



# LSM171

## SUPPLY CHAIN

### and Inventory Management

## Course Introduction:

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This course is an introduction to the supply chain concept and will explore the management of supply chains to improve an organization's overall supply efficiency. Other concepts included are the definitions of supply chains, identification procedures, an overview of methods, processes, and systems that are used in the operation of supply chains, and the applications of methods, processes, and systems to improve supply chain performance.

## Course Objectives:

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**At the end of the course participants will be able to:**

- Recognize the benefits of effectively planning for supply and demand within an organization's supply chain.
- Associate an organization's planning activities to the steps for developing an effective supply chain strategy for satisfying customers.
- Identify accurate descriptions of the four types of forecasting methods used to predict customer demand for a product or service.
- Identify the types of information that should be gathered for a supply chain aggregate plan.
- Apply effective aggregate planning strategies to properly balance cost, production and customer demand within a supply chain.
- Relate the supply chain activities of an organization to the supply and demand methodology they each support.
- Effectively manage an organization's supply and demand variability based upon an evaluation of its production initiatives in a given scenario.

## Who Should Attend?

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Middle- and senior- level managers from marketing, ecommerce, sales operations, strategic planning and general management.

Senior technology and information managers who support marketing, e- business and SCM programs. Product, brand, e- marketing and advertising managers.

Finance managers responsible for customer's profitability measurement and analysis sales and service managers.

## Course Outline:

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### Supply Management

- Competitiveness rules

- Get your house in order first
- What stakeholders want?
- New purchasing business models
- Supply management fundamental terms and ideas
- Role of technology
- Buzz word bingo
- Power of core competencies

### **Supply Management Rules**

- What is supply chain management?
- The process/product innovation imperative
- How to simplify supply chain complexity
- Supply process management
- Supply management Pareto Principle
- Supply management by exception

### **Importance of the Value Chain**

- Understanding customer requirements
- Identifying value attributes in services and products
- Measuring value attributes
- Communicating customer requirements to suppliers
- Think process flows
- Flowcharting the value chain
- Importance of managing the value chain

### **Importance of Supply Management Focus and Scope**

- Link to business strategies
- Importance of focus and scope
- Make or buy decision
- Supply Management deployment steps
- What are your core competencies

### **Supply Management Tools and Techniques**

- How to select the right process for you
- Cycle time management
- Just in time management
- Lean management
- Six sigma (quality) management
- Benchmarking management

- Logistics management

### **Supply Development Process**

- Process capability and maturity
- How to kick start the supply development process
- Supplier lifecycle process
- Selecting suppliers
- Monitoring suppliers
- Improving suppliers

### **Supply Certification**

- Examples of supply certification standards
- ISO 9001 - 2000
- Supply certification process steps
- How to manage the process

### **Supply Continuous Improvement**

- How to use a process focus
- Continuous supplier auditing
- How to manage supplier corrective action process
- How to manage supply preventive actions process

### **Supply Measurement**

- Business metrics
- Types of Supply metrics and measurement
- Importance of alignment between business goals and supply metrics
- Supplier Incremental or six sigma metrics
- How to choose the right supply metrics
- How to choose the right supply management metrics

### **Supply Risk Management**

- What is risk?
- What is supply risk management?
- The value risk matrix
- How to identify supply risks
- How to analyze supply risks
- How to control supply risks
- How to manage supply risks

## Supply Management Future

- The biggest supply management challenge
- The biggest supplier challenge
- Technology and your future
- Your future roles and responsibilities
- Supply Manager Professional Development
- Chief Purchasing Officer

## Course Methodology:

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**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

## Course Fees:

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**To be advice as per course location.** This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival; morning & afternoon of each day.

## Course Certificate:

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session