



E-commerce Logistics and Fulfilment Systems

Duration: 5 Days

Language: en

Course Code: IND09-114

Objective

:By the end of this course, participants will be able to

- .Understand the logistics ecosystem in e-commerce •
- .Design efficient fulfilment strategies for online businesses •
- .Evaluate and select warehousing and inventory systems •
- .Optimize last-mile delivery and reverse logistics •
- .Apply data-driven decision-making to improve supply chain performance •

Audience

:This course is ideal for

- .E-commerce business owners and entrepreneurs •
- .Logistics and supply chain professionals •
- .Operations managers and fulfilment coordinators •
- .Warehouse and distribution staff •
- .Anyone interested in building or improving e-commerce logistics •

Training Methodology

The course uses a combination of interactive lectures, real-life case studies, group problem-solving activities, and hands-on simulation tools. Participants will engage in role plays, fulfilment .scenario planning, and system mapping exercises to translate theory into practice

Summary

This course provides a comprehensive understanding of logistics and fulfilment operations in the e-commerce sector. Participants will explore the end-to-end supply chain processes, from order placement to last-mile delivery, with a focus on inventory management, warehouse technologies, automation, and customer satisfaction. The course also examines real-world case studies and .global best practices to build efficient, scalable logistics solutions for online retail

Course Content & Outline

Section 1: Introduction to E-commerce Logistics

- .Key differences between traditional and e-commerce logistics
- .The role of logistics in customer satisfaction
- .(Fulfilment models (in-house, third-party, dropshipping
- .Omnichannel logistics and hybrid retail strategies

Section 2: Inventory & Warehouse Management

- .(Inventory control techniques (JIT, EOQ, ABC analysis
- .Warehouse layout and picking strategies
- .Automation, robotics, and smart warehousing
- .Integrating WMS with e-commerce platforms

Section 3: Order Fulfilment Process

- .(Order processing lifecycle (receiving to dispatch
- .Packaging strategies and sustainability considerations
- .(Fulfilment KPIs and service level agreements (SLAs
- .Handling peak seasons and demand forecasting

Section 4: Shipping, Delivery & Returns

- .Carrier selection and rate negotiation
- .Last-mile delivery challenges and solutions
- .Real-time tracking and customer communication
- .Reverse logistics and returns management

Section 5: Technology & Data in E-commerce Logistics

- .Role of ERP, TMS, and AI in logistics optimization
- .Data analytics for performance tracking
- .Blockchain in e-commerce logistics
- .Case studies: Amazon, Shopify Fulfilment, Alibaba

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided

Holistique Training Certificates are accredited by the British Accreditation Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Procurement, Warehouse, Logistics & Supply Chain, Retail and Trade, Technology

Tags

Shipping, Returns Logistics, E-commerce Logistics, Delivery, Warehouse Management

Related Articles



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