



# ESSENTIAL SUPPLY CHAIN MANAGEMENT

## Program Objectives

This two-day intensive workshop seeks to gain practical skills and knowledge in supply chain management. The workshop emphasizes on the working principles and frameworks involved as well as their application in the real world. The focus will be on the concept of a customer centered supply chain network.

## Program Outcomes

This workshop will enable the participant to:

Examine the problems and trends of efficiently managing resources, discuss the need to build agile and scalable supply chains, and successfully manage the supply chain in the global and regional sense in meeting the complexities involved in creating e-supply chains, and how they can be accomplished.

## Who Should Attend?

The course is designed for executives and managers who are directly or indirectly engaged in the operation of the organization's supply chain. It would be particularly beneficial for those involved in shipping, foreign trading, sourcing, and customer service.

## Duration

2 days

## Course Fee

RM2,300.00

## Speaker's Profile

**Rozita Husain** is an associate professor at the Universiti Pertahanan Nasional Malaysia. She earned her master's degree in supply chain management from Ohio University. Her research interests lie in the areas of Logistics 4.0, Green Logistics and Sustainable Supply Chain Management. She is affiliated with professional bodies such as the Chartered Transport Institute (UK) and a member of the Supply Chain Council (US) In 2015, she was appointed as Secretary General of CILT Malaysia. She is currently a Deputy Director of the Center for Academic Development in UPNM. She also one of the panels involved in the early study of "Dasar Logistik Negara".

## Programme Outline

CONTENT	HOURS
<b>DAY 1</b>	<b>8.0 Hours</b>
Session 1: Ice breaking session Briefing on final assessment Briefing on return management	1.5
<b>Morning break</b>	<b>0.25</b>
Session 2: Introduction to Supply Chain Management 1. What Starts a Supply Chain? 2. A Functional View of Supply Chain Management 3. Supply Chain Players 4. Supply Chain Dynamics	2.5
<b>Lunch break</b>	<b>1.0</b>
Session 3: Guide to Plan in Supply Chain Management 1. Inventory and Supply Chains 2. Different Types of Inventory 3. Cycle Stock	1.5
<b>Tea break</b>	<b>0.25</b>
5. Safety Stock 6. Reducing Inventory	1.0
<b>DAY 2</b>	
Session 4: Demand and Supply Planning 1. Describing Demand. 2. Forecasting Methods 3. Sales and Operations Planning 4. The S&OP Process	2.0
<b>Morning break</b>	<b>0.25</b>
Session 5: 5. Guiding Principles for Successful S&OP Implementations 6. Why S&OP Implementations Fail 7. Different Planning Horizons	1.5
<b>Lunch break</b>	<b>1.0</b>
Session 6: Guide to Source in Supply Chain Management 1. Introduction to Sourcing 2. The Purchasing Process: Pre-order Steps 3. The Purchasing Process: Post-order Steps 4. Tactical Sourcing	1.5
<b>Tea break</b>	<b>0.25</b>
Session 7: Strategic Sourcing Initiatives 1. Category Sourcing 2. Supplier Relationship Management 3. Sourcing Management Tools 4. Negotiation 5. Cost Management	1.5



# INTERMEDIATE SUPPLY CHAIN MANAGEMENT

## Program Objectives

This two-day intense intermediate supply chain and logistics operation is tailored for individuals interested in advancing a profession in the supply chain sector but with little business experience. The course enables students to acquire supervisory management skills as well as expertise in particular areas of the supply chain, thus promoting professional growth and organizational performance.

## Program Outcomes

Recognize supply chain management principles and use what you have learned to analyse and maintain a successful supply chain and comprehend the basics of logistics as it relates to transportation and warehousing.

## Who Should Attend?

The course is designed for executives and managers who are directly or indirectly engaged in the operation of the organization's supply chain. It would be particularly beneficial for those involved in shipping, foreign trading, sourcing, and customer service.

## Duration

2 days

## Course Fee

RM2,300.00

## Speaker's Profile

**Rozita Husain** is an associate professor at the Universiti Pertahanan Nasional Malaysia. She earned her master's degree in supply chain management from Ohio University. Her research interests lie in the areas of Logistics 4.0, Green Logistics and Sustainable Supply Chain Management. She is affiliated with professional bodies such as the Chartered Transport Institute (UK) and a member of the Supply Chain Council (US). In 2015, she was appointed as Secretary General of CILT Malaysia. She is currently a Deputy Director of the Center for Academic Development in UPNM. She also one of the panels involved in the early study of "Dasar Logistik Negara".

## Programme Outline

CONTENT	HOURS
<b>DAY 1</b>	<b>8.0 Hours</b>
Session 1: Ice breaking session 1. Briefing on continuous assessment 2. Briefing on final assessment	1.5
<b>Morning break</b>	<b>0.25</b>
Session 2: Guide to Make in Supply Chain Management 1. Introduction to Make. a. From Craft to Mass Manufacturing b. Five Types of Manufacturing Process c. Manufacturing Planning and Control	2.5
<b>Lunch break</b>	<b>1.0</b>
Session 3: JIT Manufacturing Strategies 1. JIT Philosophy 2. Elements of JIT Manufacturing	2.0
<b>Tea break</b>	<b>0.25</b>
3. Limitations of JIT	0.5
<b>DAY 2</b>	<b>8.0 Hours</b>
Session 4: Lean Manufacturing 1. TQM and Continuous Improvement 2. Improving Performance Through Waste Reduction 3. Tools to Improve Make Performance	2.0
<b>Morning break</b>	<b>0.25</b>
Session 5: Guide to Deliver in Supply Chain Management 1. Introduction to Deliver. 2. Network Trade-Offs 3. Facility Location Decisions	1.5
<b>Lunch break</b>	<b>1.0</b>
4. Deliver Components 5. Transportation modes in delivery	1.5
<b>Tea break</b>	<b>0.25</b>
Session 6: Warehouse Management 1. Warehouse Planning 2. Warehouse Planning Process 3. Warehouse Layout	1.5



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# ADVANCED SUPPLY CHAIN MANAGEMENT

## **Program Objectives**

This two-day comprehensive advanced supply chain and logistics operation is tailored for students interested in pursuing a profession in the supply chain sector but with little business knowledge. The course enables students to acquire supervisory management skills as well as expertise in particular areas of the supply chain, thus promoting professional growth and organisational performance.

## **Program Outcomes**

Review the guidelines and apply what you have experienced to analyse and sustain a competitive supply chain and understand the deficiency of shipping and warehousing logistics.

## **Who Should Attend?**

The course is designed for executives and managers who are directly or indirectly engaged in the operation of the organization's supply chain. It would be particularly beneficial for those involved in shipping, foreign trading, sourcing, and customer service.

## **Duration**

2 days

## **Course Fee**

RM2,300.00

## **Speaker's Profile**

**Rozita Husain** is an associate professor at the Universiti Pertahanan Nasional Malaysia. She earned her master's degree in supply chain management from Ohio University. Her research interests lie in the areas of Logistics 4.0, Green Logistics and Sustainable Supply Chain Management. She is affiliated with professional bodies such as the Chartered Transport Institute (UK) and a member of the Supply Chain Council (US) In 2015, she was appointed as Secretary General of CILT Malaysia. She is currently a Deputy Director of the Center for Academic Development in UPNM. She also one of the panels involved in the early study of "Dasar Logistik Negara".

## Programme Outline

CONTENT	HOURS
<b>DAY 1</b>	<b>8.0 Hours</b>
Session 1: Ice breaking session Briefing on final assessment Briefing on return management	1.5
<b>Morning break</b>	<b>0.25</b>
Session 2: Introduction to Return 1. Why Do Products Return? 2. Drivers of Reverse Logistics 3. Key Players in Reverse Logistics	2.5
<b>Lunch break</b>	<b>1.0</b>
Session 3: 2 The Return Process 1. Reverse Logistics Activities and Recovery Options 2. Five Stages of the Product Return Process 3. Different Return Business Models 4. Product Recovery Issues	1.25
<b>Tea break</b>	<b>0.25</b>
5. Strategic Outlook in Returns 6. Returns in Different Industry Sectors 7. Improving Returns 8. Golden Rules for Returns Management	1.25
<b>DAY 2</b>	
Session 4: Concepts to Support Supply Chain Strategy Development 1. Four Drivers of Supply Chain Performance 2. Five Inventory Strategies 3. Lean and Agile 4. Postponement	2.0
<b>Morning break</b>	<b>0.25</b>
Session 5: Guide to Finance in Supply Chain Management 1. Introduction to Supply Chain Finance 2. The Business Process /Gearing /Return /Hurdle Rates	1.5
<b>Lunch break</b>	<b>1.0</b>
Session 6: How to Add Value and Improve Corporate Financial Performance 1. Supply Chain Impact on ROCE 2. Applying Six Supply Chain Performance Levers	1.5
<b>Tea break</b>	<b>0.25</b>
Session 7: Guide to Outsourcing in Supply Chain Management 1. What is Outsourcing? 2. Growth Drivers in Outsourcing 3. Common Reasons for Outsourcing 4. Outsourcing Concerns	1.5



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