3-Day –

Supply Chain Process Improvement

Description

The tools and knowledge needed to lead a variety of supply chain improvement projects. Based on the proven MAXiT approach, this course explains a step-by-step method for improving major supply chain processes such as Selling, Distributing, Producing, Sourcing and Planning. A carry-through case problem and teamwork assure your mastery of this powerful method. You will also learn how to sequence and coordinate multiple projects to accomplish large-scale improvements in speed, cost, quality, and service.

Essential learning for those charged with re-thinking supply chain operations. Also an ideal "kick-off" and training event for newly formed supply chain improvement teams.

Objectives

- To improve cost, cycle time, and service with better supply chain processes.
- To strengthen customer and supplier relationships with integrated processes.
- To organize and manage a successful supply chain improvement program.

Who Will Benefit

- Leaders of improvement projects in purchasing, production and logistics.
- Executives and managers of the supply chain.
- Sponsors, team members and managers of supply chain improvement projects.
- Directors of Quality, Lean and Operational Excellence programs.

Timing

Duration: 3 days
(1-day version also available)

Start:	8:00
AM Break:	10:30
Lunch:	12:00 – 1:00
PM Breaks:	2:15 & 3:45
Adjourn Days 1 & 2:	5:00
Adjourn Day 3:	4:00

Course Outline

Day One – Supply Chain Opportunities

A. WHAT IS SUPPLY CHAIN PROCESS IMPROVEMENT?

- Definitions and terminology.
- Scope of projects and programs.
- Relationship to supply chain management, Six Sigma, Lean Manufacturing, etc.

B. BENEFITS, LEADING EXAMPLES & CASE EXERCISES

- Breakthrough examples of benefits & results.
- Discussion Exercises: Scope, objectives, sponsorship.

C. SUPPLY CHAIN VISION, STRATEGY AND IMPROVEMENT PLANNING

- Sponsorship, authority and team leadership.
- Level of effort and preparation.
- Ten "get rights" for your steering committee.
- Setting vision, strategy and improvement objectives.

D. THE MAXiT APPROACH TO SUPPLY CHAIN PROCESS IMPROVEMENT (SCPI)

- Typical approaches to SCPI.
- A systematic approach.
- Four phases and five steps of improvement.
- Three Fundamentals and four dimensions.
- MAXiT procedures and planning conventions.
- Example of MAXiT in action.

E. TEAM EXERCISE IN OPPORTUNITY ASSESSMENT

- Tackle a real business situation in need of major improvement.
- How to establish improvement scope and set/weight objectives.
- Link supply chain improvements to business strategy.
- How to assess opportunities and agree on improvement priorities.
- Defining the need for improvement.
- The importance of fast-track improvements.

F. TEAM EXERCISE: IDENTIFYING IMPROVEMENT PROJECTS & TACTICS

- Identify potential projects and tactics.
- Checklist of tactics for improving distribution, production, sourcing, planning …
- Prepare recommendations

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Course Outline continued

Day Two – How to Design Supply Chain Processes and Integrate Them

A. DEFINING PROCESS OBJECTIVES AND DESIGN REQUIREMENTS

- Incremental vs. stretch objectives.
- Baselines, benchmarks & measures.
- Sponsors, owners, and accountability.
- Process requirements, rules & assumptions.
- Exercise: Process Design Requirements.

B. PRACTICAL SUPPLY CHAIN OPERATIONS ANALYSIS

- Techniques for charting & diagramming processes, roles, and information.
- Quantifying supply chain cost, cycle time and quality.
- Identifying wasteful activities.
- Common analysis problems and what to do.

C. CASE EXERCISE: ESTABLISHING ESSENTIAL ACTIVITIES

- Analyze a business process.
- Multi-function, functional decomposition and integrated flow diagramming.
- Identify specific changes and benefits.

D. EXERCISE IN RE-DESIGN: PEOPLE, INFORMATION & FACILITIES

- Teams examine the options for change.
- Integrate considerations of people, information & facilities.
- Preliminary process designs.
- Radical vs. incremental change.

E. CASE EXERCISE: REFINING & EVALUATING VIABLE ALTERNATIVES

- Validating and refining preliminary designs.
- Organizational, information system and facility limitations.
- Budgets/economic constraints.
- The weighted-factor method.

F. SUPPLY CHAIN IMPROVEMENT PLAN, JUSTIFICATION & APPROVAL

- Costs & benefits for projects and plans.
- Costs: People, systems, and facilities.
- Benefits: Tangible and intangible.
- How to present the case to management.
- How to sequence projects and evaluate alternate plans.
- Case Exercise: Planning Supply Chain Process Improvements.

Day Three – How to Plan and Manage Supply Chain Improvement Projects and Programs

A. DETAILED PROCESS DESIGN & IMPLEMENTATION

- Getting from concepts to detailed designs.
- The MAXiT procedures repeat.
- Case example of detailed design.
- Implementation planning.
- Case exercise in implementation planning.

B. CASE EXERCISE: ORGANIZING A PROJECT

- Work in teams to tackle a real supply chain in need of improvement.
- Apply what you have learned thus far to your project.
- Develop a work plan and choose your analytical techniques.
- Identify major decisions and choices to be made.

C. MANAGING SUPPLY CHAIN IMPROVEMENT PROJECTS & PROGRAMS

- Organizational and cultural change.
- Project and program management.
- Critical success factors.
- Case exercise in change management.

D. THE ROLE OF INFORMATION SYSTEMS & FACILITIES

- How systems integration and facilities planning enable SCPI.
- Locking SCPI together with systems and facilities development.
- Leading-edge examples.
- The need for standards and guidelines.

E. PLANNING FOR A SUCCESSFUL IMPLEMENTATION

- How to create a sound implementation plan.
- Case Exercise: Implementation Planning.
- The MAXiT Approach – review of key results by phase.
- Complete set of Working Forms for use on your next project.
- Summary and closing remarks.