

## 1) Introduction to Supply Chain Management

- The supply chain: an introduction
  - Definition of a supply chain
  - Supply chain or logistics – what's the difference?
- The role of the supply chain
  - What are the functions of the supply chain - and what aren't?
- Components of a supply chain
  - Finance and commercial
  - Legal and cultural
  - Physical and logistical
  - Technology and communications
- The benefits of a supply chain management approach
  - Co-ordinated vs. fragmented approaches
- Lead time
- Customer service
  - Service measures
  - Quality measures
- Integrating supply chains
  - Who owns the supply chain?
  - Supply chain perspectives of manufacturers, wholesalers and retailers
- Globalisation and the emergence of global supply chains
  - Cost effective sourcing and production
  - Extending the supply chain
- Features of global trade
- Recognising global trends

## 2) Global Sourcing and Global Supply Chain Design

- Global sourcing objectives
  - Identifying business needs
  - Sourcing opportunities
- Evolution of global sourcing
  - Global availability
  - Alternative manufacturing and production
- Supply markets
- Developing global sourcing
  - Growth of trade channels and facilities
  - Supporting technologies
  - Commercial enablement
- International contract law
- Elements of a global supply chain
  - Cost-effective logistics
  - International communications capability
  - Quality management from a distance
- Global supply chain design
- Finance considerations

## 3) Understanding Cultural Issues and Collaboration in the Supply Chain

- Definitions and cultural awareness
  - Key characteristics
  - Legal and cultural considerations
- The cultural matrix
- Developing cultural sensitivity
  - Building understanding
  - Use of partners and sub-contractors
- Opportunities for collaboration
  - Collaboration for scale benefit
  - Facilitating collaboration
- Communication in global supply chains
  - Visibility and predictability
- Outsourcing supply chain activity
  - In-house or outsourced

- Benefits and risks
- Service providers and enablers
  - Trading partners
  - Supply chain providers
  - Other service providers

#### **4) Managing Global Supply Chain Risk**

- Views on risk
  - Vulnerabilities
  - Key areas for assessment
- Global instability and risk
  - External factors in a worldwide market
  - Examples and effects
- Visibility
  - Within the global supply chain
  - External event awareness
- Resilience
  - Contingency planning
  - Service and cost reliability
- Agile supply chains
  - Responsiveness to change
  - Continuous improvement and flexibility
- Procurement risk
  - Assessing the unknown and unfamiliar
- Risk management
  - Risk assessment
  - Minimising risk

#### **5) Corporate Social Responsibility and Sustainability**

- Defining Corporate Social Responsibility (CSR) and sustainability
- CSR and values
  - Role of CSR in business and partner businesses
- CSR and the supply chain
  - Low cost or exploitation?
  - Environmental factors
- Reverse logistics and recycling
  - Transport considerations – return flows
  - Packaging and handling materials
- Green supply chains
- Planning for CSR
- External standards and codes
  - Environmental law and CSR
- Global supply chain trends and impact on CSR
  - Development of CSR and sustainability in global supply chains
  - Key future considerations

#### **6) Managing Performance Improvements in Global Supply Chains**

- Performance improvement
  - Service measurement
  - Benchmarking
- Understanding costs
  - Cost measurement
  - Key cost drivers and impact of change
- Understanding productivity
  - Defining productivity measures in the supply chain
- Model for supply chain improvements
  - Understand current performance: where are we now?
  - Design improvement strategies: where do we want to be?
  - Plan new processes and structures: how to get there?
  - Operate new processes and structures: do it