

General Supply Chain Management – 3 day course

The aim of the training course is to introduce the concepts of logistics and supply chain management in order for attendees to gain an understanding of what it is and how it applies to this type of organisation, focusing on:

- Forecasting
- Factory planning and scheduling
- Understanding the Forester or Bullwhip effect
- Stock and inventory management
- Typical problems facing supply chain organisations
- Good practice and how problems can be overcome

The training course will give all attendees

- a solid grounding in the concepts of logistics and supply chain management
- a few basic tools to use in their day to day activities
- tools and ideas on how to make improvements in supply chain management

Typical Outline of a Course

	Training and Development Sessions	Outcomes and Learning Points	Comments
DAY 1	Introduction by the company	Context and objectives of course	
	Introduction to the course the topic and the team	Participant background Scope of the course Listing of personal objectives and challenges	
	Introduction to Logistics	Nature of Logistics Management and interrelation with other functions Trade off concepts and challenges	
	Reds and Blues Interactive game	Demonstrates the importance of team working, inter-company co-operation the importance of trust.	Class icebreaker using a socially interactive game.
	Inventory management – basic principles	Understand basic cycle and buffer stock concepts as fundamental underlying approaches to forecasting and stock control methods. Will specifically address the practical use of simple stock control systems	This acts as basis for exploring sources of possible problems (as explored later)
	Inventory management – exercise	Enables a deeper understanding of the concept linking service to use of resources and sets a mind set for the Beer Game	
	Beer Game Results and follow on discussion Key learning points	Interactive game that demonstrates the bullwhip effect and is capitalised upon via discussion on how to tackle the issues identified.	
Close day 1			

Welcome and recap of key learning points from day 1		
Customer Service	Distribution/Logistics channel concept, Service measurement and gap analysis. Types of service	
Bowersox Case Study Exercise or Exercise focused on exploring what is behind good customer service	Consolidate learning points from the above and start to formulate objectives in the context of customer needs (info gathered from attendees experiences)	Preference is to use attendees own experiences
Postponement concepts and case studies	The theory of postponement related to practical business drivers and commercial realities. Case study demonstrates best practise and the art of the possible	
Supply Chain and SCM	Nature of supply chains and supply networks. The Concept of SCM and the possible principle objectives. More case study examples of the Bull Whip effect and possible solutions. Issues and challenges for Logistics and SCM Problems and nature of 'partnerships' and customer-supplier relationships in a vertically integrated supply chain	
SC design, Logistics location and multiple stock location	Understanding of related support systems for the supply chain Basics of facility locational analysis and the relationship with buffer stock. SC design aspects such as the use of hubs and virtual warehousing. The concept of total cost	
Close of day 2		

DAY 3	Recap of key learning points from day 2		
	Information systems	Relate systems applications to address problems/issues and opportunities poised by SC design considerations	This session is intended to flush out the fact that IT needs to be led by an understanding of SCM concepts
	Case studies if using IT to lead the way versus being led by SC needs	Illustrates what other companies have done in similar circumstances.	
	Re-run of a modified 'Beer game' with self organisations and relevant measures /defined practices in place – and discussion	Shows how when good practices are adopted, the results from the beer game are much more favourable	
	Next stages – incorporating good practices	Investigate possible next steps with some exposure to the use of process mapping and process improvement techniques Hints and tips	
	Preparation for 'Presentation' workshop	Attendees prepare to give a short summary to the senior team and attendees (see summary and executive review)	Attendees will be given guidance
	Self test exercise (multiple choice exercise)	Identifies level of personal comprehension providing motivation/basis for future needs. Feedback and answers session provides open forum to discuss and develop more understanding of concepts and terminology	
	Review of key learning points	Consolidate the learning points from the training course, Presentation of key findings from the training course for attendees Understanding of 'good practice' and possible actions	Interactive with Participants presenting 'key messages' from their case studies/ beer game
	Course Review	Review how well objectives met, general feedback to Apprise and next stages	