ASM Educational Center (ASM) *Est. 1992*

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Administrative Skills

Supply Chain Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Why Supply Chain Management?

- Customer Satisfaction
- Improving Performance
- Lowering Costs
- Product Development
- Case Study
- Module Two: Review Questions

Module Three: Key Terms (I)

- Procurement
- Upstream and Downstream
- Raw Material
- Forecasting
- Carrying Cost
- Case Study
- Module Three: Review Questions

Module Four: Key Terms (II)

- Inventory
- Order Generation
- Order Taking
- Order Fulfillment
- Returns Management
- Case Study
- Module Four: Review Questions

Module Five: Three Levels of Supply Chain Management

- Strategic level
- Tactical level
- Operational Level
- Bullwhip Effect
- Case Study
- Module Five: Review Questions

Module Six: Five Stages of Supply Chain Management

- Plan
- Source
- Make
- Deliver
- Return
- Case Study
- Module Six: Review Questions

Module Seven: The Flows of Supply Chain Management

- The Product Flow
- The Information Flow
- The Finances Flow
- Data Warehouses
- Case Study
- Module Seven: Review Questions

Module Eight: Inventory Management

- Levels of Inventory
- Just-In-Time Inventory
- Keeping Accurate Records
- Inventory Calculator
- Case Study
- Module Eight: Review Questions

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Module Nine: Supply Chain Groups

- The Suppliers
- The Producers
- The Customers
- The Customer's Customer's
- Case Study
- Module Nine: Review Questions

Module Ten: Tracking and Monitoring

- Dashboard
- RFID's
- Alert Generation
- Stock Keeping Unit (SKU)
- Case Study
- Module Ten: Review Questions

Module Eleven: Supply Chain Event Management

- Inventory Alerts
- Supplier Alerts
- Bottlenecking
- Being Proactive
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations