

The objective of this course is to give a broad cross section of an organization - a clear understanding of how the overall supply chain should work.

Equally important, the objective is also to show the role that individuals from different functional disciplines play in maximizing the value from the supply chain.

This is a two-day, highly interactive course. The target class size is limited to 15-20 participants in order to maximize participant interaction. The course will combine lecture with various participant exercises including both individual and team activities. An online simulation on Supply Chain Management will also be used to reinforce what participants have learned in class.



Target Audience:

1. Managers or supervisors in key supply-chain related roles (purchasing, planning & scheduling, order management, manufacturing operations, logistics, warehousing, etc.)
2. Key managers or employees who interact regularly with various supply chain personnel (marketing & sales, customer engineers, IT) who need to understand key supply chain concepts in more depth

Participant Learning Objectives:

Understand key supply chain processes: activities, outcomes, roles and interactions:

- Planning (Supply/Demand)
- Order Management
- Procurement
- Manufacturing
- Logistics

Identify what drives value across the supply chain

- Supply chain performance metrics and KPIs
- Typical decisions and tradeoffs that must be made
- Making the supply chain customer focused

Identify areas of opportunity for continuous improvement

- General and industry-specific best practices that may apply to the organization
- Information technologies that help accelerate supply chain performance

Course Agenda:

Duration	Topic	Objectives
Day 1 – The Supply Chain Core		
0:30	Introduction	<ul style="list-style-type: none"> Cover course objectives, agenda Align expectations
1:00	The Supply Chain – What is it?	<ul style="list-style-type: none"> Describe the scope of supply chain operations Define the importance of the supply chain to competitiveness in the global economy Highlight some of the major variations within the supply chain (industry differences; MTS v. ATO v. MTO); job shop v. line v. continuous flow; etc.
1:30	Supply Chain Planning	<ul style="list-style-type: none"> Define the different types of planning that occur across the SC Discuss how different functional groups must collaborate to optimize SC plans Describe best practices and tools available for SCP
1:00	Sourcing	<ul style="list-style-type: none"> Provide an overview of the Procurement process and key outcomes and decision factors Supplier relationship management Describe best practices and tools
1:00	Production	<ul style="list-style-type: none"> Provide an overview of the Production process and key outcomes and decision factors Describe best practices and tools
1:00	Order Management	<ul style="list-style-type: none"> Provide an overview of the OM process and key outcomes and decision factors Describe best practices and tools
1:00	Order Fulfillment / Delivery	<ul style="list-style-type: none"> Provide an overview of the Delivery process and key outcomes and decision factors Describe best practices and tools
0:30	Day 1 Debrief	<ul style="list-style-type: none"> Discuss key learning points Discuss issues of concern to the participants
Day 2 – Making the Supply Chain Work		
1:30	Bullwhip Game	<ul style="list-style-type: none"> Go through a group exercise that highlights some of the difficulties in successful supply chain execution
2:00	Planning v. Execution	<ul style="list-style-type: none"> Dealing with Uncertainty Collaboration across the supply chain Supply Chain Event Management
1:30	Continuous Improvement	<ul style="list-style-type: none"> Customer Focused Supply Chains Lean Supply Chains Six Sigma in the Supply Chain
1:00	Baselining Your SC	<ul style="list-style-type: none"> Break up into teams to brainstorm implications of what you have learned on how your company's supply chain can best serve customers and maximize profitability
0:15	Course Conclusion	<ul style="list-style-type: none"> Summarize overall learnings Evaluate course effectiveness