



Fundamentals of Supply Chain Training Course -V 0.3

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1. Introduction

In today's highly competitive environment, managing efficient and cost-effective supply chains is critical increasing profit margins and maintaining high customer service levels. Decisions taken on supply chain strategies and processes can help companies grow their market share, improve customer satisfaction levels and increase overall performance of the company. This course provides attendees with an understanding of the different components and processes of supply networks as well as the methods and means to analyze and assess their performance.

2. Who Should Take it

This course is directed to executives operating in the supply chain including procurement, warehousing as well as distribution and planning. Given the introductory nature of the course, attendees are not expected to be highly knowledgeable of the logistics domain.

3. Benefits:

Audience who has completed the course will:

- Have knowledge of the overall supply chain concepts and components.
- Have in-depth knowledge of supply chain processes.
- Understand how logistics operations influence customer service levels and bottom-lines of companies.
- Acquire the capability to assess their companies' approaches to inventory management.
- Acquire the means to assess the overall performance of their supply network.

4. Course Structure:

- The course duration is 2 full days.
- The course is presented in the form of a power point presentation.
- The course includes a Q&A session and some workshops.

5. Course Outline:

5.1 The Supply Chain, Logistics Management & The Business Cycle

- 5.1.1 Supply Chain Model
- 5.1.2 Components of Logistics Management
- 5.1.3 Definitions
- 5.1.4 Logistics Framework
- 5.1.5 Customers and Business Cycle
- 5.1.6 Customer Order Cycle

5.2 Customer Service & Customer Service Levels

- 5.2.1 Customer Service
- 5.2.2 Eight Rights
- 5.2.3 The Value Chain
- 5.2.4 Importance of Keeping Customers Satisfied
- 5.2.5 Critical Supply Chain Decisions
- 5.2.6 Determinates of Service Quality

5.3 Distribution Strategy & Tactics

- 5.3.1 The Total Cost Concept
- 5.3.2 Trade-offs in Marketing & Logistics
- 5.3.3 Critical “Flows” in the Supply Chain
- 5.3.4 Decision Making
- 5.3.5 Product Strategies
- 5.3.6 Distribution Strategies

5.4 Outsourcing

5.5 Measuring Performance

- 5.5.1 Key Performance Areas
- 5.5.2 Characteristics of Good Measures

5.6 Inventory Strategy & Policy

- 5.6.1 Good & Bad Inventory Management
- 5.6.2 Types of Inventory
- 5.6.3 Inventory Carrying Costs
- 5.6.4 Demand Forecasting
- 5.6.5 Independent Demand Inventory Management
- 5.6.6 Best Practice in Inventory Management

5.7 Warehouse Strategy & Policy

- 5.7.1 Types of Warehouses/Storage Facilities
- 5.7.2 Primary Functions of a Warehouse
- 5.7.3 Tasks Performed in a Warehouse
- 5.7.4 20 Steps to the Development of a World Class Warehousing Facility
- 5.7.5 20 Guidelines to Good Warehouse Design
- 5.7.6 Principles of Materials Handling

5.8 Transport Strategy & Policy

5.8.1 The Role of Transport

5.8.2 Important Characteristics of Transport Services

5.8.3 Comparison Between the Modes

5.8.4 Factors Influencing Transportation Costs

5.8.5 Planning and Control

5.8.6 Fleet Maintenance