Bachelor of Vocation - Retail Management & IT course (Semester-4)

Undergraduate Curriculum Framework 2022(UGCF)

DISCIPLINE SPECIFIC ELECTIVE –DSE-2 Warehouse Management in Retail

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course(if any)
		Lecture	Tutorial	Practical/ Practice		
DSE-2 Warehouse Management in Retail	4	3	1	0	N/A	NA

Learning Objectives

Upon completion of this course, students will be able to understand the role and significance of efficient warehouse management in the retail supply chain.Analyze the key components and processes involved in warehouse operations. Comprehend the principles of inventory management and control in a retail warehouse setting.

Learning outcomes

By studying this course, students will be able to:

1. Assess the efficiency of retail warehouse management practices and propose enhancements.
2. Implement inventory management techniques to ensure accurate stock levels and minimize stockouts.
3. Optimize warehouse layout and space utilization for improved productivity.
4. Design and execute effective order picking and packing processes to meet customer demands.
5. Utilize technology-driven warehouse management solutions for enhanced efficiency and accuracy.
6. Implement safety protocols and compliance measures to create a secure warehouse environment.

SYLLABUS

UNIT – I (12 Hours)

Introduction to Warehouse Management in Retail: Importance of efficient warehouse management in retail operations, Role of the warehouse in the retail supply chain, Warehouse management challenges and trends: Key Components of Warehouse Operations, Receiving and checking inbound shipments, Storage and shelving systems in retail warehouses, Order processing and outbound logistics: Inventory Management and Control, Inventory tracking and stock rotation methods, Demand forecasting and replenishment strategies, Minimizing stock outs and excess inventory.

UNIT – II (12 Hours)

Warehouse Layout and Space Utilization: Principles of efficient warehouse layout design, Racking systems and material handling equipment, Maximizing space utilization in a retail warehouse, Order Picking and Packing Strategies, Order picking methods (batch picking, zone picking, etc.), Packing techniques for different types of products, Order verification and accuracy checks.

UNIT – III (9 Hours)

Technology Applications in Warehouse Management: Warehouse management systems (WMS) and their features, Barcode scanning and RFID technology in retail warehouses, Automation and robotics in warehouse operations, Safety and Compliance in Retail Warehouses, Warehouse safety guidelines and best practices, Occupational health and safety considerations.

UNIT – IV (12 Hours)

Returns Management and Reverse Logistics: Handling customer returns and reverse logistics processes, Reworking and restocking returned products, Managing the environmental impact of returns; Warehouse Performance Metrics and Analysis, Key performance indicators (KPIs) for retail warehouse management, Data analytics for warehouse performance evaluation, Continuous improvement in warehouse operations.

Essential/recommended readings

1. "Warehouse Management: A Complete Guide to Improving Efficiency and Minimizing Costs in the Modern Warehouse" by Gwynne Richards.
2. "Essentials of Inventory Management" by Max Muller.
3. "Warehouse Management and Inventory Control" by G. Don Taylor.

Suggestive readings

1. "Warehousing and Fulfillment: A Comprehensive Guide to Distribution Logistics" by Kenneth B. Ackerman.
2. "Lean Warehousing: The Comprehensive Guide to Lean Warehousing Principles" by Tim McMahon.
3. "The Distribution Management Handbook" by James L. Ginter, Douglas M. Lambert, and J. Paul Dittmann.
4. "Warehouse Management Using Microsoft Dynamics AX: 2018 Edition" by Scott Hamilton.
5. "Warehouse Management with SAP ERP: Functionality and Technical Configuration" by Martin Murray and Sanil Kimmatkar.

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.