



Warehouse Management Training in Northern and Southern Provinces of Lao PDR

21-22 July and 5-6 August 2020 | Luang Prabang and Savannakhet Provinces, Lao PDR

Contacts

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Introduction

The warehouse management training was developed in the context of the Lao People's Democratic Republic (Lao PDR) Government's needs and capacity, and local capacity levels and approval processes. Stock forms, excel-based record keeping, and warehouse manuals were created by the Global Logistics Cluster's Field-Based Preparedness Project (FBPP), in collaboration with the Ministry of Labour and Social Welfare (MoLSW).

Two-day training courses were held in Luangprabang and Savannakhet on 21-22 July 2020 and 5-6 August 2020 respectively. The training comprised a theoretical component (conducted at the Luangprabang View Resort Hotel in Luang Prabang and Daosavanh Resort & Spa Hotel in Savannakhet), and practical sessions (at the Luangprabang and Savannakhet Provincial Labour and Social Welfare (PLSW) relief item warehouses). The training was delivered by MoLSW Trainers, who had previously participated in a Warehouse Management Training course in November 2019, and had subsequently received Training of Trainers instruction in June 2020. The MoLSW trainers were observed by Alan Johnson and Toulor Xiamai from GLC's FBPP; and supported by logistics staff from WFP Laos.

Participants included 34 PLSW staff - two from most Provinces, and one from each province of Oudomxay, Vientiane and Champasak (these three provinces also supplied one trainer each). The opening ceremonies were presided over by the Deputy Director General of MoLSW and Heads of PLSW in Luangprabang and Savannakhet.

The purpose of the trainings was to prepare participants and to facilitate the implementation of the newly developed MoLSW warehouse management processes, and to undertake a real-time stock inventory. Prior to this training, a few PLSW offices had records of the stock that had been distributed from their warehouses to the beneficiaries, while the remaining had no records.

Background

The consecutive floodings in 2018 and 2019 called attention to the need for humanitarian logistics capacity building in Lao PDR. The flood and its subsequent dam collapse in 2018 caused the permanent displacement of 5,000 people. The storm in 2019 affected over 650,000 people (with 100,000 people temporarily displaced at the height of the event). In 2018, numerous relief items were donated and the Lao PDR Government established a fixed warehouse complemented by two WFP-owned Mobile Storage Units (MSUs). As the 2019 event was significantly larger, Provinces had to set up temporary warehouses for the storage and distribution of relief items.

Based on the capacity building needs identified by MoLSW at the beginning of the Preparedness Project, a MSU Assembly Training of Trainers (ToT) was held in Vientiane in August 2019 and included participants from National and Provincial MoLSW, the military, and Lao Red Cross. The participants trained in Vientiane then led the trainings in three other provinces (Oudomxay, Khammouane and Champasak) with the Project's support.

In a similar nature to the MSU assembly trainings, the warehouse management training was held in Vientiane in November 2019, which included one MoLSW staff from each province (17 provinces and 1 Capital). Following this training, the Warehouse Management Training of Trainer (ToT) workshop was held in Vientiane in June 2020, which included four MoLSW and three PLSW (Oudomxay, Vientiane Capital and Champasak) staff who graduated from the November 2019 training, to equip them with essential skills in delivering future MoLSW warehouse management

trainings. The participants trained in this ToT workshop then delivered the trainings in Northern and Southern Lao PDR.

This warehouse management capacity strengthening supports the ability for Lao PDR to preposition, receive and distribute emergency relief items, and account for them during disasters.

Objectives

The following objectives were achieved during the training:

- 1) To train relevant PLSW staff on how to set up and manage fixed and temporary warehousing facilities for relief items.
- 2) To provide simple sustainable tools for stock management and tracking of relief items.

Training structure

Classroom training (Day 1): The theoretical sessions (using power point), involving exercises and group work, covered the following topics:

- Setting up and maintaining a warehouse;
- Storage and transport calculation exercises to determine the space and track/shipping containers required for different stock levels, and to introduce the new stock recording and tracking forms.

Practical warehouse training (Day 2): Participants applied theory from Day 1 during the practical warehouse training session to trial and reinforce the learning. This was done by group warehouse assessment, scenario exercises and real time stacking, stock inventory and use of stack, and stock forms and electronic record.

Lessons

- Selecting an appropriate warehouse
- Staff and equipment
- Capacity of a warehouse
- Essential calculations
- Warehouse operations
- Stock management and control

Lessons 1 and 2

The trainer observed that the groups understood key elements of selecting a warehouse, i.e. set up, staff and equipment, which was very positive for a group that had not undergone any warehouse training before.

Lessons 3 and 4

The calculations seemed new to most participants, but in the group work about storage and transport scenarios, they were able to work together through the capacity and weight calculations and almost all the groups were able to provide the correct answers. More practice will likely be required to retain the knowledge and to this end, guidelines and reference materials were provided.

Lessons 5 and 6

The stock management process and related forms were unfamiliar to most participants. Sessions were provided in the classroom and in the warehouse using scenarios requiring them to identify and fill out the forms.

The flowchart about Standard Operating Procedures (SOP) instructs which forms are to be used when, and placed in each of the warehouses.

Participation in stacking, stock sorting, stock counting plus the filling out stack cards and stock cards was positive, and the purpose and added value of these documents was understood.



During the practical sessions, the participants inspected MoLSW warehouses and practiced stock inventory management.

Next steps

- The stock form package will be used at PLSW level to implement and monitor warehouse management activities.
- By advice from Deputy Director General (Mr. Vongkham Phanthanouvong), MoLSW warehouse staff to follow up with every PLSW storeman to ensure stock recording is completed, reorganize the stack, and process and knowledge have been captured and understood so they can be retained. MoLSW would like the Global Logistics Cluster Field Preparedness Project to support the budget to follow up and visit every PLSW warehouse (18 PLSW).
- Deputy Director General also mentioned to roll out warehouse trainings at district level with 25 high risk flooding districts. But they also need the Global Logistics Cluster Preparedness Project to support with the budget.

Evaluation

Expectations were captured from participants in terms of the warehouse management training outcomes and served as a baseline to evaluate if the training was meeting its own objectives. The expectations were then reviewed at the end of the training to determine if the training successfully met participants' needs.

Participants Expectations and findings:

1. Learn how to manage the warehouse - **met**
2. Learn how to do stock receipt, maintenance, dispatch - **met**
3. Know how to manage the warehouse system - **met**
4. Know how to calculate the warehouse and truck capacity - **met**
5. Want to learn about new standards for warehouse management – **met**
6. Apply warehouse management theory into practice for future benefits (as most of the participants just learned about warehouse management theory, they will still have to see how this can be applied to their current tasks) – **ongoing**

Annex

List of Participants of the warehouse management training in Luangprabang, 21-22 July 2020 (In alphabetical order)

No	Organisation/Ministry	Name and surname	Status
1.	Global Logistics Cluster Field Preparedness Project	Mr. Toulor Xiamai	Observer
2.	MoLSW	Ms. Fanta Douangmany	Facilitator
3.	MoLSW	Mr. Sackda Bouakhasith	Facilitator
4.	MoLSW	Ms. Vilaykhone Keobounthanh	Observer
5.	MoLSW	Mr. Vongkham Phanthanouvong	Chair (Deputy Director General of Social Welfare Department)
6.	PLSW of Bokeo	Mr. Bounmy Keomanichanh	Participant
7.	PLSW of Bokeo	Ms. Pingkeo Vanhnachomchanh	Participant
8.	PLSW of Houaphanh	Mr. Phouchoung Pachaiyang	Participant
9.	PLSW of Houaphanh	Ms. Soukthida Thepvongsam	Participant
10.	PLSW of Luangnamtha	Mr. Chanmalay Vongsa	Participant
11.	PLSW of Luangnamtha	Mr. Somsack Phetvongsa	Participant
12.	PLSW of Luangprabang	Mr. Phouangphet Sengdao	Participant
13.	PLSW of Luangprabang	Mr. Soulisack Phoumsaly	Chair (Head of PLSW, Luangprabang)
14.	PLSW of Luangprabang	Mr. Suelee Nortoualee	Participant
15.	PLSW of Oudomxay	Mr. Bounsypee Senhyaseng	Participant
16.	PLSW of Oudomxay	Mr. Thonglay Sidakham	Facilitator
17.	PLSW of Phongsaly	Ms. Bouakeo Phonenathee	Participant
18.	PLSW of Phongsaly	Ms. Sidaphone Keomanivong	Participant
19.	PLSW of Vientiane Capital	Mr. Khamtan Chanthavong	Participant
20.	PLSW of Vientiane Capital	Mr. Sathaphone Ouandala	Participant
21.	PLSW of Xayyabouly	Ms. Ammalay Outhongkham	Participant
22.	PLSW of Xayyabouly	Mr. Khamla Phannyapheng	Participant
23.	PLSW of Xiengkhouang	Ms. Dondavanh Vanthachak	Participant

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No	Organisation/Ministry	Name and surname	Status
24.	PLSW of Xiengkhouang	Mr. Pao Nanthavong	Participant
25.	Red R	Mr. Alan Johnson	Observer

List of Participants of the warehouse management training in Savannakhet, 5-6 August 2020 (In alphabetical order)

No	Organisation/Ministry	Name and surname	Status
1.	Global Logistics Cluster Field Preparedness Project	Mr. Toulor Xiamai	Observer
2.	MoLSW	Mr. Sackda Bouakhamsith	Facilitator
3.	MoLSW	Mr. Soupha Phoummavanthong	Facilitator
4.	MoLSW	Ms. Vilaykhone Keobounthanh	Observer
5.	MoLSW	Mr. Vongkham Phanthanouvong	Chair
6.	PLSW of Attapue	Mr. Limxay Sayya Eun	Participant
7.	PLSW of Attapue	Mr. Thanakhone Thepniyoum	Participant
8.	PLSW of Bolikhamxay	Ms. Phetsavanh Bounpasith	Participant
9.	PLSW of Bolikhamxay	Mr. Phitsanou Kong Ai	Participant
10.	PLSW of Champasack	Mr. Daovilay Singphavong	Participant
11.	PLSW of Champasack	Mr. Nyodxay AnhAsa	Facilitator
12.	PLSW of Khammouan	Mr. Xanaphoun Khamthivong	Participant
13.	PLSW of Khammouan	Mr. Xaysavanh Inthavong	Participant
14.	PLSW of Saravanh	Mr. Khamkhan SiOnsa	Participant
15.	PLSW of Saravanh	Mr. Phetdavonh Phasy	Participant
16.	PLSW of Savannakhet	Mr. Bounlope Khotlakkham	Chair
17.	PLSW of Savannakhet	Mr. Sithsadachanh	Participant
18.	PLSW of Savannakhet	Mr. Soulikhone Dethvongsa	Participant
19.	PLSW of Sekong	Mr. Phaivanh Phanthavong	Participant
20.	PLSW of Sekong	Mr. Souksan Nyoutsavath	Participant
21.	PLSW of Vientiane	Ms. Anhdee Luangsivilay	Participant
22.	PLSW of Vientiane	Mr. Bounthong Phoummachak	Facilitator
23.	PLSW of Xaysomboun	Mr. Kaoyang Paxiong	Participant
24.	PLSW of Xaysomboun	Ms. Sikaisone Pathoumvanh	Participant
25.	PLSW of Xaysomboun	Mr. Soualor Yiachue	Participant
26.	Red R	Mr. Alan Johnson	Observer
27.	WFP	Ms. Viengmany Onepaseuth	Observer