



Supply Chain: Services & Operations Management

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Procurement
Supply Chain
Distribution
Time to Market

Supply Chain: Services & Operations Management

Introduction:

Supply chain management has become tremendously important in an increasingly competitive marketplace. The term “Supply Chain” refers to the entire network of companies working together to design, produce, deliver and service products. While many companies focus on manufacturing and quality improvements within their organization, the best companies extend their efforts beyond their organization to encompass the entire supply chain. This course focuses on supply chain management services and operations and it also includes planning and control, logistics, quality management, scheduling, inventory control, forecasting, project management, product and service design, facility layout and process planning.

This interactive course encompasses the key elements of supply chain management and provides a basis for developing a strong supply chain management function that can improve profits and market potential. The candidates will be introduced to the aspects of supply chain management, including resource planning systems, the interrelationships between purchasing, vendor selection, sources of supply, and the role of technology.

Who should attend?

Supply Chain Professionals, Sourcing, Procurement and Supplier Management Professionals, Production and Manufacturing Professionals, Suppliers, Buyers, Purchaser, Logistics and Materials Personnel, Senior Level Managers, Materials Managers, Warehouse Professionals, Inventory Control

Specialist, Purchasing Professionals, Finance and Accounting Specialist, and Transportation and Traffic Specialists.

Course Objectives:

By the end of this course, delegates will be able to:

- Apply supply chain system best practices
- Apply a thorough understanding of supply chain activities
- Manage and optimize your inventory to deliver financial results
- Identify, analyze and evaluate supply chain risk
- Use risk management tools and techniques
- Make supply chain organizational improvements
- Analyze the effectiveness of your firm's supply chain practices
- Create an inventory strategy that speeds cash flow
- Evaluate and work with suppliers to deliver tangible business results
- Make cost and service improvements
- Apply the 8 rules for effective supply chain management
- Produce an effective supply management program
- Evaluate customer service levels
- Discover new supply chain management technology
- Design effective teamwork strategies with vendors and suppliers
- Acquire the knowledge to collaborate with suppliers for better service

Course Outline:

- Supply Chain Definitions
- Supply Chain Models and Types
- Defining Performance Gaps
- Understanding the Supply Chain dynamics

- Supply Chain Management Activities
- Supply Chain Operations Reference Models (SCOR)
- The Theory of Constraints (TOC)
- Customers, Competitive Advantage and Demand
- Procurement Strategy
- Procurement Planning
- The Global Supply Chain
- The Cost/Service Balance
- Customer Service Principles
- Inventory Principles
- Procurement, Partnerships and Negotiation
- Single Source Procurement/Partnering
- Advantages, Problem Areas, Price Determination – Lowest Reasonable Cost
- Negotiating – Special Issues
- Planning & Preparation
- Managing The Total Supply Chain
- Linking Your Suppliers and Customers to Maximum Value
- Aligning Your Suppliers
- Best Practice in Procurement Tenders
- E-procurement & Logistics
- The Bullwhip Effect
- Customer Focus
- The Service Supply Chain
- Supply Chain Strategy
- Network and System Design
- The Supply Chain System
- Understanding Processes: Theory of Constraints (TOC)

- Integrating Supply Chain Processes
- Designing Supply Chain Networks
- Enterprise Resource Planning (ERP)
- Marketing
- Operations Management
- Sourcing
- Logistics Tasks
- Warehousing
- Third-Party Logistics (3PL) Providers
- Forecasting and Demand Planning
- Inventory Management
- Total Quality Management (TQM)
- Global Supply Chain Management
- Sustainable Supply Chain Management