

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Last-Mile Delivery and E-commerce Fulfilment

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Online shoppers expect fast, cheap and flexible delivery, making last-mile logistics one of the most expensive parts of the supply chain. This course covers e-commerce fulfilment and last-mile delivery: order profiles, fulfilment centre design, delivery models, carriers and gig platforms, returns, customer communication and cost-to-serve.

Delivery experience drives repeat purchases. You will learn to design fulfilment and delivery that customers love and the business can afford.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Case studies, cost-to-serve modelling, delivery model comparisons and process design workshops.

Course objectives

By the end of this course, participants will be able to:
• Analyse e-commerce order profiles
• Design fulfilment processes and layouts
• Compare last-mile delivery models
• Manage carriers and delivery partners
• Handle returns efficiently
• Measure cost-to-serve and customer experience

Target audience

This course is suitable for:
• E-commerce operations managers
• Logistics and fulfilment managers
• Retail supply chain staff
• Delivery service managers
• Start-up founders



Course content

Target competencies

Participants will develop competencies in:

- Fulfilment design
- Delivery model selection
- Partner management
- Returns management
- Cost-to-serve analysis

Course outline

Day 1: E-commerce Logistics

09:00–10:08	Customer expectations
10:08–11:00	Order characteristics
11:00–11:30	**Coffee break**
11:30–11:45	Order characteristics (continued)
11:45–12:53	Cost drivers
12:53–14:00	Exercise

Day 2: Fulfilment

09:00–10:08	Fulfilment centre design
10:08–11:00	Picking and packing
11:00–11:30	**Coffee break**
11:30–11:45	Picking and packing (continued)
11:45–12:53	Automation options
12:53–14:00	Workshop

Day 3: Last Mile

09:00–10:08	Delivery models
10:08–11:00	Click and collect and lockers
11:00–11:30	**Coffee break**



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11:30–11:45	Click and collect and lockers (continued)
11:45–12:53	Partner selection
12:53–14:00	Exercise

Day 4: Returns and Customer

09:00–10:08	Returns process
10:08–11:00	Tracking and communication
11:00–11:30	**Coffee break**
11:30–11:45	Tracking and communication (continued)
11:45–12:53	Failed deliveries
12:53–14:00	Case study

Day 5: Economics

09:00–10:08	Cost-to-serve
10:08–11:00	Delivery pricing
11:00–11:30	**Coffee break**
11:30–11:45	Delivery pricing (continued)
11:45–12:53	Improvement plan
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,650.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,890.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Vienna Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Dubai Confirmed dates	26 Apr 2027	30 Apr 2027	**€3,150.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	17 May 2027	21 May 2027	**€2,840.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Vienna Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,940.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Amsterdam Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,650.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Barcelona Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,840.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online