

# 1-Day – Introduction to Supply Chain Improvement

## Description

A brief introduction to supply chain management and improvement. While the concept of “supply chain management” is commonly used, often companies struggle with how to improve the cost, speed, quality and service their supply chains provide. This course provides an overview of potential benefits, leading examples, applicable tactics, and a methodology to plan the improvements and capture the benefits. It also identifies the role of industrial engineers and improvement analysts.

## Objectives

- To improve cost, cycle time, and service with better supply chain processes.
- To strengthen customer and supplier relationships with integrated processes.
- Learn the basics of improving the main Supply Chain areas: Selling, Distributing, Producing, Sourcing and Planning.
- Understand the impact of improvements in Processes, Information Systems, Organizations, Facilities and Performance Measurement.

## Who Will Benefit

- Leaders of improvement projects in purchasing, production and logistics.
- Executives and managers of the supply chain.
- Sponsors and leaders of supply chain operational improvement projects
- Leaders of Lean, Six Sigma and Operational Excellence programs.

## Timing

Duration: 1 day  
Start: 8:00  
AM Break: 10:30  
Lunch: 12:00 – 1:00  
PM Breaks: 2:15 & 3:45  
Adjourn: 5:00

## Course Outline

### A. WELCOME & INTRODUCTION

- Terms and definitions
- Benefits of supply chain improvement
- Best practices and leading examples

### B. SUPPLY CHAIN IMPROVEMENT TACTICS

- Focus on goals, markets, customers and products
- Forecasting and order management
- Planning and scheduling
- Procurement and inventory management
- Inbound logistics
- Production
- Distribution, delivery and merchandising
- Product/packaging design

### C. SUPPLY CHAIN TYPES, OBJECTIVES AND STRATEGIES

- Setting supply chain objectives and strategies to support business goals
- Creating a realistic supply chain vision
- Basis of competition: product leadership, customer intimacy or operational effectiveness
- Vertical or virtual: Capital or information intensive

### D. THE MAXIT<sup>®</sup> APPROACH TO SUPPLY CHAIN IMPROVEMENT

- Common approaches
- Why supply chain improvement programs fail
- Four phases and five dimensions of improvement

### E. ROLE OF THE INDUSTRIAL ENGINEER OR IMPROVEMENT ANALYST

- Analyze supply chain improvements
- Design
- Plan and manage

### F. INTRODUCTION TO OTHER SUPPLY CHAIN IMPROVEMENT COURSES

- Process (and organizational) improvement
- Information Systems
- Facility Infrastructure
- Performance Measurement