



# Supply Chain Management Best Practices

HRDF

[www.zohlgroup.com](http://www.zohlgroup.com)

**COURSE CODE:** H-SCM-03 **LEVEL:** Basic to Intermediate

**LANGUAGE:** Bahasa & English

## OVERVIEW

Logistics Management covers all activities relating to the procurement, transportation and storage of goods. While Supply Chain Management, integrated the activities that procure materials, transform them into final products and deliver them to customers. This program is specifically designed to address pressing issues in the whole Supply Chain & Logistics environment of an organization. The emphasis of this program is on how processes should be designed, structures, implemented and monitored by looking at best practices in Supply Chain Management. While targeted efficiency of the processes is the objective, however effectiveness should not be overlooked. The human factor is an important element in ensuring the success of a company. Hence, this program also looks at how people could be trained to harness technology and adapt to new ways of doing business. Ultimately, the success of a company depends on how well the company can satisfy the needs of its customers more efficiently and cost effectively.

## OBJECTIVE

Upon completion of this program, participants will be able to:

- Understand the context of Logistics and Supply Chain Management and how best practises in these areas create the competitive advantage to the organization.
- Define the objectives and functions of Supply Chain Management and its value to the current business trend.
- Understand the Supply Chain process and how to adapt into the global arena.
- Design processes and procedures that make business sense and that meets with superior customer satisfaction.
- Incorporate fool proof security and safety loops that would thwart potential theft and fraud.
- Create accountability and responsibility through a process of delegation with sufficient authority to ensure business processes meet with customer's stringent quality and delivery.
- Plan to deal and work with the problems and constraints related to Supply Chain management

## COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details ([www.zohlgroup.com](http://www.zohlgroup.com))

## METHODOLOGY

This program will be conducted with:

- Interactive Lectures using PowerPoint presentation
- Worksheets and Quiz | Discussions | Practical Exercise
- Case Study | Video Presentation

## TARGET AUDIENCE

This program is suitable for purchasing, materials management, operations, engineering, marketing, finance and customer support professionals who are stakeholders in the SCM process.

## LOCATION

Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur (other Regions please contact our office)

## COURSE CONTENT

### MODULE 1 - UNDERSTANDING THE SUPPLY CHAIN

- Overview Of Supply Chain Management
- Defining And Mapping The Optimal Supply Chain
- Integrating SCM With Functional Operations

### MODULE 2 - THE LOGISTICS FUNCTION

- The Traditional Logistics Cycle
- Logistics Goals And Objectives
- The Logistics Responsibilities

### MODULE 3 - BUSINESS ISSUES

- Gaining Competitive Advantage Through SCM
- Aligning Supply Chain Business Strategies
- Identifying Organizational Barriers
- Teaming And Collaboration

### MODULE 4 - CUSTOMER SERVICE - INTERNAL & EXTERNAL

- Common Customer Complaints
- What Do Customers Want?
- Service Elements | Elating Customers
- Educating Customers
- Relevance Of Inventory And Its Effect

### MODULE 5 - PROCUREMENT FUNDAMENTALS

- The Basic Process | Best Practices
- Emerging Trends - Partnership, E-Commerce, Etc.
- Strategic Sourcing

### MODULE 6 - FORECASTING & DEMAND MANAGEMENT

- How Forecasting Helps Procurement And Business Decisions
- Inventory Demand Forecasting And Planning
- Types Of Forecasting

### MODULE 7 - INVENTORY MANAGEMENT

- Inventory Management Objectives
- Inventory Vs. Information
- Understanding Costs
- Service Levels And Ordering Policies
- Stock Levels
- Importance Of Inventory Accuracy
- Reducing Inventory In The Chain

### MODULE 8 - WAREHOUSE

- The Need For Warehouse
- Warehouse Operations And Management
- Role In Supply Chain | Emerging Roles
- Space, Location, People And Knowledge
- Speed And Accuracy
- Meeting Customer Demands | Cross Docking

### MODULE 9 - DISTRIBUTION AND TRANSPORTATION MANAGEMENT

- Warehouse/Distribution Interface
- Freight Consolidation | JIT And Costs | Security In The Distribution System - GPS, RFID, Outsourcing

**Note:** Course Content subject to further review

Customized In-House Training Program is available in the following areas:

**Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | SCM | HSE | Engineering | Telecoms | IT**

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)



Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D)(SST ID:W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [training@zohlgroup.com](mailto:training@zohlgroup.com)



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## COURSE FEE

**RM1,272** per person incl. 6% SST  
(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## CIDB CCD Points

20 (for CIDB-Registered Companies) & upon approval from CIDB

## HRDF SBL KHAS

Claimable under HRDF SBL KHAS Scheme (for Companies contributing to HRDF)

## REGISTRATION METHOD

1. **Online:** [http://zohlgroup.com/hrdf\\_registration/](http://zohlgroup.com/hrdf_registration/) OR
2. Download this brochure at: <http://zohlgroup.com/all-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR

**Paramesvaran or RAM** has more than 30 years experience in marketing, supply chain management, human resource management, lean & quality management, logistics, and inventory & warehouse management. He has the following academic qualifications:



- Southampton Institute - B Eng (Hons) Business Engineering -1989
- Postgraduate Diploma in Marketing 1995 (Chartered Institute of Marketing)
- MSc Environmental Management (Malaysian University of Science and Technology) - 2007
- Master in Business Administration (Open University Malaysia) - 2010

He has also attended the following Professional Courses:

- Institute of Management Specialist (TQM) Associate Member
- Certified Training Professional ARTDO
- IRCA Certified Environmental Management System Auditor (SGS)
- PSMB Certified Trainer: TTT Certificate No: 4179

\*Note: Trainer availability is subject to change



## REGISTRATION FORM

Participant#1: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Participant#2: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Training Date: \_\_\_\_\_

Training Venue: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

## PAYMENT

CASH: RM \_\_\_\_\_ OR

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [training@zohlgroup.com](mailto:training@zohlgroup.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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