

Training your team on using a new WMS system

Once you've chosen a WMS system, preparing your team for the transition becomes essential. Before starting to train your employees, assess their existing skills and knowledge regarding the WMS. Identify specific learning objectives, outcomes, and suitable methods tailored for each role and warehouse area. Based on these training needs, select the most suitable and effective training methods for your employees.

Role & Area	Objective	Outcome	Method
Receiving and put-away	Workers should be able to receive and store incoming goods according to the warehouse standards and procedures.	Ability to check, label, scan, and record incoming goods, as well as to locate and place them in the appropriate storage areas using the WMS system and the equipment provided.	A combination of classroom instruction, online videos, and hands-on practice in the warehouse, using barcode scanners, RFID labels, and forklifts.
Handle picking and packing	Workers should be able to pick and pack orders for customers accurately and efficiently.	Demonstrate their ability to follow the picking and packing instructions from the WMS system, to use various technologies such as voice picking or pick-to-light, and to ensure the quality and safety of the orders before shipping.	Online videos, training manuals, and simulations in the warehouse, using voice picking devices, pick-to-light systems, and packing materials.
Handle shipping and delivery	Workers should be able to ship and deliver orders to customers on time and in good condition.	Ability to coordinate and execute the shipping and delivery processes, to integrate with the TMS system and the carrier services, and to handle any issues or complaints that may arise during the delivery.	Classroom instruction, online videos, and real-life projects in the warehouse, using the TMS system, the carrier services, and the customer service tools.
Warehouse managers and supervisors	Managers and supervisors will be able to manage and optimize the warehouse operations and performance.	Ability to plan, delegate, motivate, and problem-solve warehouse activities, to monitor and measure the warehouse efficiency and effectiveness, and to improve the decision making and planning for future growth and demand.	Classroom instruction, online videos, and reports and dashboards in the warehouse, using the WMS system, the ERP system, and the analytics tools.

Schedule your training sessions

Plan and schedule training sessions in advance, communicating details to employees. Consider employee availability, workload, and preferences, along with training session duration, frequency, and location. Allocate adequate time for practice, feedback, and evaluation.

Conduct your training sessions

Conduct training sessions in an engaging way by using clear, simple language and offering relevant, practical examples. Encourage participation and interaction while addressing any questions or concerns. Monitor and assess employees' progress and performance, providing constructive and timely feedback.

Assessing the impact and success of your training sessions involves measuring how much your employees have learned in terms of knowledge and attitudes and comparing it with the training.

Want to know more about how to improve efficiency in your operations?

Read about it [here](#).