

PROGRAM INFORMATION FORMAT

Course Name	Smart Warehousing and Last-Mile Delivery Operations
Course Name as on Certificate	Smart Warehousing and Last-Mile Delivery Operations
Certificate Issued by	IIM Jammu
Institute	Indian Institute of Management Jammu
Introduction	In the modern, technology-oriented supply chain environment, warehousing and last-mile delivery are essential elements that directly influence operational efficiency, customer happiness, and profitability. In the current hyper-competitive and digitally driven business surroundings, warehousing and last-mile delivery have surpassed mere backend logistical activities; they are essential differentiators for customer experience and corporate success. The emergence of smart technologies—such as automation, IoT, data analytics, robotics, and AI—is transforming warehousing and delivery operations. With the rise of e-commerce, quick commerce, omnichannel retailing, and Industry 4.0, professionals are anticipated to not only manage but also develop and enhance these operations utilizing advanced technology. This Management Development Program (MDP) aims to equip professionals and decision-makers with a comprehensive understanding of the tools, strategies, and technologies that facilitate intelligent warehousing and effective last-mile delivery, especially within the realms of e-commerce, omnichannel retail, and Industry 4.0. It enables: i) Master smart warehousing systems facilitated by IoT, robotics, and warehouse automation. ii) Comprehend the mechanics of last-mile delivery and strategies to minimize costs while enhancing delivery speed and reliability. iii) Leverage data analytics and artificial intelligence for instantaneous decision-making in logistics operations. iv) Redesign supply chains to enhance agility, responsiveness, and customer-centricity. v) Address obstacles in urban logistics, route optimization, and fleet administration. vi) Utilize practical insights via case studies, tools, and hands-on training sessions conducted by expert faculty and industry professionals. This program is designed for logistics professionals, supply chain managers, operations leaders, and technology strategists, equipping you with future-ready skill sets to strengthen leadership and facilitate organizational transformation.
Course Objectives	• To understand the emerging technology and trends in smart warehousing. • To investigate the obstacles and solutions in last-mile delivery operations. • To provide participants with instruments to enhance warehouse configuration, storage, and retrieval processes. • To demonstrate the application of data analytics and automation in warehouse and logistics systems. • To enhance decision-making via case studies, simulations, and practical activities.
Eligibility	• Bachelor's or graduation degree or equivalent/ 2 years master's degree or equivalent from a recognized university (AICTE/UGC/DEC/AIU/State Government) in any discipline. • Working professionals from any domain. • Corporate-nominated candidates (with possible graduation criteria exemption for experienced participants).
Program Prerequisites	NIL
Target Segment/ Who Should Attend	• Logistics and Supply Chain Managers • Distribution Center and Warehouse Executives • Retail Operations and E-commerce Professionals • Technology Providers and Consultants • Research Scholars and Academicians • Startups and Entrepreneurs in Logistics Tech
Type of Certificate	Certificate of Completion: A Completion Certificate will be issued to the attendees who will fulfill all Evaluation & Attendance criteria for the course. Certificate of Participation: A Participation Certificate will be issued to the attendees who fail to fulfill the Evaluation & Attendance criteria for the course.
Total No. of Hours	30
Fee	INR 30000 + GST
Date	5/2/2026 to 5/16/2026
Mode	Online
Pedagogy	• Interactive sessions • Live Demonstrations and Software Tools • Simulations and practical activities • Case Studies and Problem-Solving Sessions • Experience Sharing by Industry Experts The teaching pedagogy will be conducted in four online sessions of 1.5 hours each day on weekends, Saturday and Sunday, where the fundamentals of warehousing and last-mile delivery, IoT & sensors, and automation will be covered. Subsequently, the real-time application in

	the corporate and government sectors will be covered. Here, attendees will be offered session notes, practice problems, and live case studies in the form of assignments and homework. The program will need the attendees to work alone or in groups. To boost the learning and experience, live hands-on tutorials from domain experts on corporate/industrial software tools will be conducted. Continuous Assessment will involve declared/surprise quizzes. Giving a final exam and providing course feedback will be compulsory for the complete program.
Course Content	Smart Warehousing Operations • Evolution from Traditional to Smart Warehousing • IoT and Sensors for Inventory Monitoring • Warehouse Design and Automation • Warehouse Management Systems (WMS) and Enterprise Resource Planning (ERP) Integration • Drones & Robotics in Warehousing • Data Analytics for Warehouse Optimization • Case Study: Blinket, BigBasket, Amazon, Flipkart, Last-Mile Delivery Operations • Fundamentals and Challenges in Last-Mile Delivery • Dynamic Dispatching and Route Optimization • Use of AI and ML for Predictive Delivery • Hyperlocal and Crowdsourced Delivery Models • Sustainable Delivery and Green Logistics • Technology Platforms: TMS, GIS, GPS Tracking • Case Study: Ekart Logistics, Delhivery, Amazon, Ecom Express
Key Programme Highlights/USP	• Comprehensive Supply Chain Emphasis: Acquire an in-depth comprehension of smart warehouse systems and last-mile delivery models, encompassing IoT, automation, robotics, AI, WMS, and TMS. • Real-life Case Studies and Hands-on Learning: Utilize practical case studies (Amazon, Delhivery, Blinkit), interactive simulations, and software tool demonstrations to connect theory with practice. • Specialized Faculty and Professional Perspectives: Acquire knowledge from a combination of esteemed IIM instructors and prominent industry experts in logistics technology, e-commerce, and third-party logistics industries. • Adaptable Structure for Employed Individuals: Weekend sessions are offered in online (live virtual) formats, facilitating professionals to enhance their skills without interrupting their careers. • Certification and Networking Opportunities: Obtain a distinguished IIM Jammu certificate, along with access to alumni networks, mentorship initiatives, and cross-sector peer learning opportunities. • Strategic and Sustainable Understanding: Formulate a strategic plan for the digital transformation of logistics operations, emphasizing cost-efficiency, responsiveness, and sustainability in delivery methodologies.
Program Directors	Dr. Dharendra Prajapati ,Dr. Sakthi Nagaraj T, and
Key Attractions for sessions	• Exclusive Industry Expert Sessions: Acquire invaluable insights from experienced professionals who share practical experiences and contemporary trends in warehousing and delivery operations. • Case Study Analyses: Explore the unreported narratives underlying the triumphs and setbacks of prominent products and initiatives via comprehensive case-based dialogues. • Experiential Learning through Live Industrial Projects: Participate in practical exercises with industry-standard software tools, facilitated by teachers in a dynamic, interactive online format—simulating the experience of a physical classroom in a virtual setting. • Adaptable Weekend Structure: Tailored to accommodate the timetables of employed individuals through accessible weekend courses. • Acquire Knowledge from Any Location: Engage remotely without the necessity of travel—access the program from the convenience of your residence or workplace.

