

Beyond the Basics of Supply Chain Management

DEVELOPING YOUR SUPPLY CHAIN, OPERATIONAL & FINANCIAL EXPERTISE

EACH WEBINAR COVERS

- Most relevant industry theory.
- Application of the theory to your job
 - What is the data telling you?
 - Measuring actions/results
 - Evaluating results against KPI.
- Best Practices
- Better utilization of ERP Systems in the Supply Chain
- New emerging technologies in the end-to-end Supply Chain

WHAT STUDENTS SAY ABOUT THE SESSION

- Knowledge acquisition exceeded expectations.
- Informative and relevant.
- Practical Application of theory to my job.
- Balance between lecture, exercises and student interaction.
- Achieved better understanding of ERP and new technologies in the Supply Chain.
- Time to ask questions and interact with other students before, during and after each session.

CONTACT US

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COURSE OUTLINE

Supply Chain Management

- Supply Chain Management – What is it?
- What constitutes a Supply Chain?
- Types of Supply Chains
- The Components of a Supply Chain

Customer Relationship Management

- Definition
- Voice of the Customer
- Customer Segmentation
- CRM Includes: Sales Funnel, Customer Account Management & Order Entry
- Where does Customer Information come from?
- Order Qualifiers, Order Winners & Non-Issues

Manufacturing Operations

- Sales & Operations Planning
- Sales, Forecasting & Inventory Strategy
- The Master Schedule, Capacity Planning into driving the Input to MRP
- MRP driving the Output to the Production Floor & Suppliers

Supplier Relationship Management (SRM)

- Definition of Supplier Relationship Management (SRM)
- Components of Supplier Relationship Management
 - Research & Analysis
 - Requirements Definition
 - Supply Base Strategy
 - Supplier Certification
 - Performance Measurements
- Building Strategic Alliances
- Cost Avoidance/Cost Reduction Continuum

Evolution of the Supply Chain (Phase I)

- Information to enable:
 - ERP to ERP (Internal then External)
- Advanced Planning & Scheduling
- Distribution Requirements Planning/Logistics

Logistics

Supply Chain Risk Management

Supply Chains of the Future – The Evolution Phase II