

TRAINING PROGRAM OUTLINE

COURSE: CYCLE COUNT WORKSHOP – ½ DAY

In this workshop, the participants will learn how to implement or improve a cycle counting program and what the real purpose of cycle counting is: finding and fixing the causes of inventory errors. Also included are several methods for selecting items to count, using correct accounting techniques, and reconciling any outstanding transactions. In addition, the participant will learn various reporting methods to illustrate the results of the cycle counting program to employees and management as well as examining ways to improve customer service levels and profitability.

Major Topics

- Cycle counting methods
- Inventory accuracy
- Using control groups to expedite the improvement process
- Identifying and avoiding traps and pitfalls in the cycle-counting process
- Using cycle-counting results to identify areas for improvement

Benefits

- Better customer service
- Reduced spoilage and obsolescence
- Better use of your biggest asset
- Better planning of future replenishments
- Possible elimination of the physical inventory
- Improved and more consistent business processes

COURSE: ROOT CAUSE ANALYSIS -1/2 DAY

In this workshop, the participants will learn how to effectively participate in Root Cause Analysis. The participant will review what is, and what is not, a root cause. Why the difference is important, and various techniques used to determine what the root cause is. The participant will both discuss and participate in several case studies to ensure a genuine understanding of why the root cause is important.

Major Topics

- Definition of what a Root Cause is
- Discussion of Root Cause Analysis process
- Discussion of process models
- Discussion of techniques
- Using Root Cause Analysis to identify areas for improvement

Benefits

- Better customer service
- Increased profitability
- Improved and more consistent business processes
- Elimination of “band-aid” solutions
- Better understanding of interactions between various parts of a process.

NOTE: Given sufficient notice, APICS Hamilton Chapter can modify this training outline to include any other relevant training needs as deemed necessary by the client.