



Procurement & Supply Chain Operations

# Logistics & Supply Chain Management Masterclass

## Course Introduction

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Companies today operate in a highly dynamic environment. Issues such as globalization and digitalization lead to constantly evolving framework conditions that managers must consider. Up-to-date knowledge will help you identify problems and opportunities in good time and react to them appropriately. The supply chain includes all of the activities and processes needed to supply a product or service to the final customer. Supply Chain Management is increasingly imposing competitive challenges on today's organizations.

This Supply Chain Masterclass presents up-to-date approaches and appropriate tools to assist the participants in improving the supply chain performance in their organizations. This course focuses on topics such as Supply Chain Management, Supply Chain Risk Management, Negotiation in Procurement and Supply Chain, Risk Management, and Transportation and Logistics.

## Target Audience

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This training course is designed to be interactive and participatory, and includes various learning tools to enable the participants to operate effectively and efficiently in a multifunctional environment. The course will use lectures and presentations, and group discussions.

## Learning Objectives

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Discover the basics & the evolution of Supply Chain Management

- Apply some effective tools for supply chain planning and forecasting
- Identify the procurement and sourcing role in Supply Chain

- Develop approaches to improve supply chain process
- Explore how supply chain thinking contributes to corporate key result areas
- Identify ways to handle logistics
- Discuss how manage inventory
- Examine the phases involved in production and operations management.
- Develop warehouse management tools
- Identify Supply chain performance Risks

## Course Outline

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### • Day 01

#### **Supply Chain Management**

##### Introduction to Supply Chain

- • Definition of the term Supply Chain
- • History & Evolution of Supply chain management
- • Supply chain dynamics
- • Supply chain planning & forecasting

##### Supply Chain Planning

- • Forecast Demand in a Supply Chain
- • Production Planning Techniques.

##### Sourcing and Procurement

- • The Procurement Process
- • Procurement Strategies
- • The Movement of Materials

##### Three Levels of Supply chain

- • Strategic level
- • Tactical Level

- • Operational Level

#### Production & Operations Management

- • Models for supply chain decision making
- • Decision Phase in Operations
- • Management Execution phase in Operations Management
- • Overview of Quality Management

#### Supply Chain Inventory Management

- • Economic Order Quantity Models
- • Reorder Point Models
- • Multichine Inventory Systems

### • Day 02

#### **Dynamic Supply Chain and Logistic Management**

##### Logistics handling

- Logistics Management, why is it important?
- The most powerful Logistics Strategies
- Goods and Services distribution

##### Transportation Economics

- Management Key Decisions
- Types of Mode or Intermodal System
- International Commercial Terms in Transportation and the Liabilities

##### o International Trade

##### § Trade Regulations

##### § Customs clearing & Documentation

##### § Import and Export

- Documentation in Transportation

## • Day 03

### **Supply Chain Risk Management**

#### Identifying Supply Chain Instabilities and Risks

- Internal supply chain risks
- PESTLE risks
- Inventory and financial risks
- Disruption and security risks
- Procurement and logistics risks

#### Understanding the Risk Spiral, Reducing Supply Chain Risk

- Consequences, Outcomes
- Analysing the key drivers of risk
- Improving visibility and reducing variability
- Maintaining velocity, Restoring confidence
- Enabling agility and synchronicity in supply chain
- Applying Supplier Relationship Management

#### Using Risk Management Tools and Techniques

- Risk mitigation matrix and options
- Risk management principles
- The role of Procurement and Supply Chain strategy
- Evaluation and prioritisation of risks
- Developing a risk management culture
- Contingency and risk management planning

## • Day 04

## **Negotiation in Procurement and Supply Chain**

### Purchasing and the Organisation

- Purchasing and its contribution to the organisation
- The Supply Chain
- The influence of the External Environment
- Purchasing Organisations
- The Procurement Cycle
- Critical Supply Strategies

### Supplier Management

- Transforming the Supplier Relationship
- Supplier Evaluation Criteria
- Appropriate Supplier Methodologies
- Total Cost Approach
- How to be a Good Customer
- Shrinking the Supplier Base

### Negotiation Techniques

- Avoiding Confrontational Negotiating
- Developing Active Listening Skills
- Negotiating with an Angry Person
- Power Closes that are used on the Buyer
- Understanding the other Negotiator's Power
- Negotiation Tactics and Countermeasures

## **• Day 05**

### **Warehouse Management**

## Key Features of Warehouse Management

- Workflows
- Picking and packing
- Wave processing
- Inventory counting
- Containerisation
- Mobile communication
- Material handling
- Support for cross-docking
- Sales order return management
- Enhanced reservation hierarchy

## Features of Warehouse Management Systems

- Warehouse design
- Inventory tracking
- Receiving and put-away
- Picking and packing goods
- Shipping
- Labour management
- Yard and dock management
- Reporting
- Benefits of an Advanced Warehouse Management System
  - o Reduced inventory costs
  - o Reduced labour costs
  - o Increased storage capacity

- o Increased inventory accuracy
- o Complete process control
- o Advanced functionality
- o Operational transparency
- o Integrated labour management

#### Common Warehouse Inventory Issues

- Inaccurate quantities
- Capacity
- Damage
- Product identification
- Training

#### Challenges in Warehouse Management

- Managing warehouse space and layout
- Communication
- Time management
- Inventory accuracy and tracking
- Customer expectations
- Redundant processes
- Product diversification
- Product picking
- Inaccurate purchase orders
- Handling product damages
- Managing demand fluctuations
- Globalisation



# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 8, 2025	Dec. 12, 2025	5 days	4250.00 \$	UAE - Dubai