



**THE UNITED REPUBLIC OF TANZANIA**  
**INSTITUTE OF ACCOUNTANCY ARUSHA**



**SHORT COURSE ANNOUNCEMENT**  
**ON**  
**STORES OPERATIONS AND MANAGEMENT**

**(01<sup>st</sup> - 05<sup>th</sup> October 2018 - IAA Arusha Campus, Arusha)**

**1.0 Course Background**

Store Operations is the life blood of our business. This is where our customers are, where it all happens!" This is a nice quote from pick n pay store (South Africa). The store (manufacturing, supermarket, stationery, spare parts, or any store) must offer a positive ambience to the customers for them to enjoy their shopping and leave with a smile. The store should not give a cluttered look. The products should be properly arranged on the shelves according to their sizes and patterns. Make sure products do not fall off the shelves. There should be no foul smell in the store as it irritates the customers. The floor, ceiling, carpet, walls and even the storage devices should not have unwanted spots. Never dump unnecessary packing boxes, hangers or clothes in the dressing room. Keep it clean. Make sure the customers are well attended.

**2.0 Course Contents**

The training will be delivered by competent and experienced facilitators in stores & warehouse, inventory, operations and supply chain management both from inside and outside the Institute (**experienced senior stores officers from public entities, manufacturing organizations and supermarkets have been invited to share experience**). Teaching methodology will include classroom lectures, case studies, group assignments, video presentations and pictures.

The training will address the following issues:

- a. Introduction to stores operations;
- b. Stores policy/manual
- c. Store location, design and layout;
- d. Manage receipts, order picking & stock issues
- e. Storage & handling equipment
- f. Safety & security of store
- g. Stores records
- h. Stocktaking procedures
- i. Customer care – focal point of stores operations

### 3.0 Course Rationale

This course is therefore, designed to equip with the knowledge and skills in stores operations and management in both public and private organizations. In addition to that, the training will address the practical and current issues related to stores operations, giving delegates the knowledge necessary to effectively plan stores and improve efficiency.

### 4.0 Target Group

The course is relevant to all Store/Warehouse managers, stores personnel, distribution officers, supply chain specialists, store assistants/ clerks, inventory controllers, receiving and inspection officers, accountants, and anyone involved in stores operations. Participants will be awarded with certificates, qualifying them to claim for 'CPD' hours from professional bodies.

### 5.0 Methodology

The course will be conducted through lectures, discussions and case studies analysis. Participants will be offered an opportunity to refocus, refresh and re- dedicate.

### 6.0 Fees & Mode of Payment:

The fee for the course is **TZS 800,000/=** (Eight Hundred Thousand Only) per participant to cover for tuition fee, training materials, tea/coffee and lunch. A 10% discount will be offered to a sponsor sponsoring 10 participants and above. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch.** Early registration is highly encouraged and appreciated.

### 7.0 Date, Duration and Venue:

This course will be conducted from **Monday, 1<sup>st</sup> to Friday 05<sup>th</sup>, October 2018 (5 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

### 8.0 Contact Persons

For more details please don't hesitate to contact any of the following:

#### Course Director

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#### Head of Department – Consultancy & Executive Development

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#### Course Administrator/Secretary

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#### APPLY TO:

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