



Consulting and Training | Reach New Heights

Course Name

Last Mile of Logistics management

Sector Name

Procurement & Supply Chain Operations

Document Type

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Last Mile of Logistics management

Course Introduction

This comprehensive **5-day** training program has been crafted to equip participants with the knowledge, skills, and strategies essential for navigating the complexities of last-mile logistics.

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Target Audience

- ✓ Logistics and Supply Chain Managers responsible for transportation and delivery operations.
- ✓ Warehouse and Distribution Managers seeking to improve order fulfillment and customer service.
- ✓ Transportation and Fleet Managers managing drivers, routes, and delivery performance.
- ✓ Operations Managers and Supervisors involved in end-to-end supply chain activities.

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Learning Objectives

- ✓ Understand the definition, significance, and challenges associated with last-mile logistics.
- ✓ Gain insights into the impact of last-mile operations on overall supply chain efficiency.
- ✓ Explore advanced technologies such as route optimization, real-time tracking, and visibility tools.
- ✓ Learn how to leverage technology to streamline last-mile delivery processes.
- ✓ Develop skills in hiring, training, and managing delivery personnel.
- ✓ Implement strategies to enhance the safety, security, and efficiency of last-mile operations.
- ✓ Cultivate effective communication strategies with customers during the last mile.
- ✓ Acquire tools and techniques for managing customer expectations and handling feedback.
- ✓ Understand the legal framework and regulatory requirements governing last-mile logistics.
- ✓ Comprehend environmental considerations and implement sustainable practices.
- ✓ Engage in hands-on exercises, simulation games, and group projects to apply theoretical concepts to real-world scenarios.
- ✓ Explore successful case studies from diverse industries to identify best practices in last-mile logistics.

- ✓ Draw inspiration from real-world examples to inform strategic decision-making.
- ✓ Benefit from insights shared by guest speakers, industry experts, and professionals with hands-on experience in last-mile logistics.
- ✓ Collaborate with peers to develop operational improvement plans for last-mile logistics scenarios.
- ✓ Apply knowledge gained to contribute meaningful solutions to real-world challenges.
- ✓ Successfully complete a final assessment to showcase understanding and proficiency in last-mile logistics management.
- ✓ Receive a certification of completion, acknowledging the acquisition of valuable skills and knowledge in this specialized domain.

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Course Outline

✓ Day 01

Definition of Last Mile Logistics

- ✓ Importance in the supply chain
- ✓ Impact on customer satisfaction
- ✓ Common challenges in last-mile delivery
- ✓ Addressing customer expectations
- ✓ Impact on costs and efficiency

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Course Outline

✓ Day 02

Introduction to route planning software

- ✓ Optimization algorithms
- ✓ Case studies of successful implementations
- ✓ GPS and RFID technology
- ✓ Real-time tracking tools
- ✓ Enhancing customer communication
- ✓ Hiring and training delivery personnel

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Course Outline

✓ Day 03

Performance metrics

- ✓ Ensuring customer interaction skills
- ✓ Afternoon Session: Safety and Security
- ✓ Ensuring the safety of delivery personnel
- ✓ Preventing theft and damage
- ✓ Best practices in security measures

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Course Outline

✓ Day 04

Effective communication with customers

- ✓ Handling customer complaints
- ✓ Building positive interactions
- ✓ Gathering customer feedback
- ✓ Continuous improvement strategies
- ✓ Case studies of successful customer-centric approaches

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Course Outline

✓ Day 05

Understanding local regulations

- ✓ Compliance with transportation laws
- ✓ Handling customs and international shipments
- ✓ Sustainable practices in last-mile logistics
- ✓ Reducing the environmental impact
- ✓ Corporate social responsibility
- ✓ Analyzing successful last-mile logistics strategies from various industries.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Dubai
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 2, 2027	Aug. 6, 2027	5 days	4250.00 \$	UAE , Dubai
May 10, 2027	May 14, 2027	5 days	4950.00 \$	England , London

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