



Supply Chain

Course Catalogue

May 2020

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1. Course Catalogue

- High-Impact E-learning
- Simulations

High-Impact E-learning

Scenario based courses using real world situations

At Supply Chain Academy, we have invested a lot of time and effort developing the very best E-learning courses in the market for supply chain training. Our advanced visual and instructional design is based on cognitive load principles, the most researched theory for learning and brain, making learning significantly more effective. Science does matter.

- Limits the use of short-term memory
- Knowledge is absorbed fast & with less effort, flowing fluently to the long-term memory.
- Learners like it



Courses are fun to follow and continuously receive excellent learner ratings, often higher than that of traditional classroom training. But perhaps more importantly, the courses also have a similar learning effect to classroom seminars. A conclusion clearly backed up by research. Ask for our white paper for more information.

As truly active learning, the scenario based E-learning puts learners in recognizable day-to-day situations and encourages them to actively apply their knowledge and practice their skills. Sound simple? It's not. The design and development time needed to build such 'High-Impact' E-learning courses is 5 to 10 times more than more traditional forms of E-learning.

This considerable investment in next generation learning design and development is well worth the effort:

- Learners find the courses engaging and remain attentive
- Learners understand course structures & content four times faster and better
- The courses have a similar learning effect as a class seminar

E-learning courses

Courses with ** are in development

Getting Started

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| SC1001 Fundamental Online - 30' | Introduction to Supply Chain Management | <ul style="list-style-type: none"> - Definition of supply chain, purpose and objectives of supply chain management, activities that are a part of supply chain management |
| SC1002 Fundamental Online - 30' | SCOR Model | <ul style="list-style-type: none"> - SCOR is a model used to explain how a supply chain works and provides best practices in supply chain. This course explains clearly what the SCOR model is, and how it can be used to improve your organization's supply chain practices. |
| SC1003 Advanced Online - 30' | Supply Chain Dynamics Part 1 - Defining the Bullwhip Effect | <ul style="list-style-type: none"> - The bullwhip effect in supply chains - supply chain instability |
| SC1004 Advanced Online - 30' | Supply Chain Dynamics Part 2 - Causes of the Bullwhip Effect | <ul style="list-style-type: none"> - Causes of the Bullwhip effect |
| SC1005 Advanced Online - 30' | Supply Chain Dynamics Part 3 - Preventing the Bullwhip Effect | <ul style="list-style-type: none"> - How the best Supply Chain organizations defeat the Bullwhip effect |
| SC1006** Fundamental Online - 30' | Vision, Mission and Strategy | <ul style="list-style-type: none"> - The difference between a Vision and a Mission - How Strategy contributes to achieving the Vision and Mission |
| SC1007 Advanced Online - 30' | Supply Chain Strategy Part 1 - Key Capabilities | <ul style="list-style-type: none"> - Competing with product cost vs. customer response time - Competing with cost, quality and delivery - Lean vs. agile supply chain |
| SC1008 Advanced Online - 30' | Supply Chain Strategy Part 2 - Key Decisions | <ul style="list-style-type: none"> - Market sizing and diffusion of innovations, Porter's 5 forces, scalability and modularity in supply chain design |
| SC1009 Advanced Online - 30' | Design for Supply Chain | <ul style="list-style-type: none"> - How to design products to reduce supply chain risk - How to design products to reduce transportation costs |

Competence 'Inventory Control'

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| IN1000I Fundamental PDF | Introduction to Inventory Control - Notes | - Course Book: Introduction to Inventory Control covering course IN1001 |
| IN1000F Intermediate PDF | Fundamentals of Inventory Control - Notes | - Course Book: Fundamentals of Inventory Control covering courses IN1001 - IN1004 |
| IN1001A Advanced PDF | Introduction to Inventory Control - Notes | - Course Book: Advanced Inventory Control covering courses IN1001 - IN1005 |
| IN1001 Fundamental Online - 30' | Introduction to Inventory control | - Types of inventory - The purpose of holding inventory - Inventory control policies - Inventory control methods |
| IN1002 Intermediate Online - 30' | Inventory control for finished goods | - Independent demand definition - Order timing - Order quantity |
| IN1003 Intermediate Online - 30' | Inventory control for components | - Dependent demand definition - Material Requirements Planning (MRP) - Attach rate planning - Just in Time (JIT) |
| IN1004 Intermediate Online - 30' | Inventory classification | - How to classify inventory - ABC analysis - The inventory risk matrix - How to use strategic and seasonal stock |
| IN1005 Advanced Online - 30' | Physical inventory control | - Sources of inventory errors - How to conduct an inventory count - The cycle counting process |
| IN1006 Intermediate Online - 30' | Fundamentals of Inventory Control (Refresher) | - Refresher IN1001-4 |
| IN1007 Advanced Online - 30' | Advanced Inventory Control (Refresher) | - Refresher IN1001-5 |
| IN1040 Assessment Online - 20' | Fundamentals of Inventory Control | - Assessment on the fundamentals of inventory control (IN1001-4) |
| IN1042 Assesment Online - 20' | Advanced Inventory Control | - Assessment on advanced inventory control (IN1001-5) |

Competence 'Supply Planning'

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| SP1001 Fundamental Online - 30' | Introduction to Supply Chain Planning | <ul style="list-style-type: none"> - Introduction of what supply chain planning is and explanation of the sales & operations planning (S&OP) - process |
| SP1002 Intermediate Online - 30' | S&OP Process - (Sales&Operations Planning) | <ul style="list-style-type: none"> - Context of S&OP - Objectives of S&OP - Monthly S&OP process |
| SP1003 Advanced Online - 30' | Master scheduling Part 1 | <ul style="list-style-type: none"> - Context and Objectives of Master scheduling |
| SP1004 Advanced Online - 30' | Master scheduling Part 2 | <ul style="list-style-type: none"> - Master scheduling process - Role of the planner |
| SP1005 Intermediate Online - 30' | Material requirements planning (MRP) | <ul style="list-style-type: none"> - Context and Objectives of MRP - MRP process - Role of the planner in MRP |
| SP1006 Advanced Online - 30' | Capacity planning | <ul style="list-style-type: none"> - Determining capacity requirements, identifying constraints, technical capacity calculation, theoretical vs. actual capacity, maximizing capacity utilization |
| SP1007 Advanced Online - 30' | Creating business value with S&OP | <ul style="list-style-type: none"> - What makes S&OP effective - How to design an effective S&OP process |
| SP1008 Advanced Online - 30' | Distribution Requirements Planning - Part 1 | <ul style="list-style-type: none"> - Using demand to allocate inventory to distribution centers |
| SP1009 Advanced Online - 30' | Distribution Requirements Planning - Part 2 | <ul style="list-style-type: none"> - Strategic vs. operational planning, planning units of time, aggregate vs. detailed planning |
| SP1010 Advanced Online - 30' | S&OP: Financial Tradeoffs and What-If Analysis | <ul style="list-style-type: none"> - How to create 'what if' scenarios for S&OP - How to assess the risk for each scenario - How to recommend a decision for Executive S&OP |
| SP1011 Advanced Online - 30' | Product Lifecycle Management | <ul style="list-style-type: none"> - The four phases in the lifecycle of a product - Supply Chain activities in each phase - How to successfully launch a new product in the market - How to minimize excess & obsolete inventory when we stop selling a product |
| SP1040 Assessment Online - 20' | Fundamentals of Supply Planning | <ul style="list-style-type: none"> - Assessment on supply planning fundamentals |

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| <p>SP1042 Assessment Online - 20'</p> | <p>Advanced Supply Planning</p> | <p>- Assessment on advanced supply planning</p> |
| <p>SP1000A Advanced PDF</p> | <p>Advanced Supply Planning - Notes</p> | <p>- Notes on Advanced Supply Planning - SP1001-9</p> |
| <p>SP1000F Fundamental PDF</p> | <p>Supply Planning Fundamentals - Notes</p> | <p>- Notes on Supply Planning Fundamentals - SP1001-6</p> |
| <p>SP1000I Fundamental PDF</p> | <p>Introduction to Supply Chain Planning - Notes</p> | <p>- Notes on Introduction to Supply Chain Planning - SP1001</p> |

Competence 'Demand Planning'

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| DP1001 Fundamental Online - 30' | Demand Forecasting - Definitions | <ul style="list-style-type: none"> - Learn about all the key considerations of making a forecast by seeing a real example. Understand the different types of forecasting methods - both quantitative and qualitative. Learn how to make decisions to ensure that the forecasts you make have the most impact. Understand how different departments use the forecast so that they best meet the organization's needs. |
| DP1002 Intermediate Online - 25' | Demand Forecasting - Quantitative Methods | <ul style="list-style-type: none"> - Demand, in many cases, follows a pattern. Learn how to make accurate forecasts by using trends, cyclical and seasonality. Learn to apply critical thinking to separate patterns from noise. Learn how to use quantitative forecasting methods such as the naïve, average, moving average, weighted moving average, and exponential smoothing. Learn when, and when not to use each method. |
| DP1003 Intermediate Online - 25' | Demand Forecasting - Qualitative Methods | <ul style="list-style-type: none"> - Use the inside information of experts, executives, and customers themselves to make your forecasts more complete. Especially when launching new products or existing products in new markets, relying on historical sales data will not provide the complete picture - you will also need to use qualitative methods. Learn how to use qualitative forecasting methods such as the Jury of Executive Opinion, Delphi, and Salesforce composite. Understand when to use customer surveys and test marketing to enhance forecasts. Learn to spot when personal incentives can bias forecasts and how to correct it. |
| DP1004 Intermediate Online - 30' | Creating Consensus Forecasts | <ul style="list-style-type: none"> - Learn how to create a highly accurate consensus forecast - that is, one that combines different sources of information. You will learn about top-down and bottom-up forecasts including the advantages and disadvantages of each. You will understand key decisions such as the forecasting horizon, interval and level. |
| DP1005 Intermediate Online - 30' | Measuring Forecast Accuracy | <ul style="list-style-type: none"> - Forecasting accurately is one of the most important competences an organization can develop. And, you cannot improve your forecasting unless you measure accuracy. You will learn how to determine how large (Mean Absolute Percentage Error) and in which direction (forecast bias) your errors are. You will learn which forecasts to measure - that is which time span, how often to measure, and which levels to measure. You will learn about potential causes of forecast error and how to correct them. |
| DP1006 Intermediate Online - 20' | Improving Forecast Model accuracy | <ul style="list-style-type: none"> - The business environment is constantly changing...is your forecasting model changing with it? Are you using demand data to make your forecast...or sales data? In this course you will learn about how to improve your forecasting model by keeping it updated, using the right data, separating out products with different patterns, and more. Watch as the team solves real issues with their forecasting model leading to consistently accurate forecasts. |

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| <p>DP1007 Advanced Online - 30'</p> | <p>Improving the Forecasting Process</p> | <ul style="list-style-type: none"> - Go beyond just forecasting demand to pro-actively shaping it! The truth is that no matter how good your forecasting techniques, models and processes are, you will never have a 100% accurate forecast, so reduce your dependence on it. Also, learn how to influence business practices that may be the root cause of forecast inaccuracy (hint: practices that contribute to the Bullwhip effect). In this advanced level course, you will learn how to diagnose and solve problems in the process of demand forecasting. You will also learn how to use Big Data and the Internet of Things to improve forecasting accuracy. |
| <p>DP1008 Advanced Online - 30'</p> | <p>Advanced Time Series Methods</p> | <ul style="list-style-type: none"> - This course explains advanced methods such as Holt's 2-factor method, and the Holt-Winters method in a simple, clear way. Trends tend to slow down over time, so this course explains how to use damped trends to ensure your forecasts stay accurate longer. Full mathematical calculations and complete example calculations are provided in downloads within the course, providing learners with everything they need to apply these methods. |
| <p>DP1009 Advanced Online - 30'</p> | <p>Using Simple Regression in Forecasting</p> | <ul style="list-style-type: none"> - Improve the accuracy of forecasts by identifying factors such as advertising that affect demand, and calculating the impact they have on demand. |
| <p>DP1010 Advanced Online - 30'</p> | <p>Using Multiple Regression in Forecasting</p> | <ul style="list-style-type: none"> - Further improve the accuracy of forecasting by accounting for many different causal factors, such as advertising, discounts, and the state of the economy. Test how good your forecasting model is. |
| <p>DP1011** Advanced Online - 30'</p> | <p>Forecasting for New Products</p> | <ul style="list-style-type: none"> - Market sizing, bass diffusion model, market intelligence, expert opinion and other methods for determining demand for new products. |
| <p>DP1012** Advanced Online - 30'</p> | <p>Collaborative Planning, Forecasting and Replenishment</p> | <ul style="list-style-type: none"> - Overview of customer collaboration and the CPFR process, how CPFR creates value for the customer and the company |
| <p>DP1013** Fundamental Online - 30'</p> | <p>Demand Supply Planning Metrics</p> | <ul style="list-style-type: none"> - How to measure performance in demand forecasting and Supply Planning. Why measurement is important. |
| <p>DP1040 Assessment Online - 20'</p> | <p>Fundamentals of Demand Planning</p> | <ul style="list-style-type: none"> - Assessment on demand planning fundamentals - DP1001-6 |
| <p>DP1042 Assessment Online - 20'</p> | <p>Advanced Demand Planning</p> | <ul style="list-style-type: none"> - Assessment on advanced demand planning - DP1001-10 |

Competence 'Transportation'

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| CO1000I Intermediate PDF | Incoterms 2010 - Notes | - Course notes on Incoterms 2010 - CO1013 |
| CO1013 Intermediate Online - 30' | Incoterms 2010 | - Understand and apply the 2010 Incoterms |
| CO1021 Intermediate Online - 30' | Documents for Domestic Transportation | - The function of a bill of lading, different types of bills of lading, other domestic transportation documents |
| CO1022 Intermediate Online - 30' | EU Import/Export Documents | - European international bills of lading and waybills, invoices, certifications, declarations, letters of credit |
| CO1023 Intermediate Online - 30' | North America Import/Export Documents | - North American international bills of lading and waybills, invoices, certifications, declarations, letters of credit |
| CO1027-1029 Intermediate Online - 15' | Transportation Documents Refresher Courses | - Refresher course for courses CO1021, CO1022 and CO1023 |
| SS1003** Fundamental Online - 30' | Sustainable Logistics | - Sustainable Logistics |
| TR1000I Fundamental PDF | Introduction to Transportation - Notes | - Notes on Introduction to Transportation - TR1001-2 |
| TR1000F Intermediate PDF | Transportation Fundamentals - Notes | - Notes on Transportation Fundamentals - TR1001-3, TR1006, CO1021-23 |
| TR1000A Advanced PDF | Advanced Transportation - Notes | - Notes on Advanced Transportation - TR1001-6, CO1021-23 |
| TR1001 Fundamental Online - 30' | Transportation Carriers | <ul style="list-style-type: none"> - Transportation modes - Types of Transportation carriers - Multimodal and intermodal Transportation - Freight containers and packaging |
| TR1002 Advanced Online - 30' | Logistics Service Providers | <ul style="list-style-type: none"> - 1PL, 2PL, 3PL, 4PI - The PLs explained - Types of 3PL providers |

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| TR1003 Advanced Online - 30' | Logistics Technologies I: Auto ID | <ul style="list-style-type: none"> - RFID and barcodes - EDI -Transportation management systems - Warehouse management systems |
| TR1004 Advanced Online - 30' | Network Design Principles I - Distribution Excellence | <ul style="list-style-type: none"> - Modeling multi-echelon supply chains - Trade-offs in network design - Building an optimal distribution network |
| TR1005 Advanced Online - 30' | Network Design Principles II - Network Optimization | <ul style="list-style-type: none"> - Modelling multi-echelon supply chains - Trade-offs in network design - Building an optimal distribution network |
| TR1006 Advanced Online - 30' | Reverse Logistics | <ul style="list-style-type: none"> - Improve your customer service and mitigate costly risks by improving your reverse logistics. |
| TR1007 Intermediate Online - 30' | Logistics Metrics | <ul style="list-style-type: none"> - How to measure Logistics performance. - Why measurement is important |
| TR1008** Advanced Online - 30' | Reverse Logistics: Warranties & Customer Care | <ul style="list-style-type: none"> - Warranty processing, legal issues in warranty claims |
| TR1009** Advanced Online - 30' | Cold Chain Management | <ul style="list-style-type: none"> - Planning and executing transportation in the food- and pharma industry |
| TR1040 Assessment Online - 20' | Transportation Fundamentals | <ul style="list-style-type: none"> - Assessment on Fundamentals of Transportation |
| TR1042 Assessment Online - 20' | Advanced Transportation | <ul style="list-style-type: none"> - Assessment on Advanced Transportation |

Competence 'Order Management'

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| OR1000F Fundamental PDF | Fundamentals of Order Management - Notes | - Course Notes on Fundamentals of Order Management - OR1001-4 |
| OR1000I Intermediate PDF | Order Management Overview - Notes | - Course Notes on Order Management Overview - OR1001 |
| OR1001 Fundamental Online - 30' | Order Management Overview | - Introductory course on Order Management - The order to cash cycle, - Order management for make to stock products - Order management for make to order products |
| OR1002 Intermediate Online - 30' | Order processing | - The steps in order processing - How to do an availability check - Tradeoffs in order processing |
| OR1003 Intermediate Online - 30' | Logistics scheduling | - Steps in Logistics scheduling - How to schedule a delivery - How to create a delivery document |
| OR1004 Intermediate Online - 30' | Perfect Order Fulfillment | - What is a perfect order and why is it important? - How we can ensure perfect orders? |
| OR1040 Assessment Online - 20' | Order Management Assessment | - Assessment on Order Management - OR1001-4 |

Competence 'Warehousing'

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| WA1000I Intermediate PDF | Introduction to Warehousing - Notes | - Notes on Introduction to Warehousing - WA1001 |
| WA1000F Fundamental PDF | Fundamentals of Warehousing - Notes | - Notes on Fundamentals of Warehousing - WA1001-3, WA1007-10 |
| WA1000A Advanced PDF | Advanced Warehousing - Notes | - Notes on Advanced Warehousing - WA1001-10 |
| WA1001 Fundamental Online - 30' | Introduction to Warehousing | - Types of warehouses - Why we need warehouses - How warehousing affects profit |
| WA1002 Intermediate Online - 30' | Warehouse Operations | - Receiving and Putaway - Order picking - Packing, loading and shipping |
| WA1003 Advanced Online - 30' | Warehouse Design | - Deciding on the size and location of a warehouse. - Optimally organizing the space within the warehouse. |
| WA1004 Advanced Online - 20' | Lean Warehousing Part 1 - Eliminating waste | - The principles and objectives of Lean. - Eliminating waste in the warehouse. |
| WA1005 Advanced Online - 20' | Lean Warehousing Part 2 - The value stream and standardization | - Value Stream mapping and standardization of warehouse processes. |
| WA1006 Advanced Online - 30' | Lean Warehousing Part 3 - Visibility, continuous improvement, and lean culture | - The importance of visibility in Lean - Using PDCA for continuous improvement - Lean culture |
| WA1007 Fundamental Online - 30' | The importance of Warehouse operations | - Learn how seemingly small errors made in the Warehouse can have a big impact on customer satisfaction and the profitability of a company. |
| WA1008 Fundamental Online - 30' | Warehouse Safety | - Make your Warehouse safer by following OSHA (Occupational Safety & Health Administration) regulations. |
| WA1009** Intermediate Online - 30' | Receiving & Putaway Best Practices | - Value-creating receiving and putaway - Receiving checklist - Trade-offs in receiving and putaway |
| WA1010** Intermediate Online - 30' | Order Picking & Shipping Best Practices | - Impact of order picking errors, avoiding order picking errors, pick lists. |

Competence 'Manufacturing'

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| MF1001 Fundamental Online - 30' | Manufacturing methods Part 1 - Process Types | <ul style="list-style-type: none"> - Manufacturing process types: Repetitive, Discrete, Job Shop, Process (batch), Process (continuous) |
| MF1002 Fundamental Online - 30' | Manufacturing Methods Part 2 - Operating Models | <ul style="list-style-type: none"> - Cellular vs Assembly line manufacturing - Manufacturing cell design |
| MF1003 Intermediate Online - 30' | Lean Manufacturing 1: Eliminat- ing Waste | <ul style="list-style-type: none"> - Eliminating Waste - Value Stream mapping |
| MF1004 Intermediate Online - 30' | Lean Manufacturing 2: The Value Stream | <ul style="list-style-type: none"> - "Process Optimization: Pull flow/ Just in time/ Heijunka - Quality Optimization: Jidoka - Quality at Source, Andon, Poka-Yoke - Standardization" |
| MF1005 Intermediate Online - 30' | Lean Manufacturing Part 3 | <ul style="list-style-type: none"> - 5S methodology - Continuous Improvement: Kaizen, PDCA - Lean Culture: Respect for People, Empowerment, Cross-training, Gemba walks |
| MF1006 Advanced Online - 30' | Managing Constraints Part 1 | <ul style="list-style-type: none"> - The goal of a manufacturing organization, How to create business value with manufacturing, How to identify constraints that prevent making money . |
| MF1007 Advanced Online - 30' | Managing Constraints Part 2 | <ul style="list-style-type: none"> - The five steps in the constraint management process |
| MF1008** Advanced Online - 30' | Total Quality Management (TQM) | <ul style="list-style-type: none"> - Ensuring quality at source, continuously improving quality |
| MF1009** Advanced Online - 30' | Six Sigma Part 1 | <ul style="list-style-type: none"> - Defining quality, the Taguchi loss function, the DMAIC methodology, Failure Mode and Effects Analysis (FMEA) |
| MF1010** Advanced Online - 30' | Six Sigma Part 2 | <ul style="list-style-type: none"> - The 'Define' and 'Measure' phases of the DMAIC methodology |
| MF1011** Advanced Online - 30' | Six Sigma Part 3 | <ul style="list-style-type: none"> - The 'Analyze', 'Improve' and 'Control' phases of the DMAIC methodology |

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| MF1012** Advanced Online - 30' | Six Sigma III | - The Thinking Processes (tools for analyzing and resolving problems), Throughput Accounting (a method for measuring performance and guiding management decisions) |
| MF1016** Advanced Online - 30' | Total Productive Maintenance (TPM) | - Adding business value through effective maintenance of equipment |

Competence 'Procurement'

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| IC1001 Fundamental Online - 30' | How to Collaborate with Procurement | <ul style="list-style-type: none"> - Training for budget holder (non-procurement) on how to collaborate with procurement. - What is an RFP process - why is it important - what are the different steps? - Role of the budget holder and of buyer at every step. |
| NE1000 Intermediate PDF | Winnig Negotiations - Notes | <ul style="list-style-type: none"> - Course book on winning negotiations - NE1001-6 |
| NE1001 Intermediate Online - 30' | Win-Win-Lose negotiation | <ul style="list-style-type: none"> - What is the goal of negotiation: balancing the 5 R's - What are WIN-WIN negotiations? When to use? - What is your negotiation style: questionnaire to assess your own style |
| NE1002 Intermediate Online - 30' | Negotiation preparation | <ul style="list-style-type: none"> - What are critical issues? Do they relate to internal client needs? - Set stretching targets. - Determine Walk-away position - Importance of developing other issues to trade - Which suppliers to shortlist for negotiation? - What is ZOPA? - What is a BATNA? |
| NE1003 Intermediate Online - 30' | How to open a negotiation | <ul style="list-style-type: none"> - Positive negotiation climate: why do you need it / what is it? - How to understand supplier offer? - Listening skills - Standard vocabulary/answers Taking a position Importance of summarizing |
| NE1004 Intermediate Online - 30' | How to bargain? | <ul style="list-style-type: none"> - 'How to ask the right questions: open/closed/leading/hypothetical questions - Reading the Body Language of your supplier - How to make concessions (who gives first bid, trade minor issues, say yes, ...) - Tactics: low ball/high ball, what-if, bluffing / bogey / expose supplier tactics |
| NE1005 Intermediate Online - 30' | Closing a negotiation | <ul style="list-style-type: none"> - When to stop bargaining and closing the deal: spot closing signals - Handle last minute objections - Finalize the deal and communicate with internal customer |
| NE1006 Intermediate Online - 20' | Negotiation Tips | <ul style="list-style-type: none"> - Top 6 negotiation tips Negotiation Pitfalls |
| NE1007-1009 Intermediate Online - 15' | Winning Negotiations - Refresher course | <ul style="list-style-type: none"> - Refresher: Winning Negotiations, covering courses NE1001-NE1006 |

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| NE1010 Assessment Online - 20' | Winning Negotiations - Assessment | - Assessment: Winning Negotiations, covering courses NE1001-NE1006 |
| NE1020 Advanced Online - 45' | Game Theory | - View the negotiation from the supplier's perspective and design the game such that it is in the supplier's interest to deliver the result that you want - Predict supplier's behavior - Make your negotiation approach credible - Deliver the result |
| NE1023 Advanced Online - 30' | Biases in Negotiations, part 1 | - Learn how bias costs your organization money. - Which cognitive biases affect negotiation results? - Correct the systematic errors that we all make |
| NE1024 Advanced Online - 30' | Biases in Negotiations, part 2 | - Learner is shown an interactive scenarios and must identify bias - Once identified, learn how to avoid the bias in your own team and how to use the supplier's bias in your own advantage |
| NE1026-1027 Advanced Online - 15' | Advance Negotiation Techniques - Refresher | - Refresher on advanced negotiation techniques (NE1023 & NE1024) |
| NE1070 Assessment Online - 20' | Game Theory - Assessment | - Assessment: Game Theory, covering course NE1020 |
| NE1090 Assessment Online - 20' | Cognitive Biases in Negotiations - Assessment | - Assessment: Cognitive Biases in Negotiations, covering courses NE1023-NE1024 |
| NE8001 Assignment | Attend a Negotiation | - Assignment to attend a negotiation - NE1001-6 |
| SM1001 Advanced Online - 30' | Stakeholder Management | - Stakeholder Management |
| SM1002 Intermediate Online - 20' | Emotionally Intelligent Stakeholder Management | - Emotionally Intelligent Stakeholder Management |
| TE2020 Advanced Online - 30' | The Role of Procurement Professionals | - The role procurement professionals play in their organization - The added value of procurement professionals - The value chain |
| TE2021 Advanced Online - 30' | The Procurement Process | - Overview of the sourcing processes - The sourcing steps - Link between sourcing and the operational procurement processes |
| SS1001 Advanced Online - 20' | Sustainability in the Supply Chain - Part 1 | - See the specific steps involved in improving sustainability in your supply chain. Respect for human rights, labor standards, health and safety, environmental impact, and business ethics are becoming ever more important in today's business climate. Standards in these areas are ever increasing. This course, together with Part 2 provides a step-by-step guide to implementing a sustainability program, and linking it to everyday business activities. |

SS1002
Advanced
Online - 20'

**Sustainability in the Supply Chain
- Part 2**

- Part 2 of 2 details the remaining steps in implementing a sustainability program. It covers how to conduct a supplier evaluation in practical detail. At the end of the course, learners will be able to use supplier questionnaires, site visits, and will know when to use third party audits to ensure suppliers are conducting business in a sustainable way. Learners will know that the objective is to help suppliers improve in addition to limiting their own risk, and will be taken through a detailed example of such work.

Competence 'Legal'

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| <p>CO1000 Fundamental PDF</p> | <p>Legal Aspects in Procurement - Notes</p> | <ul style="list-style-type: none"> - Course Book: legal aspects in procurement (CO1001-5) |
| <p>CO1001 Intermediate Online - 30'</p> | <p>Basic Principles of a contract</p> | <ul style="list-style-type: none"> - What is a contract? - Difference between 'invitation to treat', 'counter offer' and a 'contract' - Is an oral contract valid? Which contracts needs to be written by law? - What is battle of forms? How to avoid? - Framework agreements & E-contracts" |
| <p>CO1002 Intermediate Online - 30'</p> | <p>Important Clauses - Limit Company Exposure</p> | <ul style="list-style-type: none"> - Recognize and deal with impactful clauses, often proposed by sellers: <ul style="list-style-type: none"> • Exclusion clause • Automatic index clause • Silent extension of contract • Delivery clause • Exit clause - How to opt out easily of a contract - Threat of an exit clause on performance of supplier" |
| <p>CO1003 Intermediate Online - 30'</p> | <p>Termination of a Contract</p> | <ul style="list-style-type: none"> - Ways to terminate a contract in case of poor supplier performance: <ul style="list-style-type: none"> • By frustration • By mutual agreement • By breach of contract - Remedial clauses (what is it/when to use) <ul style="list-style-type: none"> • Liquidated damages clause • Penalty clause Equitable damages clause |
| <p>CO1004 Intermediate Online - 30'</p> | <p>Statutory Rights of a Buyer</p> | <ul style="list-style-type: none"> - What are your rights if some terms in contract are missing or are badly specified? <ul style="list-style-type: none"> • Late delivery • Missing payment terms - supplier send faulty invoice • Suppliers delivers same specs but different brand • Supplier delivers defective goods, incomplete delivery, too many goods - Title of ownership - Subcontracting - Unfair contract terms - Remedies (rights of a buyer in case of breach of condition or warranty) |
| <p>CO1005 Intermediate Online - 30'</p> | <p>Resolving Disputes</p> | <ul style="list-style-type: none"> - Benefits of avoiding legal proceedings - Importance of exit clauses - ADR Alternate Dispute Resolution methods: Mediation, Conciliation, Arbitration |
| <p>CO1006-1008 Intermediate Online - 15'</p> | <p>Legal aspects in Procurement - Refresher course</p> | <ul style="list-style-type: none"> - Refresher: Legal aspects in Procurement, covering courses CO1001-CO1005 |

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| CO1010 Assessment Online - 20' | Legal aspects in Procurement - Assessment | <ul style="list-style-type: none"> - Assessment: Legal aspects in Procurement, covering courses CO1001-CO1005 |
| CO1024** Advanced Online - 30' | Sustainability regulation | <ul style="list-style-type: none"> - Sustainability Regulation |
| CO1025** Advanced Online - 30' | Intellectual Property (IP) law for Supply Chain | <ul style="list-style-type: none"> - Intellectual Property (IP) Law for Supply Chain |
| CO1026** Advanced Online - 30' | Global Trade compliance | <ul style="list-style-type: none"> - Government import export regulations - Global free trade agreements - Import duties and taxes |
| CO8001 Assignment | Review a Contract for Risk - Assignment | <ul style="list-style-type: none"> - Assignment to review a contract for risks - CO1002 |
| CO8002 Assignment | Contracting Part 1 | <ul style="list-style-type: none"> - Review standard contract terms and conditions, then meet with one of the Procurement Attorneys. Gain an understanding of: 1) the business significance of the terms and conditions, 2) the risks they are intended to mitigate, 3) what terms and conditions Legal is willing to negotiate with a supplier. |
| CO8003 Assignment | Contracting Part 2 | <ul style="list-style-type: none"> - Review a contract from another Manager and prepare responses to the Supplier's mark-ups/redlines. Compare them to the Manager's planned responses to the Supplier. |
| CO8004 Assignment | Contracting Part 3 | <ul style="list-style-type: none"> - Select 3-5 contracts from the contract database for independent review. Identify any terms and conditions (legal and commercial) that are unfamiliar. Note any payment terms, business requirements, |
| SR1007 Advanced Online - 30' | Service Level Agreements (SLA's) | <ul style="list-style-type: none"> - Defines SLA's and their components - Explains how to evaluate supplier SLA's - Provides practical guidelines on using SLA's to improve performance. |

Competence 'Finance'

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| CM1004 Advanced Online - 30' | Total cost of ownership (TCO) | <ul style="list-style-type: none"> - Definition and positioning - TCO analysis - TCO cost model for supplier selection - TCO cost model for supplier evaluation. |
| FI1000 Intermediate PDF | Finance for non-Finance - Notes | <ul style="list-style-type: none"> - Course Book: Finance for non-Finance, covering courses FI1001-FI1005 |
| FI1001 Fundamental Online - 40' | Reading the Balance Sheet | <ul style="list-style-type: none"> - Active/passive and 5 boxes of a balance sheet <ul style="list-style-type: none"> • Fix assets, • Current Assets • Owners' funds • Long-term liabilities & current liabilities - What is the financial business cycle - Critical values of balance sheet: <ul style="list-style-type: none"> • Total Assets • Capital Employed • Net Worth |
| FI1002 Fundamental Online - 40' | Understanding Profit & Loss Account | <ul style="list-style-type: none"> - Structure of P&L <ul style="list-style-type: none"> • Total revenue • COS • Gross profit • Operating costs & Financial costs • Net profit - What is EBIT - EBT - EAT - RE? |
| FI1003 Fundamental Online - 40' | Importance of Cash Flow | <ul style="list-style-type: none"> - Why is cash king? - What are the components of cash cycle? - Role of profit and depreciation in cash flow - Difference between cash and profit - how can a profitable company go bankrupt? - How can you - as a manager - influence the cash flow of your organization? |
| FI1004 Intermediate Online - 40' | Financial Ratio's | <ul style="list-style-type: none"> - Liquidity ratio's <ul style="list-style-type: none"> • Current Ratio & Quick Ratio, • Working Capital to Sales Ratio - Performance Ratio's: ROTA, ROE - Working Capital |
| FI1005 Intermediate Online - 30' | Quiz on Return on Total Assets (ROTA) | <ul style="list-style-type: none"> - This Quiz will challenge students with real-life situations which will impact not only your companies' P&L but also the balance sheet. Students will need to decide on the best option, taking ROTA into account. |
| FI1009 Intermediate Online - 15' | Finance for non-Finance - Refresher course | <ul style="list-style-type: none"> - Refresher: Finance for non-Finance, covering courses FI1001-FI1005 |
| FI1010 Intermediate Online - 30' | Finance for non-Finance - Assessment | <ul style="list-style-type: none"> - Assessment: Finance for non-Finance, covering courses FI1001-FI1005 |

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| FI1011** Advanced Online - 30' | Inventory Accounting | - Standard costing of inventory, Inventory transactions |
| FI1012** Advanced Online - 30' | Activity-based costing | - What is activity based costing, Comparison with other methods, Process |
| FI1013** Fundamental Online - 30' | The Cash-to-Cash cycle | - Procure to pay process - Inventory conversion process -Order to cash process |
| FI8001-8004 Assignments | Finance Assignments | - Finance, Balance Sheet, Profit & Loss Analysis, Financial Ratios |

Competence 'Project Management'

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| PM1000U Advanced PDF | Project Management Fundamentals - Notes | - Course Book on Project Management Fundamentals (PM1001 - PM1006) |
| PM1001 Advanced Online - 30' | Introduction to Project Management for procurement | - High level overview of what project management is and why it's important. - Defines principles of project management. - Provides an overview of the Project Management Process |
| PM1002 Advanced Online - 30' | Project Management - Developing a business case | - Defines a business case and its contents. - Shows learners how to conduct a cost-benefit analysis. - Shows how a business case is used within the Project Management Process. |
| PM1003 Advanced Online - 30' | Project Management -Project Time Planning | - High level overview of what project management is and why it's important. - Defines principles of project management. - Provides an overview of the Project Management Process. |
| PM1004 Advanced Online - 30' | Project Management - Project Stakeholders | - Defines project team roles. - Explains how to motivate the team - Provides a process for managing stakeholders - Explains how to influence stakeholders. |
| PM1005 Advanced Online - 30' | Project Management - Risk Management | - Provides a process for managing risk, and explains each step in detail. - Explains how to take advantage of upside risk to achieve an even better result. - Gives practical tips for improving risk management. |

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| <p>PM1006 Advanced Online - 30'</p> | <p>Project Management - Project Controls</p> | <ul style="list-style-type: none"> - Defines project controls, and explains configuration management. - Explains how to implement change management, and how changes impact time, cost-benefit, and quality. - Provides practical guidelines on problem escalation between project manager and project boards. - Explains project tolerances and reporting. - Explains how to conduct a project handover. |
| <p>PM1007 Refresher Online - 10'</p> | <p>Project Management</p> | <ul style="list-style-type: none"> - Refresher on project management fundamentals |
| <p>PM1008 Refresher Online - 10'</p> | <p>Advanced Project Management</p> | <ul style="list-style-type: none"> - Refresher on advanced project management |
| <p>PM1040 Assessment Online - 30'</p> | <p>Project Management Fundamentals</p> | <ul style="list-style-type: none"> - Assessment on project management fundamentals |
| <p>PM1050 Assessment Online - 30'</p> | <p>Advanced Project Management</p> | <ul style="list-style-type: none"> - Assessment on advanced project management |
| <p>PM8001-8005 Assignments</p> | <p>Project Management Assignments</p> | <ul style="list-style-type: none"> - PM8001 - Review a Business Case - PM8002 - Project Planning and Management - PM8003 - Project Risk Management - PM8004 - Stakeholder Management - PM8005 - Project Business Case |
| <p>SM1000B Advanced PDF</p> | <p>Emotionally Intelligent Stakeholder Management - Notes</p> | <ul style="list-style-type: none"> - Course Book on Emotionally Intelligent Stakeholder Management (SM1002) |
| <p>SM1002 Advanced Online - 20'</p> | <p>Emotionally Intelligent Stakeholder Management</p> | <ul style="list-style-type: none"> - Emotionally intelligent Stakeholder Management |

Competence 'Digitalization and Analytics in Supply Chain'

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| SA1005 Advanced Online - 30' | The Internet of Things - Key Trends | <ul style="list-style-type: none"> - Using IoT and Big data to create a more agile and responsive supply chain - The IoT framework – Sense, connect, collect, learn & act |
| SA1006 Advanced Online - 30' | Learning from Amazon | <ul style="list-style-type: none"> - The management philosophy behind Amazon's success - How Amazon uses technology to create a better customer experience - How Amazon uses its supply chain to create better customer experience |
| SA1007 Advanced Online - 30' | Getting information from Big Data - Part 1 | <ul style="list-style-type: none"> - The purpose of business analytics - How to separate useful data from noise - How to prepare data for analysis - How to store data |
| SA1008 Advanced Online - 30' | Getting information from Big Data - Part 2 | <ul style="list-style-type: none"> - Sampling techniques - Segmenting data - Filtering data - Data security |
| SA1009 Intermediate Online - 30' | From Information to Knowledge Part 1: Descriptive Analytics | <ul style="list-style-type: none"> - The analytics tools used in Business analysis - Using Statistics for descriptive analytics - Using Probability distributions |
| SA1010 Advanced Online - 30' | From Information to Knowledge Part 2: Diagnostic Analytics | <ul style="list-style-type: none"> - Using statistics and data mining to diagnose the cause of business problems |
| SA1011 Advanced Online - 30' | From Knowledge to Wisdom Predictive Analytics - Part I | <ul style="list-style-type: none"> - Using statistics in demand forecasting - Using data mining, operations research and machine learning to create prediction models |
| SA1012 Advanced Online - 30' | Data Mining and Machine Learning Predictive Analytics - Part II | <ul style="list-style-type: none"> - Using statistics, data mining, operations research and machine learning to create decision models - Introduction to hierarchical clustering as well as K-means and others - Supervised and unsupervised learning are explained |
| SA1013** Advanced Online - 30' | Prescriptive Analytics | <ul style="list-style-type: none"> - Creating end-to-end supply chain visibility through Supply Chain control towers - Integrating internal and external supply chain systems into a control tower |

How do you rate the e-learning?

Supply Chain Academy learners say:



Learning Effect

request a copy of our white paper for more information



Simulations

Apply your skills in real scenarios

Supply Chain Academy's latest innovation is a catalogue of 15-minute online simulations.

- Online simulations build on what people have learned in their previous courses. Within each simulation, learners are placed in a scenario and asked to make decisions based on the situation they are presented with. These simulations provide learners with a safe environment to apply concepts and give immediate feedback on what options could have been more appropriate - as you would expect if you were working with a trainer.
- Like High-Impact E-learning, simulations are a unique product. Coupled with E-learning, this might be the most powerful and effective combination we can offer to our customers. From the comfort of your desk, practice your skills in a virtual environment before real money is on the line!
- There are over 100 simulations in our catalogue. Note: A few might still be in scripting stage.

Prerequisites for simulations:

- The related High-Impact E-learning course (the third column in simulations catalogue)



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| CM9004 | TCO 1 | - CM1004 - Cost Management - Total Cost of Ownership |
| CO9002 | Legal - issues in Shipping | - CO1013 - IncoTerms 2010 |
| CO9003 | Contract Formation - IT Services | - CO1001 - Basic principles of a contract |
| CO9004 | Limitation of Liability | - CO1002 - Important clauses in contracts limiting company exposure |
| CO9005 | Know your Bills of Lading | - CO1021 - Documents for Domestic Transportation |
| CO9006 | EU International Shipping Documents | - CO1022 - EU Import/Export Documents |
| CO9007 | Oh Canada, learn those BL's! - Simulation on North American bills of lading | - CO1023 - NAM Import/Export Documents |
| DP9001 | Make your Forecast useful | - DP1001 - Demand Forecasting - Definitions |
| DP9002 | Quantitative Forecasting | - DP1002 - Demand Forecasting - Quantitative Methods |
| DP9003 | Qualitative Forecasting Methods | - DP1003 - Demand Forecasting - Qualitative Methods |
| DP9004 | Critical Thinking in Consensus Forecasting | - DP1004 - Creating Consensus Forecasts |
| DP9005 | From Measurement to Improvement | - DP1005 - Measuring Forecast Accuracy |
| DP9006 | Improve Forecast Model Accuracy | - DP1006 - Improving the Forecasting Model |
| DP9007 | Limiting the Holiday Season Chaos | - DP1007 - Improving the Forecasting Process |
| DP9008 | Holt-Winters and Ice Cream | - DP1008 Advanced time Series Methods |
| DP9009 | Simple Regression | - DP1009 Simple Regression |
| DP9010 | How many cars? | - DP1010 Multiple Regression |
| DP9011** | Forecasting for New Products | - DP1011 Forecasting for New Products |
| DP9012** | Collaborative Planning, Forecasting and Replenishment | - DP1012 Collaborative Planning, Forecasting and Replenishment |
| FI9001 | Financial Impact of large purchases | - FI1004 - Financial Ratios |

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| FI9002 | Financial Stability of a Supplier | - FI1004 - Financial Ratios |
| FI9003 | Finance Exercise - Profitability vs. ROTA | - FI1004 - Financial Ratios |
| IN9001 | Controlling Window Components Inventory | - IN1001 - Simulation on controlling window components inventory |
| IN9002 | Inventory Control for Finished Goods | - IN1002 - Simulation on inventory control for finished goods |
| IN9003 | Inventory Control for Components | - IN1003 - Simulation on inventory control for components |
| IN9004 | Inventory Classification | - IN-1004 - Simulation on inventory classification |
| IN9005 | Physical Inventory Control | - IN1005 - Physical Inventory Control |
| MF9001** | Choose the right Manufacturing Method | - MF1001 - Manufacturing Methods Part 1 - Process Types |
| MF9002** | Manufacturing Methods II - Operating Models | - MF1002 - Manufacturing Methods Part 2 - Operating Models |
| NE9001 | Negotiation - Preparation | - NE1002 - Negotiation Preparation |
| NE9002 | Conducting the Negotiation | - NE1004 - How to Bargain |
| NE9006 | Game Theory | - NE1020 - Game Theory |
| NE9007 | Cognitive Bias - Avoid bias | - NE1023 - Cognitive Biases in Negotiations, part I |
| NE9008 | Cognitive Bias - Use in your favor | - NE1024 - Cognitive Biases in Negotiations, part II |
| OR9001 | Order Management Overview | - OR1001 - Order Management |
| OR9002 | 'Available to Promise' (ATP) checks - Order Processing | - OR1002 - Order Processing |
| OR9003 | Logistics Scheduling | - OR1003 - Logistics Scheduling |
| OR9004 | Perfect Order Fulfillment | - OR1004 - Perfect Order Fulfillment |
| OR9006 | Make to what? | - OR1001/OR1004 - Order Management |
| PM9001 | Project Management - Get the Project Started | - PM1001- Intro to Project Management |
| PM9002 | Project Management - Critical Path Analysis, part I | - PM1003 - Project Time Planning |

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| PM9003 | Project Management - Critical Path Analysis, part II | - PM1003 - Project Time Planning |
| PM9004 | Project Management - Resource Planning | - PM1003 - Project Time Planning |
| PM9005 | Project Management - Applying NPV | - PM1002 - Developing a Business Case |
| PM9006 | Project Management - Leading the Team | - PM1004 - Project Stakeholders |
| PM9007 | Project Management - Risk Mgmt for Moving Machinery | - PM1005 - Risk Management |
| PM9008 | Project Management - Dealing with Change Requests | - PM1001-1006 - Project Management |
| SC9002 | Use the SCOR Model | - SC1002 - SCOR Model |
| SC9007 | Supply Chain Strategy in a Service Industry | - SC1007 - Supply Chain Strategy Part I - Key Capabilities |
| SC9008 | Key Decissions | - SC1008 - Supply Chain Strategy Part II - Key Decissions |
| SC9009 | Influencing Product Desing | - SC1009 - Design for Supply Chain |
| SC9050 | Beer Game - Easy mode | - SC1003-1005 - The Bullwhip effect |
| SC9051 | Beer Game - Advanced mode | - SC1003-1005 - The Bullwhip effect |
| SM9001 | Influence the Marketing Director | - SM1001 Stakeholder Management |
| SM9002 | Dealing with Feedback from Subordinates | - SM1002 - Emotionally Intelligent Stakeholder Management |
| SP9001 | Supply Chain Planning for Mobile Phones | - SP1001 - Dedicated course about supply chain planning for mobile phones |
| SP9003 | S&OP Process | - SP1003, SP1004 - Simulation on the S&OP process |
| SP9004 | Plan that Pen Production | - SP1005 - Simulation on MRP planning: pen production |
| SP9005 | Material Requirements Planning (MRP) | - SP1005 - Material Requirements Planning (MRP) |
| SP9006 | Capacity Bills for Gel Capsules | - SP1006 - Simulation on capacity bills for gel capsules |
| SP9007 | Creating business value with S&OP | - SP-1007 - Solving S&OP problems |

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| SP9008 | Distribution Requirements Planning Part 1 | - SP1008 - Distribution Requirements Planning |
| SP9009 | Using DRP to solve inventory problems | - SP1009 - Distribution Requirements Planning Part 2 |
| SP9010 | Financial Trade-Offs and Risk Management in S&OP | - SP1010 - S&OP: Financial Tradeoffs and What-If Analysis |
| SP9011 | Product Lifecycle Management | - SP1011 - Product Lifecycle Management |
| SP9013 | Material Requirements Planning (MRP) 2 | - SP1005 - Material Requirements Planning |
| SR9005 | Service Level Agreements (SLA) | - SR1007 - Service Level Agreements |
| SR9006 | Key Performance Indicators (KPI) | - SR1007 - Service Level Agreements |
| SS9001** | Sustainability Part I | - SS1001 - Sustainability in the Supply Chain - Part 1 |
| SS9002** | Sustainability Part II | - SS1002 - Sustainability in the Supply Chain - Part 2 |
| TE9005 | Improve Specifications | - TE1001 - How to develop specifications |
| TE9006 | RFI | - TE1002 - Writing the RFI/RFP |
| TR9001 | Transportation Decision-Making | - TR1001 - Simulation on transportation decision-making |
| TR9002 | Which Logistics Service Provider? | - TR1002 - Choosing the right type of logistics service provider |
| TR9003 | Using Logistics Technologies | - TR1003 - Deciding on types of bar codes and RFID tags |
| TR9004 | Which Distribution Network? | - TR1004/05 - Choosing the right distribution network |
| TR9005 | How Many Warehouses? | - TR1005 - Network Optimization |
| TR9008** | Reverse Logistics: Warranties & Customer Care | - TR1008 - Reverse Logistics: Warranties & Customer Care |
| TR9009** | Cold Chain Management | - TR1009 - Cold Chain Management |
| WA9001 | Why Warehouses? | - WA1001 - Introduction to Warehousing |
| WA9002 | Running an Efficient Warehouse | - WA1002 - Warehouse Operations |
| WA9003 | Warehouse Design Simulation | - WA1003 - Warehouse Design |
| WA9004 | Eliminating Waste | - WA1004 - Lean Warehousing: Eliminating Waste |

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| WA9005 | Keep the Value Stream flowing | - WA1005 - Lean Warehousing 2: Operational Excellence |
| WA9006 | Beauty is organization, Organization beauty | - WA1006 - Lean Warehousing Part 3: Visibility, continuous improvement, and Lean culture |
| WA9007 | Handling Defects | - WA1007 - The importance of Warehouse Operations |
| WA9008 | Forklift and Conveyer Hazards | - WA1008 - Warehouse Safety |



2. About Supply Chain Academy

Who we are
What we do

About Supply Chain Academy

Who we are

Supply Chain Academy is a global training solutions provider, serving supply chain professionals in more than 100 countries. As digital learning experts, we specialize in 'up-skilling' supply chain staff to deliver a maximum increased efficiency, in line with our customer's supply chain strategy. Because we are buyers with a passion for training, our high impact E-learning courses are truly action oriented. With content signed off by leading academies, courses are hands-on and contain situations your buyers will be familiar with. We know, because we have been there!

With a long history of supply chain expertise, a culture of integrity, ambition and high energy, our mission at Supply Chain Academy is to ensure you have fun and can put what you learn into practice ... making a difference in your organization. That will make us proud.

Truly global

Supply Chain Academy currently operates from offices in Belgium, UK, Switzerland, USA and Malaysia. Our operations and support team is based in Mauritius.

A truly global organization serving an international customer base with decentralized supply chain departments.

We are, where you are!

What we offer

Supply Chain Academy is all about competence development through **role-based** training. Our focus is on global companies.

- Your people are trained for their individual roles ... using hands-on, world-class content and courses. Turning Supply Chain professionals into key players on your global team.

- Unlike traditional training providers who rely mainly on classroom training, we are primarily technology-driven and have the highest quality E-learning courses on the market as a basis for our learning plans. Over 90% of learners find these courses fun and, thanks to the advanced learning design, they experience a learning effect similar to classroom training! Guaranteed. Ask to see our white paper for more information on the subject.

Where needed, the learning experience can be complemented with:

- **Simulations**
- **Webinars**
- **Workshops**

- Our portfolio of more than 200 courses covers the complete needs of a supply chain department, from strategic to tactical and operational levels.

- Our *Program Management* offers a pro-active support team that closely monitors every learner's progress, helping individuals follow their intended course trajectory and learners stay up to date with their development plan. This is backed by our 99% course completion success rate. A unique and phenomenal degree of success.

Our service offerings also include:

- **A Knowledge Portal** that contains a wealth of practical templates, relevant articles, white papers and videos.
- **Assessments**
- **Competence Model development**
- **Learning plan development**
- **Custom E-learning**
- **Award winning Learning Portal (LMS)**



99%
course completion rate.
A unique and phenomenal degree of
success.





3. Our Core Services

- Role-based supply chain training
- Assessments
- Your Academy

Supply chain training brought to the next level

Role-based supply chain training ... spend your money wisely

Skilled supply chain professionals are a valuable asset to any company, as they will deliver a massive return. However they will need to be trained to acquire the necessary skills to do so. The most effective **competence development** methodology is role-based training. Through this segmented approach to learning, you will train your supply chain staff to what is required for their role. Nothing more, nothing less. Following a competence model and after defining requirements for a number of roles, you will have a set of typical learning plans ... one per role.



| Competences: | Roles: | Analyst | Senior Analyst | Planner | Senior Planner | Supervisor | Manager | Senior Manager |
|------------------------|--------|---------|----------------|---------|----------------|------------|---------|----------------|
| | | | | | | | | |
| 1. Inventory Control | | ... | N/A | ... | N/A | ... | ... | N/A |
| 2. Supply Planning | | ... | ... | ... | ... | ... | ... | ... |
| 3. Demand Planning | | ... | ... | Level 3 | Level 4 | ... | ... | ... |
| 4. Transportation | | ... | ... | ... | ... | ... | ... | ... |
| 5. Order Management | | ... | ... | ... | ... | ... | Level 3 | Level 4 |
| 6. Warehousing | | ... | ... | ... | ... | ... | Level 2 | ... |
| 7. Manufacturing | | ... | ... | Level 3 | Level 4 | ... | ... | ... |
| 8. Procurement | | ... | ... | ... | ... | Level 4 | ... | ... |
| 9. Legal | | ... | ... | ... | ... | ... | Level 3 | Level 4 |
| 10. Finance | | ... | ... | Level 4 | Level 4 | ... | ... | ... |
| 11. Project Management | | ... | ... | ... | ... | Level 4 | ... | ... |



| Example Learning Plan for role 'Supervisor' | |
|---|------------------------------------|
| January - 2017 | World-Class Tendering |
| April - 2017 | Intro to strategic sourcing |
| July - 2017 | Winning Negotiations |
| October - 2017 | Contract terms + Incoterms |
| January - 2018 | Legal Issues in Purchasing |
| April - 2018 | Intro to Contract management |
| July - 2018 | Operational Procurement |
| October - 2018 | Finance for Non-Finance |
| December - 2018 | Intro to Total Cost Management (1) |
| February - 2019 | Intro to Category Management (2) |
| May - 2019 | Final Assessment (1) |

Supply chain training brought to the next level

A role-based learning plan typically spans a 2 to 3 year period of regular training. At the end of the in-depth competence development program, successful learners receive a valuable certificate that formally recognizes their efforts and the progress they have made.



Role-based training is a structured and segmented training approach:

- You learn what is required for your role
- You will cover some competences in more depth using blended learning

Assessments

Companies and organizations may decide to assign a standard learning plan to all learners performing the same role (e.g. all senior analysts) or they may want to opt for an individual learning plan, following an in-depth assessment. At Supply Chain Academy, we offer 3 options to assess your learning needs:

- A pioneering, objective online assessment consisting of multiple-choice questions.
- An online self-appraisal, in which buyers assess their own competences.
- A traditional assessment, through a consultant.

The online assessments are particularly effective in large organizations that have a dispersed supply chain team spread over many countries and/or locations but still need to assess and train their people in a structured and consistent manner.

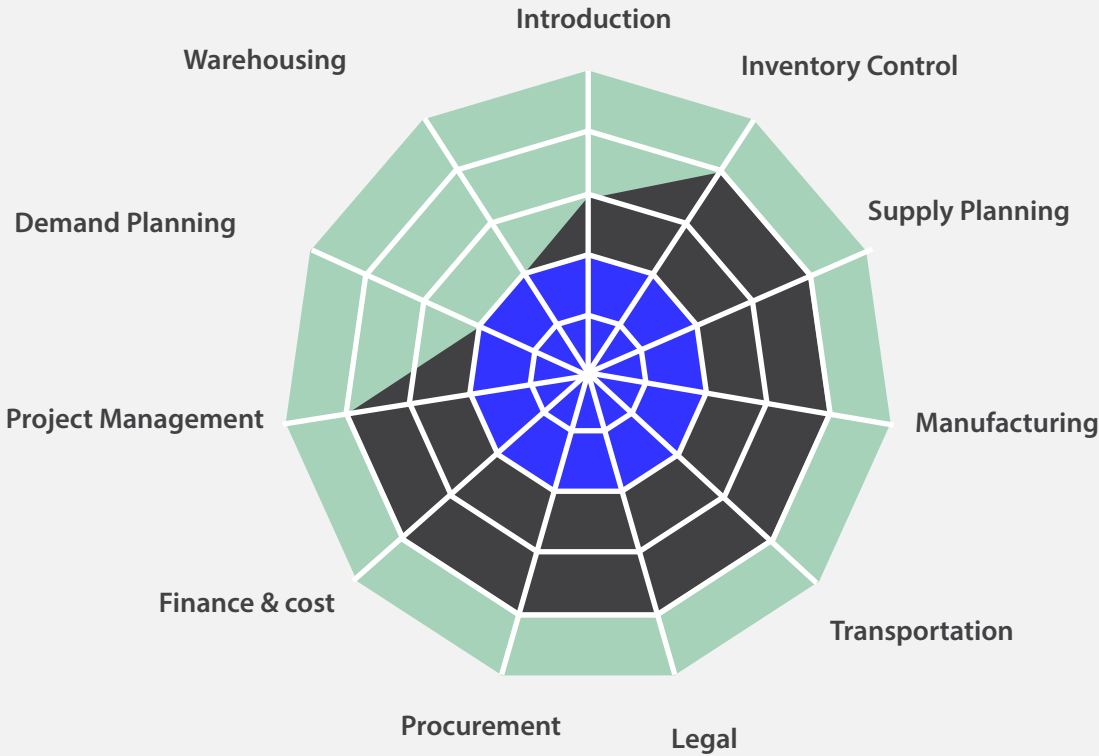
Following an assessment, the learner will receive a gap analysis report and a corresponding personal development plan.

You can decide to either:

- Assign a standard plan per role, or
- Start with an assessment, and then develop the learning plan per role based on a gap analysis.

Competence Model and gap analysis:

The basis for developing (individual) learning plans



Your Academy

Superior training, tailored to your organization's needs

The combination of all learning plans forms the basis of a professional 'Your Academy', recognized as best practice in the training industry and the most effective way to supply chain effectiveness.

At Supply Chain Academy we understand that no two organizations are the same.. We have the proven experience and flexibility to provide every organization with its own, uniquely crafted program to meet its specific objectives and challenges. Whilst the unique and well liked High-Impact E-learning courses remain the backbone of our training, we can also offer a series of other training delivery methods that will, where appropriate, further enhance the learning effect.



These include:

- **Webinars:** Fun and highly animated, these virtual application labs focus on how to apply learning from previous E-learning modules. If done well, an extremely powerful combination.
- **Workshops:** instructor-led on-site workshops with world-class trainers, having delivered between 100-500 workshops! Quality remains important, also in the classroom.
- **Coaching projects:** implement your own projects with the help of a personal coach.

Instructor-led training? Yes:

- For competencies that require a higher proficiency level
- If team-building and networking are a training objective





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