INTRODUCTION TO SUPPLY CHAIN MANAGEMENT

Overview
Logistics and supply chain management activities have always been vital to organizations of all kinds. This management area, which federates activities as diverse as production, transportation, inventory, warehousing, purchasing, material handling, sales, and customer service, represents a synthesis of methods and techniques coming from traditional business areas of finance, accounting, management, and marketing, as well as business decision-making tools offered by operations research, statistics, and economics.

This course covers the major issues in supply chain management, including: definition of a supply chain; role of inventory; advanced production-inventory models; supply contracts; bullwhip effect and information sharing; vendor-managed inventories and other distribution strategies; third-party logistics providers; managing product variety; information technology and supply chain management; international issues.

This course also examines logistics systems that support the physical supply of raw and semi-finished materials to a firm, the planning and control of operations, and the delivery of the products or services up to the final customers, with the objective of achieving a sustainable competitive advantage and optimizing the value and the long-term performance of the firm and the supply chain as a whole. The focus will be on the design, planning, organization and control of the associated activities. The following topics will be covered: supply chain structure, objectives and evaluation drivers and metrics, network design and facility location in a supply chain, demand and sales forecasting, aggregate planning, planning and managing inventory in a supply chain, transportation operations, sourcing and procurement, pricing, and information technologies in supply chain management.

Training Program Detail

MODULE I – 21st CENTURY SUPPLY CHAINS
- The supply chain revolution
- Why integration creates value
- Generalized supply chain model
- Responsiveness
- Financial sophistication
- Globalization
MODULE II – LOGISTICS
- Logistics of business is big and important
- The logistical value proposition
- The work of logistics
- Logistical operations
- Logistics integration objectives
- Logistical operating arrangements
- Flexible logistics structures
- Supply chain synchronization

MODULE III – CUSTOMER ACCOMMODATION
- Customer-focused marketing
- Customer service
- Customer satisfaction
- Customer success
- Developing customer accommodation strategy

MODULE IV – PROCUREMENT and MANUFACTURING
- The quality imperative
- Purchasing and Procurement
- Manufacturing
- Lean and six sigma
- Logistical interfaces

MODULE V – INFORMATION TECHNOLOGY
- Information system functionality
- Supply chain information system modules
- Enterprise operations
- Enterprise planning and monitoring
- Communication technology
- Software as a service
MODULE VI – INTEGRATED OPERATIONS PLANNING
- Supply chain planning
- Supply chain planning applications
- Sales and operations planning
- Collaborative planning, forecasting and replenishment
- Forecasting

MODULE VII – INVENTORY
- Inventory functionality and definitions
- Inventory carrying cost
- Planning inventory
- Managing uncertainty
- Inventory management policies
- Inventory management practices

MODULE VIII – TRANSPORTATION OPERATIONS
- Transport functionality, principles and participants
- Transportation regulation
- Transportation structure
- Transportation service
- Transportation operations

MODULE IX – WAREHOUSING, PACKAGING and MATERIALS HANDLING
- Strategic warehousing
- Warehouse operations
- Warehouse ownership arrangements
- Warehouse decisions
- Packaging
- Material handling
MODULE X – NETWORK DESIGN and OPERATIONAL PLANNING

- Enterprise facility network
- DC and warehouse requirements
- Systems concept and analysis
- Total cost integration
- Formulating logistical strategy

MODULE XI – RELATIONSHIP DEVELOPMENT and MANAGEMENT

- Development and management of internal logistics relationships
- Development and management of supply chain relationships

MODULE XII – OPERATIONAL, FINANCIAL and PERFORMANCE MEASUREMENT

- Measurement system objectives
- Operational assessment
- Financial assessment

MODULE XIII – SUPPLY CHAIN RISK

- Supply chain risk management
- Product complexity
- Regulatory issues
- Resource availability
- Managing the risk in the SC

MODULE XIV – GLOBAL SUPPLY CHAINS

- Global economies
- Global supply chain integration
- Global sourcing decisions