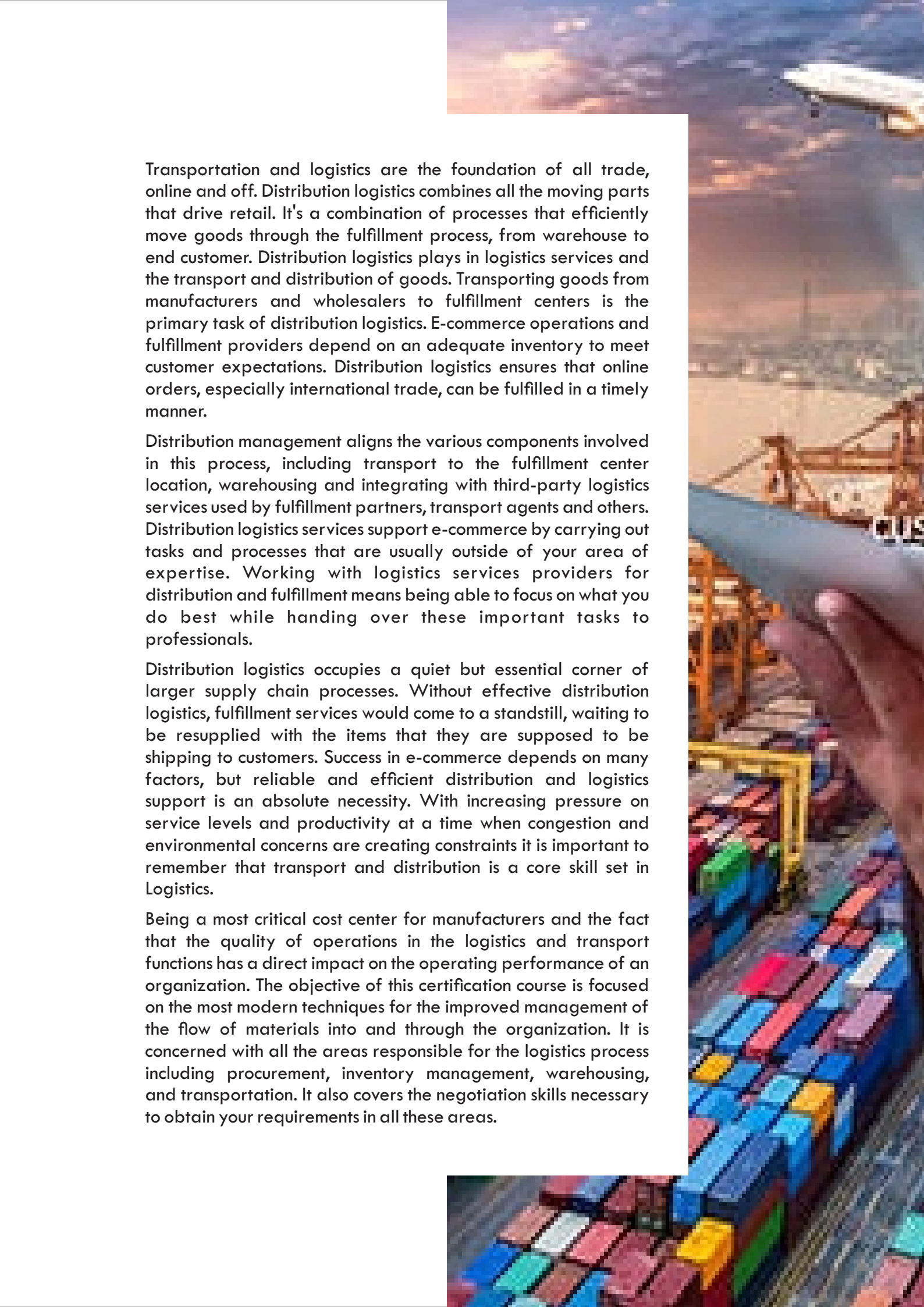




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# CERTIFIED TRANSPORTATION AND DISTRIBUTION PROFESSIONAL (CTDP)



Transportation and logistics are the foundation of all trade, online and off. Distribution logistics combines all the moving parts that drive retail. It's a combination of processes that efficiently move goods through the fulfillment process, from warehouse to end customer. Distribution logistics plays in logistics services and the transport and distribution of goods. Transporting goods from manufacturers and wholesalers to fulfillment centers is the primary task of distribution logistics. E-commerce operations and fulfillment providers depend on an adequate inventory to meet customer expectations. Distribution logistics ensures that online orders, especially international trade, can be fulfilled in a timely manner.

Distribution management aligns the various components involved in this process, including transport to the fulfillment center location, warehousing and integrating with third-party logistics services used by fulfillment partners, transport agents and others. Distribution logistics services support e-commerce by carrying out tasks and processes that are usually outside of your area of expertise. Working with logistics services providers for distribution and fulfillment means being able to focus on what you do best while handing over these important tasks to professionals.

Distribution logistics occupies a quiet but essential corner of larger supply chain processes. Without effective distribution logistics, fulfillment services would come to a standstill, waiting to be resupplied with the items that they are supposed to be shipping to customers. Success in e-commerce depends on many factors, but reliable and efficient distribution and logistics support is an absolute necessity. With increasing pressure on service levels and productivity at a time when congestion and environmental concerns are creating constraints it is important to remember that transport and distribution is a core skill set in Logistics.

Being a most critical cost center for manufacturers and the fact that the quality of operations in the logistics and transport functions has a direct impact on the operating performance of an organization. The objective of this certification course is focused on the most modern techniques for the improved management of the flow of materials into and through the organization. It is concerned with all the areas responsible for the logistics process including procurement, inventory management, warehousing, and transportation. It also covers the negotiation skills necessary to obtain your requirements in all these areas.

**At the end of this course, active participants would be able to:**

- Utilize core concepts and techniques important to analyzing business logistics problems.
- Differentiate the components of logistics systems (stakeholders, transportation, warehousing, and inventory etc.) are related to and interact with each other.
- Measure and manage customer service levels.
- Identify transportation and warehousing trade-off.
- Develop and implement Supply Chain KPIs.
- Utilize the principles of Routing and Scheduling
- Apply the principles of channels management to improve Distribution.
- Apply the fundamentals of services and marketing for logistics services management.
- Apply the principles of strategic management to key business initiatives.
- Use the fundamentals of information technology in logistics and management.
- Distinguish the basic concepts and various aspects of business law.

## MODULES

### 1. Understanding the Supply and Demand Chains

- How organization supply and demand chains work
- Objectives of supply chain management
- The key steps in purchasing
- Supplier location and selection
- Types of contracts and purchase orders
- Supplier management
- Quality assurance
- Remedies for non-performance of suppliers

### 2. Inventory Management

- Inventory management systems
- Establishing inventory levels
- Supplier managed inventory.
- Consignment inventory
- Just in time inventory management
- Obtaining the benefits of standardization
- Utilizing ABC analysis
- Inventory management effectiveness measures

### 3. Negotiation Skills Development

- Communication and foundations of successful negotiations
- Bargaining and Concession Making
- Negotiating in Different Contexts
- The impact of ethics
- Establishing negotiating goals
- Effective negotiating strategies & techniques
- Dealing with Difficult Negotiations
- Analyzing various negotiation situations
- Sustainable deal design and value creation

### 4. Managing Warehouse Operations

- Warehouse functions
- Utilizing warehouse systems
- Warehouse layout
- Warehouse Operations Competencies
- Inventory accuracy and cycle counting
- Bar coding identification systems
- Radio frequency identification systems
- Improving warehousing productivity
- Overcoming barriers to performance



## 5. Managing Transportation Logistics & Operations

- Basics of Transport Logistics
- The Role of Transportation in Service Quality
- Functionality of Transport Logistics
- Effective and Efficient transportation
- Acknowledging customer requirements
- Outbound, inbound, internal, and external movements
- Managing the Outsourced functions – 3PL and LSP
- Tips to Transport Logistics Management
- Correct application of Incoterms
- Carrier selection criteria
- Obtaining insurance coverage
- Managing truck delivery operations
- Utilizing modern tracking technology
- Effective use of consolidation
- Measuring transportation performance

## 6. Understanding E-Commerce and Last Mile Delivery

- Introduction to Basic Concepts and Definitions
- The E-commerce value network
- Business models related to E-Commerce.
- Technical and economic challenges
- Last Mile Delivery Operations
- E-commerce logistical process
- Stages of e-commerce logistic operation, from its design to the final delivery.
- Challenges of ecommerce
- E-commerce logistics cases worldwide and the innovations they have created facing the current situation.

## 7. Strategic Distribution & Logistics Network Configuration

- The Logistics Network
- Logistics Network Configuration
- Network Design Tools: Major Components
- A Typical Network Design Model
- Devising a winning implementation plan
- Fulfilling the promise to customers
- Increasing revenue, reducing expenses, delivering the best ROI
- The four posts: labour, equipment, layout, systems
- Supply Side Analysis & Distribution Channel Participants
- Distribution Channel Selection
- Evaluating Channels: Cost & Profitability
- The Outsourcing Process
- Definition and introduction to Service Level Agreement (SLA)
- Components of an SLA & basic SLA drivers





# FACULTY

## Dr. Obiora Madu

Dr. Madu, an Adjunct Professor of Malaysia University of Science and Technology holds a Doctorate in Business Administration DBA from SMC University Switzerland and is a recipient of the 2014 National Productivity Order of Merit Award NPOM from the President of the Federal Republic of Nigeria. Madu has over 38 years of related working experience with international corporate exposure in international trade, customs and maritime as well as transport and logistics/supply chain management. He has tremendous experience in training and capacity building, that cuts across the transport and supply chain industries. He is also an adjunct lecturer at Centre for Logistics and Transport University of Port Harcourt and the Nnamdi Azikiwe University, Awka.



Madu is the CEO of Multimix Group, and Director General and Founder of African Centre for Supply Chain, one of the reknowned academies in transport and logistics training. He is a Fellow of the Chartered Institute of Transport and Logistics, IPP and a Fellow of the Association of Outsourcing Professionals of Nigeria. Obiora is the author of eight books, including Fundamentals of Logistics and Supply Chain Management, Modern Warehousing & Inventory Management and Services Exporting in Practice.

## Dr. Ogochukwu Ugboma

Dr. Ogochukwu Ugboma is a distinguished academician and industry expert with a wealth of experience spanning academia, private sector consultancy, and board-level engagements. Currently serving as an External Examiner at the University of Johannesburg, South Africa, Dr. Ugboma ensures academic integrity through meticulous assessment of doctoral theses. As a Senior Lecturer at Lagos State University, she spearheads departmental initiatives, mentors students, and delivers comprehensive courses in Supply Chain Management, Logistics, and Transportation.



With a rich background in industry consultancy, Dr. Ugboma brings a pragmatic approach to her facilitation endeavors, leveraging insights gained from engagements with private companies, state agencies, and logistics firms. Her consultancy roles involve quality assurance assessment, process optimization, transport policies, traffic impact analysis, strategic planning, and so on, reflecting her ability to navigate complex logistical challenges and drive organizational performance. Dr. Ugboma's actively contributes to professional development initiatives with institutions such as the Chartered Institute of Logistics and Transport, Nigeria, the Nigerian Army College of Logistics and Management, the African Resource Center for Excellence in Supply Chain Management and the African Center for Supply Chain.

Driven by a vision for innovation and collaboration, Dr. Ugboma champions transformative change within the logistics and supply chain management landscape. She envisions a future where organizations embrace technological advancements, forge strategic partnerships, and adopt sustainable practices to enhance operational efficiency and meet evolving market demands. She is widely published and a fellow of the Chartered Institute of Logistics and Transport, African Center for Supply Chain.

# FACULTY

## Ayomide, Fasugba

Ayo is a consummate professional in Logistics and Supply Chain Management. He has spent about three decades working in several roles in the supply chain management of big corporates. He holds a Master's Degree in Business Administration (MBA) from University of Lagos, BSc in Economics from Lagos State University and an ISO QMS Lead Auditors Certification (PECB). He is a Fellow, African Centre for Supply Chain; Fellow, Institute of Logistics Management of Nigeria; Member, Chartered Institute of Purchasing & Supply Management of Nigeria [MCIPSMN]; and Member, Chartered Institute of Management of Nigeria (MNIM).



His experience spans country and regional experiences in Procurement & Supply Chain (Nigeria and Ghana) in multinational business environment including Cadbury Nig Plc and Nestle Nig Plc. He served as the General Manager, Supply Chain in Medbury Medicals and Supply Chain & Procurement Consulting & Transformation Project for Grand Oak Limited (FMCG). He has been through Manufacturing & Health care, Foods, Paints, Mining, Oil & Gas). He is currently the General Manager, Customer Services & Logistics, JOF Nigeria Limited and a senior faculty member of Multimix Academy and African Centre for Supply Chain.

## Oluchi Okafor

Oluchi is a dynamic and team-focused brand and customer experience manager with well over 10 years of experience in diverse areas including HR, Customer Experience, Business Management, Sales, Brand Development, Supply Chain Management and International Trade Duties. Having held several operations and managerial roles, she has developed skills in people and business process optimization, reporting, presentation, public relations, customer service, logistics, trade, procurement, supply-chain and distribution. She possesses a multi-faceted experience and a proven ability to revitalize organizations, initiate projects, cause positive change and capture opportunities for growth.



She holds a bachelor's degree in Mass Communication from the prestigious Covenant University Ota, Nigeria and a Master's in Business Administration (MBA) in Supply Chain Management from the Malaysia University of Science and Technology. She is a Certified Customer Interaction Professional (CCIP). Certified International Trade and Logistics Specialist. Member of the Nigerian Institute of Public Relations. Executive Committee Member of Oil and Gas Transport of Nigeria (OGTAN) and a Cherie Blair Mentee, 2020 Cohort amongst so many more.

Oluchi is currently a Managing Director at Multimix Academy (2019 till date): Nigeria's foremost Supply Chain Management Training Academy in Nigeria where she executed a 100% revenue increase for the company in the 2019 financial year by introducing online learning and diversifying course contents. Before this she worked at Guinness Nigeria (Rivers state) as the Retail Development Manager where she contributed 41% of the entire sales figures for Port Harcourt area (4 territories). In 2011. At Airtel Networks Nigeria Limited, Oluchi served for 6 years (2012-2018) in the sales department and was promoted twice. She eventually rose to

# FACULTY

become the Regional High Value Sales Manager, South Region. While at Airtel, she managed and supervised a team of High Value Sales Canvassers and Direct Sales Agencies' (DSA) activities across 12 states in the south-south region to ensure incremental High Value Customer acquisition. At the early stages of her career, she worked with Optima Media Group (2009-2011) where she excelled in the task of creating and managing content for the Nigerian Idols website.

She is a certified Customer Service and Supply Chain Management Coach and Mentor and has trained over 120 SME owners and entrepreneurs in these areas. She has handled to completion, 2 projects from the Nigerian Content Development and Monitoring Board (NCDMB) on behalf of 2 majors IOCs to train graduates in Procurement and Freight Forwarding. She formulates and develops course materials in areas such as customer service, supply chain management, procurement, logistics and distribution. She also creates customer manuals and guidelines for SMEs as part of their policy documents. Possessing proven ability to work within brand guidelines and create a perfect brand image for its audience. Consumer insight consultant for Local SME brands in retail, interior design and production.

Oluchi thrives both as a corporate executive and Entrepreneur, contributing to the sustainable development goals in the areas of quality education, decent work and economic growth, Innovation and Infrastructure through her corporate brand Multimix Academy and her personal brand as well. She possesses entrepreneurial leadership style with highly effective planning, organizational and communication skills as well as solution-oriented approach to problem solving. In addition to her entrepreneurship, business development and managerial pursuits, she serves as volunteer coach at several Non-profit organizations. She has voluntarily coached many out of school youths on supply chain management and she's still on the journey to accomplishing more.

## Dr. I. B. Adepoju

Dr. I. B. ADEPOJU possesses a wide range of expertise in supply chain, logistics, and reverse logistics management. With two decades of experience in the consumer electronics and courier industries, he has successfully overseen end-to-end supply chain operations for two multinational companies in West Africa. His knowledge extends to procurement, forecasting, port operations, and warehousing logistics.

In terms of education, Dr. I.B ADEPOJU holds a B.SC, M.SC, and a PhD in Logistics and Supply Chain. He has also obtained various professional qualifications in the field, such as membership in the Chartered Institute of Logistics and Transport (CILT), full membership in the Chartered Institute of Transport Administration (CIOTA), and certification from the Chartered Institute of Environmental Health and Safety (CIEH) in workplace safety. Additionally, he has completed IATA Dangerous Goods training and other relevant courses.

Dr. I.B ADEPOJU has actively participated in numerous international and local seminars, where he has not only attended but also presented papers. He is an adjunct senior lecturer at the University of Lagos Business School, teaching Executive MBA courses on operations, production, and supply chain management. Furthermore, he serves as a resource person for esteemed academic and professional bodies such as CILT, CIOTA, and NITT.

As a consultant, Dr. I.B ADEPOJU has provided his expertise to various corporate entities. He has held positions such as Head of the Research Desk and a member of the Research Committee at the African Center for Supply Chain (ACSC), showcasing his commitment to advancing knowledge in the field.



# FACULTY

Dr. I.B ADEPOJU has an impressive publication record, with over 10 international publications to his name. Some notable titles include "Impacts of COVID 19 on supply chain operations in Nigeria," "Why Supply Chain Management is Competency Based and Business Performance Driven," "Impact of Supply Chain in Reducing Fruit Post-harvest Waste in Agric Value Chain in Nigeria," and "Efficiency of Railway Transport as a Sustainable Mode of Transport in Nigeria: A Study of Rail Mass Transit in Lagos and its Environments."

## Engr. Ezekiel Ojabulu

Engr. Ezekiel Ojabulu is a dedicated and accomplished logistics and transport professional with a solid educational foundation and over 20 years of industry experience. Holding a first degree in Mechanical Engineering and a postgraduate degree diploma in Logistics and Supply Chain Management from the Nigeria Institute of Transport Technology, Zaria, Engr. Ojabulu has consistently demonstrated expertise in optimizing supply chain operations.

Further advancing his knowledge, he earned a Masters in Transport Planning from Lagos State University and an MBA in Supply Chain from Malaysia University of Science and Technology (MUST). Engr. Ojabulu is recognized as a Chartered Member of the Chartered Institute of Logistics and Transport, a Fellow of the African Center for Supply Chain Management, and a Chartered Member of the Chartered Institute of Transport Administration (CIOTA).

With a rich professional history, Engr. Ojabulu has held influential management positions in renowned companies, including Chisco Transport, C&I Leasing, Wakanow, Lori Systems, and Kobo360. His strategic contributions have been instrumental in the success and growth of each organization he has been a part of.

### Current Positions:

1. Co-founder/CEO of Prodrivers Africa: In this capacity, Engr. Ojabulu actively shapes the future of logistics, overseeing the strategic direction of the organization.
2. Founder of Etransit Africa: His entrepreneurial spirit shines through as he founded Etransit Africa, emphasizing innovation and efficiency in the transport sector.
3. Founder of Young Professionals in Logistics: Committed to talent development, Engr. Ojabulu established Young Professionals in Logistics to nurture emerging talents and foster growth in the industry.
4. Unit Coordinator of the Special Marshal of FRSC: Serving as the Unit Coordinator, Engr. Ojabulu actively contributes to road safety initiatives, demonstrating his commitment to community welfare.
5. Freelance Logistics and Transport Consultant: In this role, Engr. Ojabulu shares his extensive expertise with a broader audience, providing valuable insights and strategic guidance to businesses in the logistics sector.

Engr. Ezekiel Ojabulu is enthusiastic about the dynamic opportunities and challenges within the logistics and transport industry. His commitment to excellence, innovation, and community service positions him as a respected leader and influencer in the field.

