



Procurement & Supply Chain Operations

## Measuring and Managing Performance in Supply Chain & Logistics Operation

## Course Introduction

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To ensure that every organization fulfills its long-term goal, management must gain insight into how its supply chain performs and understand the necessary areas for improvement. Supply chain measurement ensures control over organizational behaviors thereby saving the firm from revenue loss and poor long-term growth. To contribute to the corporations' ultimate success, supply chain and logistics organizations must ensure alignment between their operational performance metrics and the overarching corporate financial goals.

## Target Audience

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- Procurement Manager / Supervisor
- Procurement officer / assistant
- Purchase officer
- Vendor manager
- Supplier relationship officer
- Purchase coordinator
- International Buyer
- Category purchasing manager
- Supply chain officer- Procurements
- Logistics Professionals
- Distribution Managers
- Working in this field
- These who wants to start a career in this field

## Learning Objectives

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- Recognize strategies to measure suppliers', clients', and other business partners' performance

- Enhance competencies in performance metrics design, measurement, and communication
- Understand the impact of performance measurement in corporations' success
- Identify recent trends in the strategic value of measuring and managing performance
- Analyze company's performance management systems • Develop performance management dashboards that synchronize supply chain and logistics operational metrics with corporate objectives

## Course Outline

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### • Day 01

#### Supply Chain Metrics

- Metrics Selection
- Customer Focused Metrics
- Financial Metrics
- Strategic Profit Model
- Operational Metrics

### • Day 02

#### Supply Chain Performance Measurement

- Measuring and Communicating Performance
- Scorecards - Balanced Scorecard
- Scorecards - Custom Scorecards
- SCOR Model - Level 1 Processes
- SCOR Model - Level 2, 3, and 4 Processes
- Supply Chain Reliability and Responsiveness
- Supply Chain Agility
- Supply Chain Cost
- Supply Chain Asset Management
- Supply Chain Process Map
- Financial Measures and SCOR Processes
- Measuring Customer Service - Fill Rate
- Measuring Customer Service - Lead Time
- Measuring Customer Service - Order Status and Customer Satisfaction

### • Day 03

## **Continuous Improvement Approaches and Tools**

- Continuous Improvement Model
- Process Improvement Initiatives
- Continuous Improvement Approaches
- Lean Improvement
- House of Toyota
- House of Toyota
- Additional Lean Tools
- Just-in-Time
- Six Sigma
- Total Quality Management
- Theory of Constraints

### **• Day 04**

## **Continuous Improvement Approaches and Tools**

- CI Tools - Benchmarking
- CI Tools - Process Map and Control Chart
- CI Tools - Pareto Chart and Cause-and-Effect Diagram
- CI Tools - Histogram, Check Sheet, Scatter Chart
- CI Tools - Affinity Diagram and Tree Diagram
- CI Tools - Matrix and Relationship Diagram
- CI Tools - Matrix Data Analysis Chart and Activity Network Diagram
- Change Management

### **• Day 05**

## **Performance measurements architecture – types, contexts, and perspectives of metrics**

- Managing performance within the supply chain and logistics functions – alignment, incentives, and strategic impact
- Design and develop of a Performance Dashboard for your Supply Chain and Logistics Operations
- Use of performance benchmarking for financial justification of supply chain and logistics initiatives
- Strategic performance management for peripheral partners– suppliers, co-packers, and clients
- Technology for performance measuring and management–mobile reporting, big data analytics, available tools

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 7, 2025	July 11, 2025	5 days	4950.00 \$	Turkey - Istanbul
Sept. 22, 2025	Sept. 26, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 14, 2025	Dec. 18, 2025	5 days	4250.00 \$	KSA - Riyadh