Last Mile Delivery Planning Training Course

Professional Development Training Course Outline

Category	Logistics and Supply Chain Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Last Mile Delivery Planning Training Course is designed to equip logistics professionals, supply chain managers, and operations teams with advanced strategies to optimize last mile delivery processes. In today's rapidly evolving e-commerce and retail environment, organizations face mounting pressure to ensure timely, cost-effective, and efficient deliveries to end customers. This course emphasizes the integration of innovative technologies, data-driven decision-making, route optimization, and real-time tracking solutions to improve delivery performance and customer satisfaction. Participants will gain insights into the challenges of last mile logistics and develop actionable solutions to overcome operational bottlenecks.

Effective last mile delivery is critical for achieving competitive advantage, reducing operational costs, and enhancing the overall customer experience. This course provides practical tools for planning, monitoring, and executing last mile deliveries while addressing urban congestion, customer expectations, and sustainability concerns. Through a combination of interactive discussions, case studies, and hands-on exercises, learners will master key performance indicators, predictive analytics, and route management systems. Upon completion, participants will be prepared to implement strategies that improve delivery speed, accuracy, and reliability across diverse industries.

Programme Curriculum

Last Mile Delivery Planning Training Course

Introduction

Last Mile Delivery Planning Training Course is designed to equip logistics professionals, supply chain managers, and operations teams with advanced strategies to optimize last mile delivery processes. In today's rapidly evolving e-commerce and retail environment, organizations face mounting pressure to ensure timely,

cost-effective, and efficient deliveries to end customers. This course emphasizes the integration of innovative technologies, data-driven decision-making, route optimization, and real-time tracking solutions to improve delivery performance and customer satisfaction. Participants will gain insights into the challenges of last mile logistics and develop actionable solutions to overcome operational bottlenecks.

Effective last mile delivery is critical for achieving competitive advantage, reducing operational costs, and enhancing the overall customer experience. This course provides practical tools for planning, monitoring, and executing last mile deliveries while addressing urban congestion, customer expectations, and sustainability concerns. Through a combination of interactive discussions, case studies, and hands-on exercises, learners will master key performance indicators, predictive analytics, and route management systems. Upon completion, participants will be prepared to implement strategies that improve delivery speed, accuracy, and reliability across diverse industries.

Course Objectives

1. Understand the fundamentals of last mile delivery and its significance in supply chain management.
2. Analyze the key challenges and operational constraints in last mile logistics.
3. Apply route optimization techniques to reduce delivery time and cost.
4. Leverage advanced technologies, including GPS tracking and delivery management software.
5. Integrate data analytics for demand forecasting and delivery performance measurement.
6. Develop sustainable and eco-friendly delivery strategies.
7. Design customer-centric delivery models to enhance satisfaction.
8. Implement risk management strategies for last mile operations.
9. Evaluate warehouse location planning for effective last mile coverage.
10. Utilize predictive analytics to anticipate delivery delays and disruptions.
11. Apply urban mobility solutions to optimize delivery in congested areas.
12. Benchmark last mile delivery KPIs for continuous improvement.
13. Conduct practical case studies to develop actionable operational plans.

Organizational Benefits

- Improved delivery efficiency and reduced operational costs
- Enhanced customer satisfaction and retention
- Increased visibility across the delivery network
- Optimized route planning and reduced fuel consumption
- Minimized delivery errors and missed deliveries
- Enhanced decision-making with data-driven insights
- Improved inventory and warehouse utilization
- Strengthened competitive advantage in e-commerce and retail sectors
- Enhanced sustainability through eco-friendly delivery methods
- Increased employee skills and operational competence

Target Audiences

1. Logistics and supply chain managers
2. Operations coordinators and planners

3. E-commerce fulfillment managers
4. Delivery fleet supervisors
5. Urban transport and mobility planners
6. Warehouse and inventory managers
7. Customer service and experience managers
8. Business analysts focusing on logistics optimization

Course Duration: 5 days

Course Modules

Module 1: Introduction to Last Mile Delivery

- Overview of last mile delivery concepts
- Importance in supply chain efficiency
- Key challenges and operational constraints
- Trends in urban delivery logistics
- Case study: Urban e-commerce delivery challenges

Module 2: Route Optimization Techniques

- Principles of route planning
- Software tools for route optimization
- Real-time traffic data integration
- Cost reduction strategies
- Case study: Optimizing a city-wide delivery network

Module 3: Technology Integration in Last Mile Delivery

- GPS tracking and telematics
- Delivery management software
- IoT-enabled delivery vehicles
- Automation and robotics applications
- Case study: Implementing smart delivery solutions

Module 4: Data Analytics for Delivery Performance

- Key performance indicators (KPIs)
- Delivery metrics and dashboards
- Predictive analytics for demand forecasting
- Monitoring and reporting systems
- Case study: Data-driven performance improvement

Module 5: Customer-Centric Delivery Models

- Understanding customer expectations
- Enhancing delivery experience
- Personalized delivery options
- Complaint management and resolution
- Case study: Customer satisfaction optimization

Module 6: Sustainable Last Mile Strategies

- Green delivery methods
- Electric and hybrid delivery vehicles
- Reducing carbon footprint
- Packaging optimization
- Case study: Implementing eco-friendly delivery systems

Module 7: Risk Management in Last Mile Operations

- Identifying operational risks
- Contingency planning
- Managing delivery delays
- Compliance and regulatory requirements
- Case study: Risk mitigation in congested areas

Module 8: Warehouse Location and Urban Mobility Planning

- Strategic warehouse placement
- Last mile delivery hubs
- Integration with urban transport planning
- Minimizing delivery time through location optimization
- Case study: Warehouse network planning for a major city

Training Methodology

- Interactive lectures with real-world examples
- Group discussions and brainstorming sessions
- Hands-on exercises with route optimization software
- Case study analysis and practical implementation
- Role-playing scenarios for delivery challenges
- Post-training assessment and feedback sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com