

A photograph of three warehouse workers in a large industrial facility. In the foreground, a man with a beard and short brown hair, wearing a white short-sleeved shirt and a high-visibility yellow safety vest, smiles and points towards the camera. He is holding a black handheld barcode scanner. In the background, a woman on the left wears a white hard hat, a grey long-sleeved shirt, and a high-visibility yellow safety vest, holding a clipboard. To the right, another man in a dark long-sleeved shirt and a high-visibility yellow safety vest smiles. The background shows tall metal shelving units filled with cardboard boxes.

# Exam Preparation Course Learning Outcomes

**CWT**

Certified Warehouse  
Technician



International  
Supply Chain  
Education Alliance

# CWT exam preparation course

## Learning Outcomes

### Module 1: Supply Chain Overview

- **General Issues** -- Topics which are foundational in nature are presented. A framework in which a supply chain can be viewed is discussed. Basic definitions, approaches, strategies, etc. are reviewed.
- **Role of Inventory in the Supply Chain** — Function, types, categories, related costs, performance measures, and illustrative calculation examples are described. Decision making aids such as ABC analysis, EOQ formulation, and cycle counting are discussed.
- **Material Requirement Planning** — Inputs and outputs of the system are characterized with warehouse related issues stressed. Evolution of MRP type information systems into a Warehouse Management System(WMS) is depicted.
- **Transportation** — Role, modes, stakeholders and performance measures are presented. Freight forwarding and INCO terms are characterized.

### Module 2: Warehouse Facility

- **Types** — Private, public, government, and bonded warehouses are examined.
- **Layout** — Fundamental decisions regarding space allocation to the major warehouse functions are outlined. Issues regarding the organization with-in these allocations are also discussed. Unique layouts, Cross docking and Mezzanines are illustrated and described.

### Module 3: Warehouse Operations

- **Primary activities** — Elaboration on the step-by-step characterization of generalized warehouse activities is displayed.
- **Equipment** -- Storage and retrieval, shipping and receiving, and administration are the organizing themes of this section. Racking, handling, storage, retrieval, movement, safety, communication, and information are categories presented in these themes. Hand held, manual, powered, automated, computerized, and stationary are the types in these categories. Slotting, Picking, lateral, vertical, horizontal, assembling, indicating,informing, loading and unloading are the actions performed with these types. A full range of equipment is delineated, described, depicted, displayed, and discussed.

### Module 4: Warehouse Management

- **Management** — Several management theories, and categories of power are summarized. The necessary skills and abilities of a warehouse manager are delineated.
- **Strategies** — The degree of strategic alternatives available to an organization, depending on its category of ownership is examined.
- **Information Technology** — Benefits, functionality and interfaces of information systems such as Warehouse Management System (WMS), Warehouse Management Control(WMC), Dock Door, and Electronic Data Interchange(EDI) are characterized.
- **Performance measures** -- Various categories of performance measures are delineated and several examined more fully. The actual calculation of a few is presented as an attendee exercise.

### Module 5: Warehouse General

- **Housekeeping** — General housekeeping practices are recommended.
- **Safety** — Fire, special handling equipment, hazardous material etc. issues are addressed.
- **Regulations** — Issues relating to fire, special handling equipment, hazardous material etc are typically the subject of local, regional, and national governmental regulations. In the US, these issues would be addressed by the Occupational Health and Safety Administration (OHSA), the Environmental Protection Agency (EPA), local and state fire, zoning, building, etc., codes.

### Module 6: Related Topics

- **Supplier Customer Relationship** — The Purchase Order and the processes an organization employs in response to customer orders are reviewed and delineated. Recognition of the strategic importance of customers and suppliers is discussed. Guiding principles for supplier and customers relationships are offered.
- **Sustainability** — Specific warehouse applications and practices are presented, along with generalized recommendations.



## | Course Details

**Pre-requisites:** None

**Classroom time:** 16 hours

## | Certification Exam Details

**Assessment Method:** Multiple Choice Exam

**Pass Grade:** 70%

**Regulatory Authority:** IISB  
(ISCEA International Standards Board)

## | About IISB

IISB (ISCEA International Standards Brand) is the authority behind ISCEA's International Supply Chain Standards. It is conformed by a 24 member Board of Directors led by a Secretary-General and a President. IISB designates multiple committees conformed by a selected group of Global Supply Chain Experts from Public and Private Organizations, to develop the BoK (Body of Knowledge) for each certification program.

## | About ISCEA

The International Supply Chain Education Alliance (ISCEA) was the first organization certifying Supply Chain Professionals around the globe, and it remains the worldwide authoritative resource for Supply Chain Career Validation with thousands of certificate holders commanding top-tier salaries.

ISCEA's mission is to provide Total Supply Chain Knowledge to manufacturing and service industry professionals through Education, Certification and Recognition.

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