Logistics and equipment operation

# Logistics traceability and recall exercise

One day to find within a few hours where each lot received, stored, picked and shipped is, and to prove it with a timed recall exercise. Lot identification, logistics labels, data to capture at each step, broken pallets and returns, then withdrawal and recall are covered. In the afternoon, participants run an exercise on a real lot from their site and measure the gaps.

**Duration : 1 day**

## Objectives

1. Explain the upstream, internal and downstream traceability of a warehouse and what customers expect of it
2. Identify the data to record at receipt, in stock, at picking and at dispatch
3. Spot breaks in traceability: broken pallets, regrouping, returns, delayed entries
4. Run a timed recall exercise and draw up the quantity reconciliation
5. Analyse the gaps found and build the improvement plan

## Programme

**Day 1 — morning**

• Upstream, internal and downstream traceability: one step back, one step forward

• Identifiers: lot number, dates, logistics unit, standard logistics label

• Data to capture at each step and the role of the WMS or ERP

• Break points: pallet splitting, piece picking, customer returns, stocktakes

**Day 1 — afternoon (workshop)**

• Withdrawal and recall: difference, triggers, crisis cell, informing customers

• Timed exercise on a real lot: receipts, stock, dispatches, customers delivered

• Reconciliation of quantities received, in stock and shipped; analysis of gaps

• Improvement plan and knowledge test

## Teaching methods

• Timed recall exercise on a real lot from your warehouse

• Searching in your own systems: WMS, ERP, delivery notes, registers

• Group analysis of gaps, without looking for someone to blame

• Template recall exercise report to reuse

## Assessment and documents

A knowledge test and the recall exercise report, and an end-of-course evaluation at D+1. A numbered training certificate that can be verified online for each participant; the company receives the training report and the exercise report with the improvement plan.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

**Good to know**

For a food manufacturer that also wants to address production traceability and crisis management, see “Traceability, withdrawal, recall and crisis management”. The exercise carried out here can serve as evidence of an annual exercise under your standards.

## Practical information

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| **Duration** | 1 day |
| **Audience** | Logistics and quality managers, stock controllers, warehouse managers, customer service |
| **Prerequisites** | No prerequisites; access to the site's management systems during the workshop |
| **Group size** | Groups of 6 to 12 participants, in-company |
| **Format** | In-company, face to face on your site |
| **Language** | French, Darija or English; bilingual materials |
| **Funding** | OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost. |
| **Programme customisation** | Programme adapted to your procedures, your equipment and your audience |

## Frequently asked questions

**Which lot should be used for the exercise?**
A real lot, received and shipped some weeks ago, chosen on the day by the trainer so the exercise remains representative. There is no real recall and no contact with your customers.

**How quickly must a lot be found?**
The time depends on your customers and your standards. The course measures your actual time and compares it with the target you must meet, then identifies what slows the search.

**Does the course concern non-food products?**
Yes. Automotive parts, packaging, chemicals or pharmaceuticals require the same control of lots; time and evidence requirements vary by sector.