

PROGRAM BENEFITS

**CSSC  
CERTIFIED STORES AND  
STOCK CONTROLLER**

World First Authentic Practical Oriented  
Approach Certification Program

# CSSC

## CERTIFIED STORES AND STOCK CONTROLLER

Empowering value chain by helping companies to gain visibility & transform supply chain into value chain.



## TRANSFORMING THE CAREERS OF SUPPLY CHAIN PROFESSIONALS



The Certified Stores and Stock Controller (CSSC) program is one of the best certification programs in the field of supply chain management. This program helps employers to provide an exceptional kick-start to transform both new and current employees to a work-to-do professional status to reach a high level of productivity in a very short time.



## ASSISTING ORGANIZATIONS TRANSFORM THEIR SUPPLY CHAIN INTO VALUE CHAIN

The CSSC Program provides the learners with a practical hands-on platform on which to develop their skills, both in the classroom and in the workplace. We left the theory at the door!

CSSC program enable employers to identify where the knowledge and training gaps are within their organization. Having a well-qualified and certified staff is a great competitive advantage and branding tool for a world-class business.



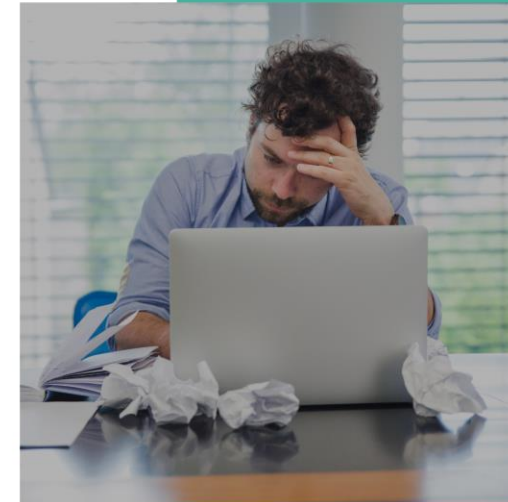
# 5 MAJOR PROBLEMS

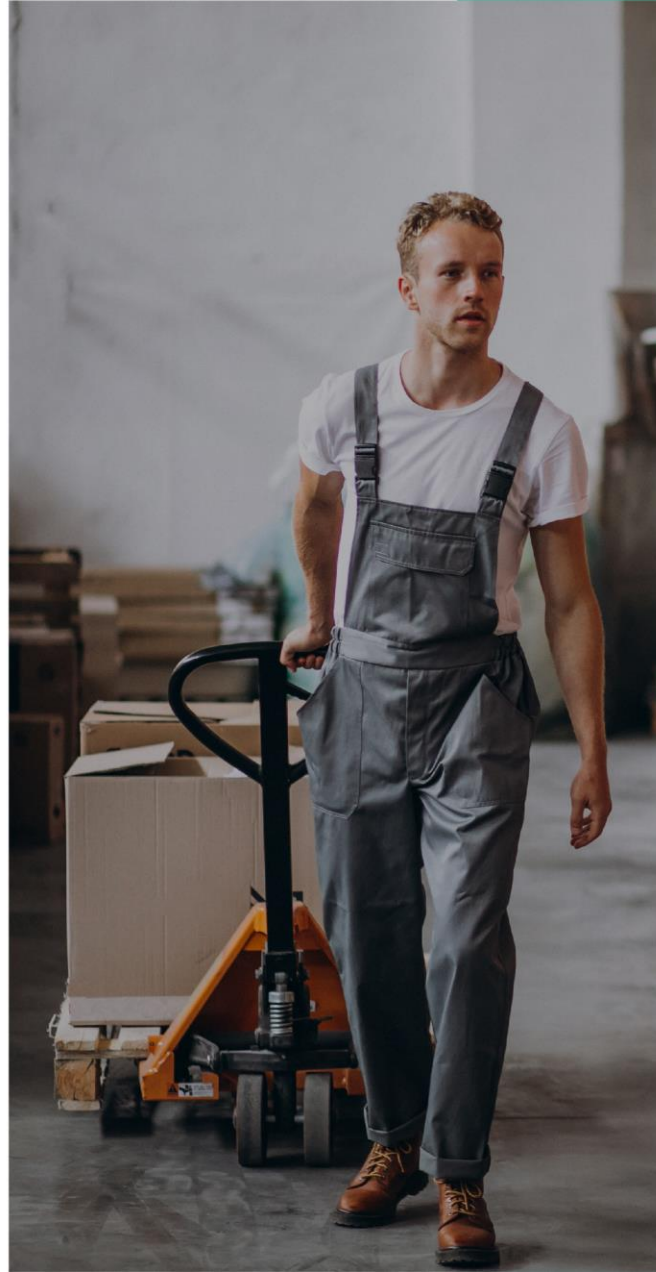
WHICH ORGANIZATIONS ARE FACING

Maintaining inventory and having effective retail operations is one of the biggest headaches in the industry. Unexpected obstacles occur throughout the supply chain. Daunting though this may seem, properly trained and motivated employees can significantly reduce, and eventually eliminate these obstacles.

## Five of the major problems which organizations are facing include:

1. Absence of an effective warehouse management system
2. Underperforming warehouse personnel
3. Ineffective use of available storage space
4. Inefficient communication and stock identification
5. Inventory spoilage and pilferage





# IMPACT OF NOT SOLVING

## THESE FIVE MAJOR PROBLEMS

Failing to recognize and initiate corrective action to eliminate these potential pain points can result in a number of adverse circumstances:

1. Demotivated and underperforming warehouse personnel;
2. Costly underutilization of warehouse facility space and equipment;
3. Significant losses in stock value through obsolescence, damage & pilferage;
4. Diminished customer service levels, with the subsequent loss of customers and associated revenues;
5. Reduction in warehouse productivity through poor warehouse layout, picking procedures and storage practices;
6. Overstocking, tying up much needed capital through buying items that are not currently needed or are currently overstocked;
7. Panic buying as a result of not having SKUs that are required at a particular time.

# WHAT VALUE WILL A COMPANY GET IF THEY SOLVE THESE FIVE MAJOR PROBLEMS?

## COMPANIES THAT HAVE THE FORESIGHT

to recognize that each potential, or current inefficiency in their organization is draining their profits and having an adverse effect on the level of customer service can reap significant rewards:

1. A better return on their ROA and ROI
2. A significant increase in customer satisfaction [delight] and customer retention;
3. Fewer stock outs or overstocking of items, in particular perishables and other items with limited shelf life;
4. Higher level of employee productivity and less absenteeism – my company recognizes me;
5. A shift from supply chain to value chain;
6. Better utilization of the retail warehouse footprint;
7. An immediate return on the investment in training.

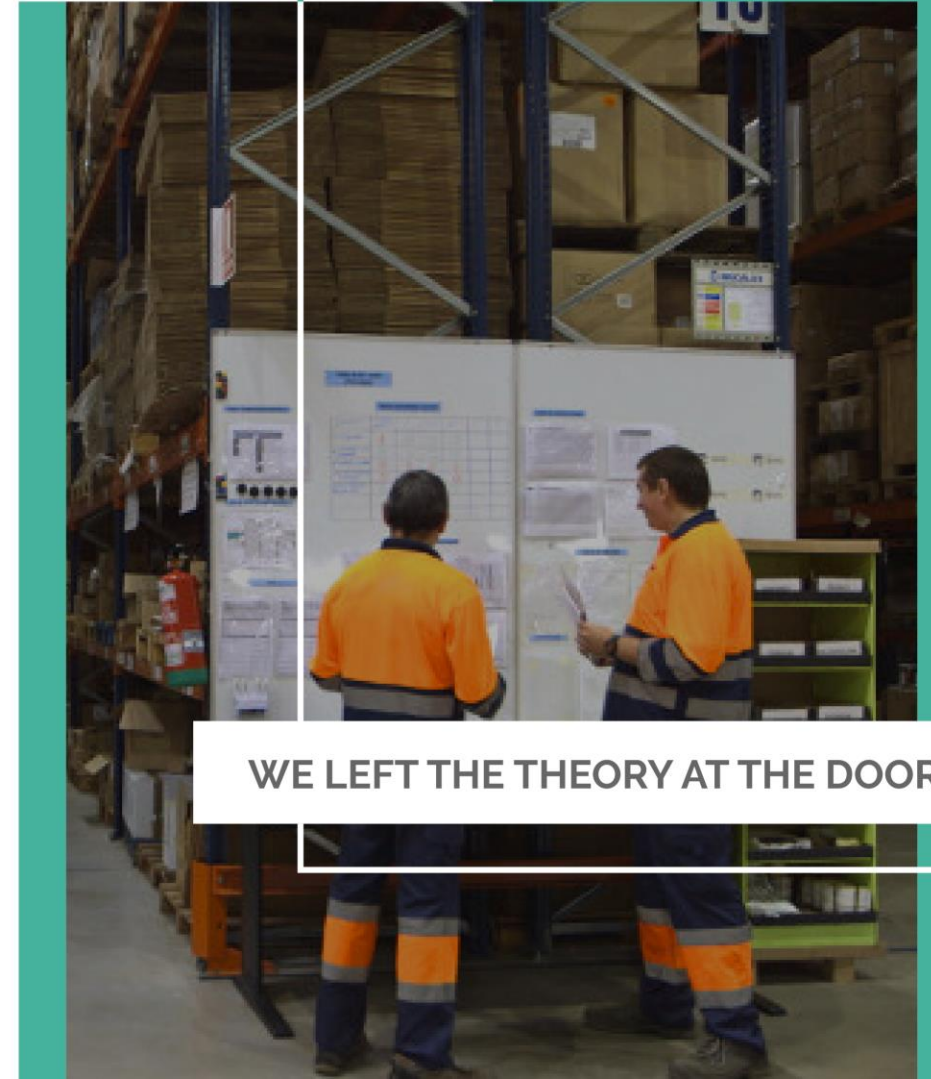


# LEARNING AREAS

## IN CSSC PROGRAM

This program is designed to enhance the employees' understanding of warehouse operations through becoming competent in the following outcomes:

1. Distinguish between **procedures for returns**;
2. Understand how the warehouse **interacts with other functional units**;
3. Learn **how productivity** can be increased;
4. Describe the operation of a **warehouse management system [WMS]**.
5. Developing a **code structure**;
6. Describe the various **storage methods**;
7. Distinguish between picker-to-part and part-to-picker, **order-picking systems**.
8. Identify areas for potential **pilferage and theft**;
9. Describe a number of **picking methods**;
10. Explain how an **order is tracked**.
11. Describe each step in the **receiving process**;
12. Explain the **procedure for dealing** with non-conforming goods;
13. Give the primary purpose of taking **stock and stock reconciliation**;
14. Explain the process of **cycle counting**.



WE LEFT THE THEORY AT THE DOOR!

# HOW LEARNING AREAS WILL IMPACT ON EMPLOYEES PERFORMANCE

Once your employees realize that management is beginning to take an interest in them, this will motivate them to **perform more effectively & result in:**

Appreciate the importance of **teamwork**.

Have a better understanding of their **roles & responsibilities**.

Realize that **stock is simply money** in a different format.

Recognize the significance of being able to **correctly identify stock items**.

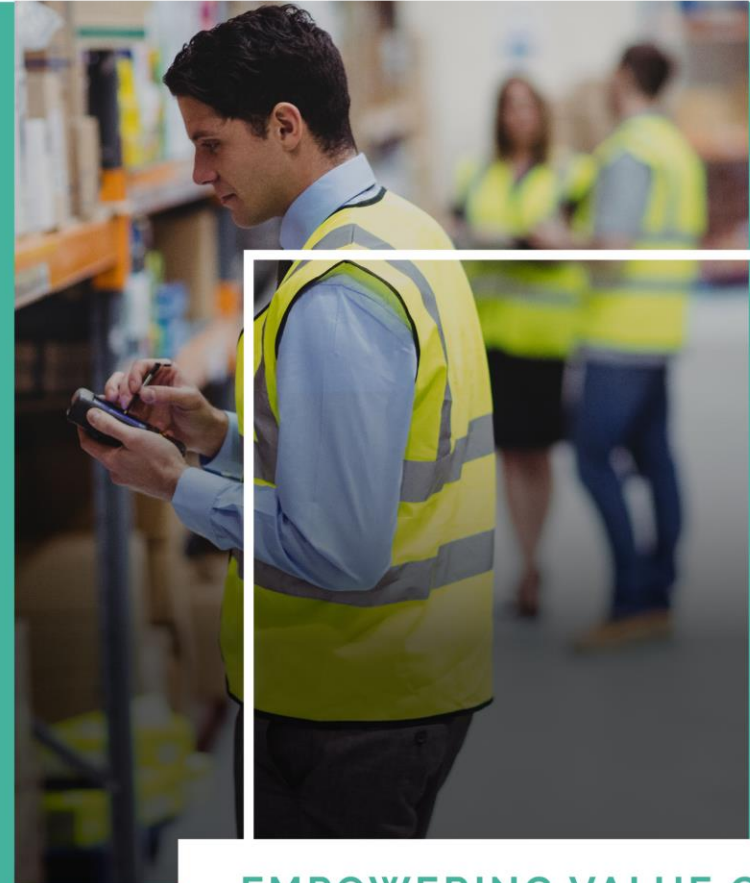
Understand the importance of **correct stock rotation**.

Appreciate the importance of making the best use of **warehousing & storage space**.

Understand the importance of **policies and procedures**.

Appreciate the **benefits of stock accuracy**.

Recognize the **benefits of a productive warehouse team**.



**EMPOWERING VALUE CHAIN**

**DISCOVER THE NEXT GENERATION LEARNING**



# HOW IT WILL BE

## CONTRIBUTING IN REDUCING COST AND INCREASING PROFITABILITY

By investing in your employees, which after all are your most valuable [but often forgotten] asset, a participating company will reap the following benefits:

A significant reduction in shipping errors.

A reduce labour absenteeism, tardiness, and turnover.

More cost-effective use of warehouse storage space & labour utilization through the reduction of non-moving and obsolete stock.

An increase in the coordination between purchase orders, shipping documents and customer invoicing.

A better communication between suppliers and its customers.

Elimination of incorrect stock identification [this can be enhanced by introducing RFID].

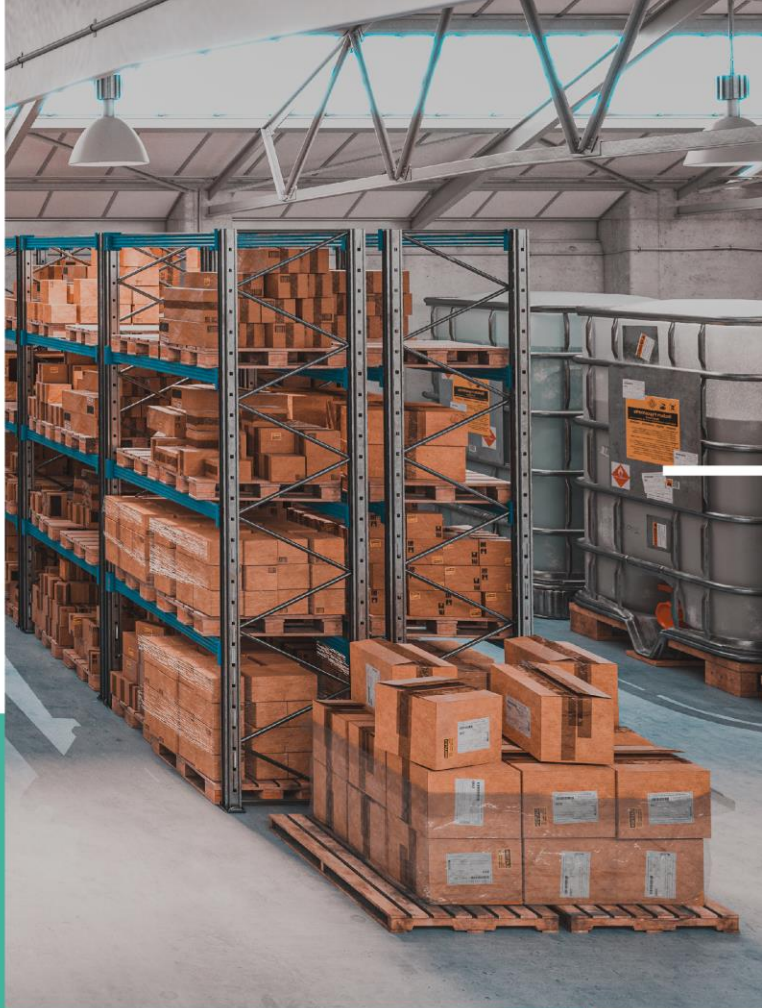
Fewer losses through damaged and stolen goods.

Elimination of inaccurate stock counts and reduced overstocking.

Real-time access to essential information.



**World First Authentic Practical  
Oriented Approach Certification Program  
in Warehouse, Stores  
and Stock Management**



## ABOUT PROGRAM

This program is designed to increase knowledge of the role of the store, the functions of the store personnel, how stock is managed and moved into through and out of the store either to an internal customer or an external customer.

Operating within a store's environment and managing the large quantities and value of stock is a competitive advantage in today's dynamic economy. Gaining this competitive advantage requires being able to identify the various operations within the store and recognizing the need to implement continuous improvement initiatives to make a store more productive. Being able to identify different categories of stock and knowing how to best ensure the right material is in the right place at the time it is needed.

The program covers the role of the store in the 21st Century, how the store fits into the greater supply chain, the roles and responsibilities of those that work in a store's environment, the need for safety and security of both personnel and stock, the receipt, storage and issuing of stock, as well as the proper management of a company's valuable assets. Each of which presents a challenge to those responsible.

# PROGRAM OUTLINE

## MODULE 01 INTRODUCTION TO STORES AND STOCK CONTROL

- 1.1 Warehousing and Supply Chain Management
- 1.2 Roles, Responsibilities, and Relationships
- 1.3 Customer Service

## MODULE 02 STORE SAFETY AND SECURITY

- 2.1 Risk and Safety Management
- 2.2 Warehouse Safety and PPE
- 2.3 Emergency Situations & Precautions

## MODULE 03 STORE OPERATIONS

- 3.1 Stores Layout
- 3.2 Stores Productivity & Continuous Improvement
- 3.3 Materials Handling and Storage Equipment
- 3.4 Transportation

## MODULE 04 STOCK IDENTIFICATION & STOCK CONTROL

- 4.1 Classifying & Coding Stock
- 4.2 Stock taking and Stock Audits

## MODULE 05 STOCK MOVEMENT

- 5.1 Inbound Logistics
- 5.2 Stock Issues
- 5.3 Stock Returns
- 5.4 Reverse Logistics
- 5.5 Distribution Management

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“Inspire Learning, Sharing Wisdom”