



A Balanced Approach To Supply Chain Management

Course Venue: UK - London

Course Date: From 23 AUG 2020 To 3 SEP 2020

Course Place: London Paddington

Course Fees: 11900 GBP



Introduction

Reflecting the latest practices, trends, and emerging developments, this course guides you step by step through the management of all supply chain activity--including issues related to both domestic and global supply chains. Comprehensive, one-of-a-kind coverage encompasses operations, purchasing, logistics, and process integration.

Course Objectives

On completion of this course you should be able to:

- Describe a supply chain and define supply chain management.
- Describe the objectives and elements of supply chain management.
- Describe local, regional, and global supply chain management activities
- Describe a brief history and current trends in supply chain management
- Understand the bullwhip effect and how it impacts the supply chain

Course Outline

Supply Chain Management: An Overview

- Supply chain management defined
- The importance of supply chain management
- The origins of supply chain management
- The foundations of supply chain management
- Current trends in supply chain management

Supply Issues in Supply Chain Management

- Introduction to Purchasing management
- The role of supply management in an organization
- The Manual Purchasing system vs. Electronic Procurement systems
- The Make-or-Buy decision
- Roles of the supply base
- Purchasing Organization and the advantages of Centralization and Decentralization
- Procurement in Government and Nonprofit Agencies

Creating and Managing Supplier Relationships

- Building trust
- Shared Vision and Objectives
- Personal Relationships
- Mutual Benefits and Needs
- Commitment and Top Management Support
- Change management
- Performance metrics
- Continuous improvement

Ethical and Sustainable Sources

- Ethical and sustainable sources defined
- Developing ethical and sustainable sources strategies
- Ethical and sustainable sourcing initiatives



- Early supplier involvement
- Strategic alliance development
- Rewarding supplier performance
- Benchmarking successful sourcing practices

Demand Forecasting

- Introduction to demand forecasting
- The importance of demand forecasting
- Forecasting techniques
- Forecast accuracy
- Collaborative planning, forecasting, and replenishment

Resource Planning Systems

- Operations planning
- The aggregate production plan
- The master production schedule
- The material requirement plan
- Capacity planning
- The distribution requirements plan
- The legacy material requirements planning systems
- The development of enterprise resource planning systems
- Implementation

Inventory Management

- Introduction to Inventory Management
- Dependent demand Vs. Independent demand
- Concepts and Tools of Inventory management
- Inventory models
- The Economic Order Quantity model
- The Quantity Discount Model
- The Statistical Reorder Point

Process Management - Lean and Six Sigma in the Supply Chain

- Lean production and the Toyota production system
- Lean thinking and Supply Chain Management
- The Elements of Lean
- The origins of Six Sigma quality
- Comparing Six Sigma and Lean
- Six Sigma and Supply Chain Management
- The statistical tools of six sigma

Distribution Issues in Supply Chain Management

- Transportation fundamentals
- Warehousing and Distribution
- The impact of Logistics on Supply Chain Management
- Environmental sustainability in logistics
- Logistics management software applications
- Global logistics and Reverse logistics

Customer Relationship Management



- Definition of Customer relationship management
- Key tools and components of CRM
 - Segmenting customers
 - Predicting customer behaviors
 - Customer value determination
 - Automated sales force tools
- Designing and implementing a successful CRM program
- Recent trends in CRM