation
 - Software as a Service (SaaS) and cloud computing
- Contingency planning and risk
- Warehouse mechanical handling equipment and automation
- Reverse logistics
- Warehouse costs
 - Return on investment (ROI)
 - Traditional versus activity based costing systems
 - Traditional costing methods
 - Activity based costing
 - Charging for shared user warehouse services
 - Logistics charging methods
- Warehouse outsourcing
 - The future of outsourcing
- Warehouses and the environment
 - Legislation
 - Warehouse energy usage
 - Energy production
 - The environment and waste
 - Mechanical handling equipment

MODULE 3

Inventory Management Principles

- Analyzing requirements
- Product classification
- Demand analysis

- Inventory planning for independent and dependent demand
- Product coding
- ABC analysis
- Item groupings for inventory management
- Replenishment methods
- Relating replenishment methods to ABC classes and type of demand
- Inventory management essentials
- Modeling demand
- Reorder point system
- Periodic review system
- Inventory costs and service
- Service level
- Stock value
- Stockholding cost
- Ordering cost
- Lead time
- Demand forecasting
- Understanding the context
- Simple moving averages
- Measuring forecast accuracy
- Adjusting the forecast using extra information
- Setting the inventory management parameters
- Inventory and statistics
- Mean absolute deviation of demand

MODULE 4

Stock Control, Verification and Reporting

- Stock record transactions
 - Inventory receipts
 - Checking the purchase order and the contents of the delivery
 - Recording receipt in the inventory management system
 - Inventory issues
 - Physical issue
 - Allocation
- Stock management
- Identifying inventory
 - Raw materials
 - Work in progress
 - Finished goods

- Surplus and obsolescent stock
 - Definitions of surplus and obsolescent stock
 - Preventing surplus
 - Variety reduction
 - Disposal policy
- Stock control and records
 - Overall objectives of stock control
 - Stock records
- Stock accuracy
 - Stock checking programs
 - The annual count
 - Continuous or perpetual inventory counting
 - Periodic checking
 - Spot checking and accuracy audit
 - Resolving differences and improving future accuracy
- Physical counting of stocks
 - General and specific processes
- Role of inventory manager or stock controller
- Performance reporting
 - Total investment in the stock
 - Value of average stock level
 - Stock turns and stock cover
 - Availability or service level
 - Data accuracy
 - Non-mover analysis
 - Back orders
 - Shortages and reasons for shortages

MODULE 5

Human Resource Management

The role of the warehouse manager

- The role of the warehouse supervisor
- People management
 - Challenges
 - Staff retention and recruitment
 - Training
 - Grievance and discipline
- Resource planning



- Performance management
 - Why do we need to measure?
 - How to choose the right performance measures
 - Traditional performance measures
 - New performance metrics
 - Hard and soft measures
 - Integrated performance models
 - Benchmarking
 - Balanced scorecard
- Health and safety
 - Risk assessments
 - Layout and design
 - Racking check list, fire safety, slips and trips, manual handling, working at height, vehicles
 - First aid