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Centre for
Supply Chain
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MULTIMIXACADEMY®
Consulting | Strategy | Training

CERTIFIED LOGISTICS & SUPPLY CHAIN MANAGER (CLSCM)

The complexity in today's supply chain is unprecedented. No two supply chains are the same, and no two supply chains are alike. There are different drivers and obstacles to building and running a great supply chain. One of the major reasons to improve supply chain is how to improve reliability in the face of volatility. Effective supply chains create a competitive advantage, but obtaining and maintaining customer experience is getting more challenging, particularly when global supply chains are experience disruptions.

A big responsibility lies on the shoulders of Supply chain management professionals who need to implement strategies in their operations so as to alleviate customer efforts. It is essential to ensure an omni-channel experience to customers and hence allow them to have a seamless and personalized experience no matter the channel they choose to interact with.

As the global business landscape continues to evolve, so do its challenges. New competitors are entering the market. Product life cycles are getting shorter. Customers are more demanding, and their expectations now extend beyond cost and service to include ethical, environmental, and sustainability concerns. This complex and fast-changing environment puts new demands on supply chains, as companies seek ways not just to manage the change, but also to use their supply chains as a tool for customer experience.

OBJECTIVES

This certification course is designed to empower supply chain professionals to enable them cope with the volatilities and uncertainties surrounding the supply chain now and in the future. The program also provides participants access to established best practices to help their organisations stay ahead of the curve and meet business objectives. This will enable participants follow the same methodologies used by successful companies. After completing this Certification Course, active participants should be able to:

- *Identify Strategic Objectives.*
- *Map Supply Chain Vulnerabilities.*
- *Integrate Risk Awareness into Supply Chain Design.*
- *Monitor Supply Chain Resiliency.*
- *Track Risk Management Warning Signs*
- *Create and implement supply chain strategies.*

COURSE STRUCTURE

A senior level program consisting of 6 modules involving exercises, case studies, presentations and trainer facilitated discussions. Each of the sessions will be led by an experienced facilitator and will feature the key principles and practical methods which may be used in optimizing supply chain process, together with practical case study sessions to maximize the transfer from the modules to the workplace.

Module 1: STRATEGIC SUPPLY CHAIN MANAGEMENT

- Supply Chain Management
- Positioning for Customer Success
- Integrated Logistics
- Strategic Manufacturing
- Synchronized Procurement
- Managing the Logistics Process
- Global Compliance
- Applying Analytics to SCM
- Inventory, Transportation & Warehouse Management

Module 2: Application of the SCOR Model in Supply Chain Management

The SCOR Framework module introduces participants to the full scope and contents of the Supply Chain Operations Reference (SCOR) model. Participants will learn the major process components of the framework (Plan, Make, Source, Deliver, Return, and Enable). They will gain an understanding of how to use these components to model supply chains, select key supply chain performance indicators, and understand the appropriate best practices to use for benchmarking and performance improvement.

- **Supply chain processes:** Describing supply chains using the standard SCOR processes and application of processes in different models;
- **Supply chain performance metrics:** Describing the performance of supply chains using the standard SCOR metrics and application of metrics in scorecards and benchmarking;
- **Supply chain practices:** Describing the maturity of processes and application of best practice assessments; and

MODULE 3: Supply Chain Information Systems, AI & E-Commerce

The exponential growth of Information Technology (IT) with communication technology in Supply Chain Management (SCM) is playing critical role in optimizing decisions of the supply chain network flow for achieving organizational

competitiveness, improving higher service level, lowering inventory, supply chain costs and reducing electronic risks (e-risks). To achieve integration and effective information sharing across and beyond the organisations, IT in SCM is also required. The organisations are moving towards the virtual supply chain with help of rapid changes in technology and IT applications viz; Electronic Data Exchange (EDI), Radio Frequency Identification (RFID), Bar Code, Electronic Commerce, Decision Support system, Enterprises Resource Planning (ERP) package, etc. It is also easily applicable in curbing the e-risks. Understanding the role and application of IT in managing and curbing e-risks of Supply Chain is enormous

This course aims to provide students with a conceptual framework of information technology applications to understand and analyse logistics and supply chain decisions.

Intended Learning Outcomes

By the end of this course, students will be able to:

- **Develop** logistics-related information technology concepts and their practical relevance.
- **Support** the management in logistics and supply chain operation mode with the use of information technology.
- **Apply** the technical and business issues of information technology applications in logistics and supply chain as well as conduct analysis of logistics-related problems/opportunities so as to propose appropriate logistics operation solutions related to the application of information technology.
- **Communicate** and cooperate effectively and productively in team work on the identification of logistics-related problems, development of logistics-related information technology solutions and implementation of information technology systems in logistics and supply chain management.
- **Electronic Commerce (e-commerce), Decision Support Systems, Manufacturing Process systems, Enterprise Resource Planning (ERP), Distribution on Requirements Planning (DRP)**



Module 4: Supply Chain Finance: Integrating Supply Chain & Financial Management

In this module, you'll work through a hands-on case study and you'll build an integrated view on your business' management. You'll study profitability improvements through cost management, working capital reduction, product portfolio rationalisations, and revenue management.

- Work with results from Activity-Based-Costing, Cost-to-Serve, and Cost of Goods Sold analyses and present the outcomes to your management
- Know how inventories and (customer/supplier) payment terms impact your company's working capital need and other financial performance metrics such as Return on Assets or Return on Capital Employed
- Segment customers based on their profitability, and improve distribution channels to these customers
- Evaluate and rationalise product portfolio's and develop skills in product pricing and revenue analysis

Module 5: Measuring and Managing

Performance in Supply Chain

Develop effective supply chain performance measurement processes to drive alignment across the corporation. Corporations often struggle with a lack of alignment between financial goals and operational metrics. Additionally, today's information technology often overwhelms management with data and metrics.

- Strategic Value of Measuring & Managing Corp Performance
- Designing a Performance Measurement Architecture
- Exercises to Illustrate How to Design a Supply Chain and Logistics Services Performance Dashboard
- Discussions on Technology Issues: Applications for Building Dashboards, Mobile reporting and Big Data Analytics

Module 6: Sales & Operations Planning, (S&OP)

Sales and Operations Planning (S&OP) is a process used by many companies to help them ensure that their medium term plans for sales, operations, resources and finance are realistic.

This workshop aims to provide an overview of what S&OP is, the activities that must be carried out within an S&OP process and what must be done to implement it successfully or to improve an existing process.

- business scenario without S&OP
- an overview of the process
- the inputs and outputs from each stage of the process:
- Product Portfolio Planning, New Product Introduction
- Input from Sales & Marketing (varying with the nature of the business but embracing statistical or market forecasts, customer orders and schedules, customer tenders and potential bids)
- Demand Planning
- Supply (Operations) Planning and Resource Planning
- S&OP meetings
- Development of an implementation path for S&OP

Duration: 6 Saturdays
8 days of tuition

Mode of Learning: Online

Who should attend: CITLS & CITM Alumni, Supply chain and logistics Industry practitioners with at least five years of experience.

FEE:
N185,000

FOR ENQUIRIES, PLEASE CONTACT:

Kingsley: 07068675462

Stephen: 08132521243

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