



**THE
DISTRIBUTION
TEAM**

BRANCH MANAGEMENT FOR DISTRIBUTORS SEMINAR (VIRTUAL CLASS)

DAY 1

Where distribution fits in the supply chain
Value added services
Inventory as cash asset
Understanding distributor income statement
Driving net profit through the organization
Reducing mistakes in the warehouse
Teamwork and the internal customer

DAY 2

Securing the vault
Internal theft deterrents
Inventory accuracy
Cycle counting
Facility and equipment maintenance
Employee safety
Facility safety audits

DAY 3

Understanding inventory replenishment
Inventory performance measurement
Filling the order complete
Inventory turns
Return on inventory investment
Improving gross margin percentage
Product movement analysis
Reducing unproductive inventory

DAY 4

Understanding cost to serve
Reducing customer service expenses
Ranking customers by net profit contribution
Identifying net profit draining customers
Modifying service levels to match contribution
Driving revenue in net profitable customers
Improving category participation in key customers
Case study: High volume – low profit

DAY 5

Building trust with team members
Overcoming communication challenges
Active listening
Generational differences
Non-verbal communication
Use of words
Conflict resolution
Delegation and empowerment
Time management
Hiring and recruiting
Managing with integrity