

# ON THE JOB TRAINING SCHEME FOR WAREHOUSE WORKERS (ORDER FILLERS/PICKERS)



## General information

Generally speaking, warehouse workers learn skills informally – on the job from more experienced coworkers or supervisors. The scheme for order fillers/pickers is a holistic approach for use in the training of new hires in supply chain related jobs. It depicts job duties, tasks and competencies required to work in these roles.

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## Who is it for?

It is a tool for trainers on the one hand and trainees on the other. Trainers, have a roadmap concerning the topics they should cover whereas trainees receive tangible training regardless of the trainer's personality and skills.

## What is it for?

It is designed to increase the effectiveness of on the job training for new hires at warehouses.

## How does it work?

Trainers have a training guide that contains among others the topics that new hires should be trained. For instance in the topic "Pick Goods in Logistics Operations" trainees learn

- How to pick goods
- To locate the goods to be picked
- Apply the appropriate picking methods for the type of goods
- Use the correct methods and equipment

## How training is monitored?

For each topic duration of training is predefined. Besides, trainers and trainees sign a check list for every topic that is covered.

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## Training Documentation

It is of utmost importance not only to deliver training under the guidelines that corporate procedures and health & safety regulations impose, but also to keep records that prove training implementation. Under this approach, the documentation includes:

- Learner's log
- Trainer's log
- Check list
- Training material (e.g. Jungheinrich's forklifts operating manuals)
- Training guide

## Assessment of training

Above all assessment must be fair and accurate. Thus, it is proposed to use more than one types of assessment in order to reassure that bias is minimized.

The main types of assessment we propose include:

- Productivity report (actual situation)
- Assessor observation
- Reflection of learner to job requirements
- Questionnaires

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