



DHL counts on the IAW training competence

Prepared for live operations: within 12 months, DHL – worldwide market leader for international express shipping, overland transports and air freight service – successfully trained almost 100 employees in warehouse logistics at the IAW – the Institute for Applied Warehouse Logistics. The training academy IAW belongs to the Ehrhardt + Partner Group, one of the leading suppliers in the domain of warehouse management systems (WMS). Along with the introduction of a new warehouse management system in several DHL logistics centres, the employees were prepared for upcoming tasks and the latest warehouse technology as well as trained for their deployment in practice.

Training the employees effectively for the latest technologies and modern warehousing processes was the goal DHL asked the IAW to achieve. In the seminars, the IAW trainers progressively built up the according know-how for DHL based on the employees' different fields of activity. The seminar topics reached from basics warehouse processes across statistics to Key Performance Indicators (KPI). The practical training of the different domains was the central point. In order to meet the high requirements in practice, the IAW provides of a logistics training centre, in which the DHL employees had the opportunity of applying their theoretical knowledge in a live environment. The training centre is equipped with the latest technology and allows depicting client-specific procedures and other common warehousing processes in a live demonstration. Different rack types, handling units as well as all common picking technologies offer an effective training on the job. In addition to that, the IAW logistic experts also offer seminars on-site at DHL. As the logistics service provider decided to apply the warehouse management system LFS 400 from Ehrhardt + Partner, the training sessions were realised with the new solution directly in practice. Central points of the



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in-house seminars for approx. 50 employees were new procedures like putaway, picking and packing. The training approach offered by the IAW reduced the introduction time of the DHL employees and increased quality and efficiency after go-live.