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New Book by Warehousing Industry Expert Now Available

COLUMBUS, OH (November 14, 2003) - Warehousing industry expert Ken Ackerman announced the publication of his new book, *Auditing Warehouse Performance*, now available to order. The compilation contains over 15 years' worth of material developed from seminars and writings dealing with auditing, benchmarking and the search for best practices in managing warehouses. The book offers practical, hands-on advice that anyone involved in the warehousing field will find useful. It was published last month by Ackerman Publications.

Auditing Warehouse Performance provides readers with the “whys” and the “how-to's” of warehouse auditing. Numerous flow charts, tables and graphs illustrate the subject matter, enabling warehousing professionals to clearly view examples of warehousing techniques, logic and laws.

Auditing Warehouse Performance is divided into four sections. Part One covers the fundamentals of auditing. Part Two explores the relationship between the warehouse audit and warehouse operations. Part Three presents methods for effectively managing the people aspects of warehousing. And finally, Part Four details methodologies for auditing customer relationships and service.

Within each chapter, Ackerman presents practical direction on measuring and improving warehouse performance. For example, in the chapter “Making the Warehouse More Effective,” the book covers everything from warehouse layout to internal audits. The Benchmarking section looks not just into who should benchmark, but also explores rules of and approaches to benchmarking. Part Three, the “People” section, offers such useful real-world tips as how to delegate and how to grade yourself on how well you listen.

Ken Ackerman has spent his entire professional career in the warehousing and logistics industry. He is the author of three other books – *Warehousing Tips*, *Words of Warehousing* and the highly acclaimed *Warehousing Profitably*. Ackerman is editor and publisher of six other educational products, including a monthly subscription

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newsletter, *Warehousing Forum*. Before becoming an international management advisor, he was chairman of Distribution Centers Inc., a multi-location public warehouse company that eventually became part of U.K.-based Exel.

Ackerman has written extensively on the subject of warehousing and conducts warehousing seminars both domestically and abroad. Active in professional trade groups, he is a past president of the Council of Logistics Management and winner of the Council's prestigious Distinguished Service Award. In addition, Ackerman is a founder of the Warehousing Education and Research Council. He holds a BA degree from Princeton University and an MBA degree from the Harvard Business School.

Auditing Warehousing Performance is available to order for \$59.75 plus \$9.50 for shipping and handling. Orders may be placed either by phone at 614.488.3165, fax at 614.488.9243, or through the Ackerman Company's website at www.WarehousingForum.com.

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