Public Sector Management · PM431

Logistics and Administration Skills

Duration	Category	Ref
1 Week	**Public Sector Management**	**PM431**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Effective logistics and administrative functions are essential to ensuring the smooth operation of any organisation. Professionals working in these areas are responsible for coordinating resources, managing documentation, organising workflows, and supporting operational efficiency. This course provides participants with the knowledge and practical skills required to improve logistics processes and strengthen administrative performance in a dynamic working environment.

Course Objectives

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

- Understand the principles of logistics and administration management.
- Apply effective planning and organisational techniques.
- Improve document and records management practices.
- Enhance coordination and communication within the organisation.
- Manage logistics resources efficiently and effectively.
- Develop problem-solving and decision-making skills in administrative and logistics functions.
- Utilise best practices to improve operational performance and service delivery.

Target Audience

This course is designed for:

- Administrative Officers and Coordinators
- Logistics and Supply Chain Personnel
- Office Managers and Supervisors
- Operations and Support Staff
- Procurement and Warehouse Personnel
- Executive Assistants and Administrative Professionals
- Employees involved in logistics and administrative functions.

Course Outline

Day 1

Fundamentals of Logistics and Administration

- Introduction to Logistics and Administrative Functions
- Roles and Responsibilities of Administrative and Logistics Personnel
- Principles of Effective Office and Logistics Management
- Planning and Organising Daily Activities

Day 2

Administrative Skills and Office Management

- Records and Document Management
- Time Management and Prioritisation Techniques
- Effective Business Communication
- Meeting and Correspondence Management

Day 3

Logistics Operations and Resource Management

- Logistics Planning and Coordination
- Inventory and Asset Management
- Transportation and Distribution Basics
- Resource Allocation and Cost Control

Day 4

Coordination, Problem Solving, and Decision-Making

- Coordination Between Departments
- Problem-Solving Techniques
- Decision-Making and Analytical Thinking
- Managing Operational Challenges

Day 5

Performance Improvement and Best Practices

- Improving Administrative and Logistics Efficiency
- Customer Service and Stakeholder Management
- Digital Tools for Administration and Logistics
- Action Planning and Best Practices Workshop

Ask us for a date for this course

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