**2-Day**

# How to Redesign & Improve Supply Chain Processes

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| **Description**This course will prepare you to lead a variety of supply chain improvement projects. You will learn a proven, step-by-step method for making major changes in supply chain planning, management and execution. Case problems and team exercises will reinforce your learning. Working forms, checklists and templates will help you to immediately apply and share what you have learned. Gain essential skills for improving sales and operations planning, procurement, scheduling, order management and fulfillment; inbound and outbound transportation, inventory management and warehousing... This course is also an ideal “kick-off” and training event for newly formed process improvement teams.Objectives* To prepare program and project leaders for planning major improvements and managing their implementation.
* To provide improvement teams with a proven, step-by-step approach applicable to any supply chain process.
* To improve supply chain performance: speed, visibility, flexibility, cost, quality, service…

Who Will Benefit* Leaders and team members on supply chain improvement projects.
* Supply chain managers and professionals.
* Industrial engineers and systems analysts.
* Managers and supervisors in procurement, production, logistics and distribution.
* Directors of Lean, Lean-Sigma and Continuous Improvement programs.

TimingDuration: 2 daysStart: 8:00AM Break: 10:30Lunch: 12:00 – 1:00PM Breaks: 2:15 & 3:45Adjourn Day 1 5:30Adjourn Day 2 5:00NOTE: This course will not finish early. | Course OutlineDay OneA. WELCOME & INTRODUCTION* What is supply chain process redesign?
* What’s wrong with the process you already have? Is it really a process? Or just a sequence of events?
* Improvement projects and programs; what’s the difference?

B. CASE EXERCISE IN SUPPLY CHAIN PROCESS REDESIGN* Typical approaches to process redesign.
* Role of Six Sigma, Lean and Lean-Sigma.
* Principles of supply chain process improvement.
* Three fundamentals – always present; always involved.
* A six-step procedure for simple, local processes.
* Case exercise: Let’s reengineer a process.

C. A SYSTEMATIC APPROACH TO SUPPLY CHAIN PROCESS REDESIGN* The MAXiT approach.
* Phases and levels of planning.
* Planning dimensions: Processes & procedures; people & organization; physical facilities and technology.
* The importance of top-down, comprehensive assessment.
* Case example of MAXiT in action.

D. DEFINING PROCESS OBJECTIVES & REQUIREMENTS* How to identify customers, doers, suppliers and other stakeholders.
* Deciding to meet or exceed expectations.
* What are the business rules? The underlying assumptions and beliefs?
* Which can change? Which *must* change?
* Who needs to agree and make changes?
* Key parameters: Numbers of participants, events, timing and peak transaction rates.

E. MAPPING & DIAGRAMMING THE PROCESS* Multi-function process charts.
* Material-data flow & value stream maps.
* Functional decomposition.
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| **2-Day**How to Redesign & Improve Supply Chain Processes |
| Course Outline continuedDay One continuedF. CASE EXERCISE: ANALYZE A PROCESS AND ESTABLISH ITS ESSENTIAL ACTIVITIES * Visualize a supply chain process and identify what to reengineer.
* Five essential questions that will simplify a process *every time you ask them*.

Day Two A. EXERCISE IN PROCESS RE-DESIGN* Work in teams to examine the options for change in a specific process.
* Integrate considerations of people, information & technology.
* Preliminary process designs.
* Radical vs. incremental change.

B. REFINING VIABLE ALTERNATIVES* Teams present their recommendations.
* The need to validate and refine process designs.
* Adjusting to practical limitations and modifying considerations: people, technology, budgets, timing…

C. EVALUATING PROPOSALS & ALTERNATIVES* Beyond payback and cost reduction.
* Non-financial considerations.
* Evaluating intangible factors.
* The weighted-factor method.

D. detailed process design* Getting from concepts to detailed designs.
* The MAXiT procedures repeat.
* Case example of detailed design.
* Implementation planning.

E. THE ROLE OF TECHNOLOGY & SYSTEMS INTEGRATION* How supply chain information systems enable better processes.
* Locking together process improvement and information systems planning.
* The need for a supply chain systems plan.
 | F. IMPLEMENTING NEW PROCESSES* What top management wants to know.
* Program and change management.
* Complete set of Working Forms and checklists for use on your next process redesign.
* Summary and closing remarks.

ON-SITE TEAM TRAINING & PROJECT KICK-OFFWhen this course is presented on-site for team training and/or to start a redesign project or program, the instructor will tailor the presentation and allow time to discuss your specific processes and redesign opportunities. An additional day may be needed for this purpose.**About Your Instructor****H. Lee Hales****President, High Performance Concepts, Inc.**As a consultant and former operations manager, Mr. Hales has helped to redesign a wide range of supply chain processes, including: sales and operations planning, procurement, materials and inventory management, order fulfillment, production scheduling, inbound logistics, and warehousing. He also serves as President of Richard Muther & Associates, a division of High Performance Concepts. In this capacity, he has helped to plan distribution and manufacturing facilities in more than a dozen countries. His clients have included: AGCO, Clorox, Textron, Lands’ End, The Container Store, The Coca-Cola Company, Nokia, Motorola, Ford Motor Co. and many more. Mr. Hales is a senior lecturer with the Supply Chain & Logistics Institute, and a long-time member of CSCMP, WERC and IIE.Specific Benefits* A proven, step-by-step method for redesigning any supply chain process, large or small.
* Forms, templates and checklists for immediate use.
* Confidence that you are proceeding in a systematic way.
* Greater involvement of others, without losing control or slowing down your progress.
* Faster, better results.
* Easier, earlier approvals for your recommended process improvements.
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