

### **DIPLOMA COURSE IN SUPPLY CHAIN MANAGEMENT**

Module 1 to 6

#### Module 1. **SUPPLY CHAIN MANAGEMENT** (4 sessions)

This module provides the participants with an overview and basic understanding of the supply chain and introduces the four pillars of supply management. At the end of the module, the participants should be able to better understand their role in supply management and how it will impact the business.

- Introduction to supply chain management
- Objectives of supply chain management
- Four Pillars of Supply Chain
- Business Impact
- Supply Chain Strategies
- Elements of supply chain cost
- Supply Chain Optimization, Cost, Value and Measurement
- Seven Fundamental Principles of Supply Chain Management
- Technology in the supply chain: ERP, WMS, TMS, ASRS

#### Module 2. **PRODUCT SUPPLY** (4 sessions)

#### **DEMAND FORECASTING, INVENTORY MANAGEMENT AND PRODUCTION OPERATIONS**

This module covers all elements that are involved in the planning and replenishment processes to ensure that demand is satisfied in the most cost efficient manner. At the end of this module,

the participant should be able to better manage inventories as well as prepare a production plan, a materials purchase plan and a capacity plan.

- Understanding the supply market
- Demand forecasting and demand management
- Qualitative and Quantitative Forecasting methods
- Collaborative forecasting
- ABC Classification
- Inventory Management in the supply chain
- Inventory Replenishment Systems
- Production Planning and Master Scheduling
- Materials Requirement Planning (MRP)
- MRP II Framework
- Work Centers, Routing and Shop Floor Management
- Production Management

### Module 3. **MANAGING THE PROCUREMENT FUNCTION** (4 sessions)

This module covers the procurement functions and processes. At the end of the module, the participant should be able to select and develop suppliers, source products and materials, as well as negotiate effectively to get the best value for product and material purchases. The module also covers procurement law, ethics and contract management

- The Procurement Process
- Methods of Procurement
- Developing and Identifying Sources of Supply
- Supplier Selection, Accreditation and measurement
- Procurement Policies and Ethics in Procurement
- Contract Administration and Management
- e-Procurement and Outsourcing
- Applicable Laws and Common Laws
- Types of Contracts and Contract Management

- Buyers' and Suppliers' Obligations in a contract
- Negotiation Process, Objectives, Strategy, Tactics
- Stages of the Negotiation Process
- Global Sourcing and International Procurement
- Strategic Sourcing
- Purchasing Performance Measurement

### Module 4. **Logistics and Customer Service** (4 sessions)

The Logistics and Customer Service functions will be discussed in this module to enable the participants to understand and apply logistics strategies to ensure the delivery of products to the intended end customer at the least cost. The new role of customer service in supply management will better enhance customer service as importance of the order-to-cash process is emphasized in this module.

- Basic concepts of Logistics Operations and its importance in the organization
- Role of logistics in the supply chain
- Logistics functions and objectives
- The Logistics Network
- Strategies in Logistics Operations
- Customer Service in Supply Management
- Establishing a Customer Service Strategy
- Service Gaps
- Components of Customer Service
- Order to Cash Process
- Customer Relationship Management
- Efficient Consumer Response
- The Warehousing Function
- Warehouse Design and Layout, Location and Acquisition Options
- Materials Handling and Storage Systems
- Warehouse Operating Procedures and Practices
- Materials Preservation and Protection
- Disposal of Scrap and Surplus

- Logistics and the Environment
- Logistics Outsourcing
- Performance Measurement

### Module 5. **DISTRIBUTION MANAGEMENT (3 sessions)**

In this module, the participants will better appreciate the need to effectively reach the market place and apply strategies to improve performance and reduce cost. The module will focus on the scope and importance of distribution management covering over-all concepts as well as individual sub-systems.

- Role of distribution in the business enterprise
- Route-to-market
- Channels of Distribution
- Channel Types and Structure
- Key Drivers for Third Party Distribution
- Key Issues and Challenges in Distribution
- Customer segmentation
- Transportation Management
- Inbound and Outbound Transportation Operations
- Distribution Systems and Operations
- Performance Evaluation

### Module 6. **ALLIED SUBJECTS (4 sessions)**

This module will help develop the participant to better manage the supply chain functions using basic management skills. Financial Statements, Ratios and Analysis.

6.1 Financial Management: This will enable the participant to understand how supply chain functions will affect the profitability of the organization and how the individual functions will support the company's financial objectives

6.2 Human Resource in Supply Chain: Managing people is not only a Human Resource responsibility but organizational and people management is also the concern of supply management practitioners. This module will allow the participants to better understand organizational issues and models as well as how to better manage the human capital to get the best out of them.

6.3 Risk Management: Developing risk profiles and mitigating the risk in the organization is a key function of supply management. In this module, participants should be able identify supply chain risks and be able to mitigate the identified risks.

6.4 Project Management: At the end of the module, the supply management practitioner should be able to manage projects that will have big impact in achieving corporate objectives.