

Supply Chain Academy

Program “The Supply Chain Professional”

Description content per Lesson



General introduction

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- With the APICS Certified Supply Chain Professional (CSCP) program, you can take your career and organization in a new and exciting direction.
- Shape your future, align your goals, and distinguish yourself from the competition. In this challenging global marketplace, only the most well-trained, well-educated professionals will be sought after by employers and valued by organizations. Join their ranks today by earning the APICS CSCP designation.
- Topics include:
 - Aligning supply chain processes and capabilities with strategic business goals
 - Understanding organizational roles and infrastructures in the supply chain
 - Managing material, information, and financial flows
 - Understanding and managing intra- and inter-organizational relationships
 - Selecting and leveraging technologies to enable effective process management
- The total program of 4 modules takes 4 days. Different work forms will be used in a highly interactive setting.



The Benefits

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How You Benefit

The APICS CSCP program will give you more credibility and recognition in your workplace. You can distinguish yourself by committing to continued education that will help you sharpen your skills. This program gives you the opportunity to master supply chain management and all its facets—all on the cutting edge of new developments and concepts.

How Your Organization Benefits

- From day one, you can apply your APICS CSCP program knowledge to solve everyday work issues. Your knowledge and expertise will make you more valuable in your organization. Companies that sponsor all or part of their employees' tuition will gain a return on investment in the form of long-term loyalty and more productive employees.
- With APICS CSCP, your employees will have
 - the proven knowledge and organizational skills to strategically streamline operations
 - the tools to effectively manage global supply chain activities that involve suppliers, plants, distributors, and customers located around the world
 - the skills to create consistency and foster collaboration through best practices, common terminology, and corporatewide communication.



The Modules

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Module 1: Supply Chain Management Fundamentals

Module 2: Building Operations, Planning, and Logistics

Module 3: Managing Customer and Supplier Relationships

Module 4: Using Information Technology to Enable Supply Chain Management



Module 1: Supply Chain Management Fundamentals

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1. Overview of Supply Chain Management
2. Supply Chain Management Strategy
3. Managing the Supply Chain
4. Improving the Supply Chain

- Explore how successful supply chain management adds value to your organization.
- Understand supply chain management processes.
- Recognize the fundamentals of green supply chain initiatives.
- Develop a supply chain strategy that aligns with corporate strategy.
- Develop and implement supply chain risk management strategies.
- Assess and measure the effectiveness of supply chains.
- Establish a continuous improvement process for supply chains.
- Understand the importance of supply chain design and its continually evolving capabilities.



Module 2: Building Operations, Planning, and Logistics

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1. Demand Planning
2. Product Design Consideration
3. Manufacturing Planning and Controlling
4. Logistics

- Understand natural dynamics within the supply chain to optimize performance and increase profitability.
- Assess the value of demands and reduce complexity in demand planning.
- Establish collaborations to replace or improve demand estimates.
- Include supply chain factors in product designs.
- Align distribution and transportation options with supply chain strategy.
- Develop and implement plans for using 3PL and 4PL service providers.
- Understand the importance of reverse logistics.



Module 3: Managing Customer and Supplier Relationships

1. Relationship Management in SCM
2. Customer Relationship Management (CRM)
3. Supplier Relationship Management (SRM)
4. Integrated Customer/Supplier Relationship Management
 - Categorize customers based on their profiles and needs
 - Understand customer loyalty and lifetime value of a customer.
 - Establish measures of customer satisfaction.
 - Understand the strategic importance of purchasing and supplier relationships.
 - Establish a supplier rating system.
 - Effectively use customer data to improve service performance and increase value to suppliers and customers.



Lesson 4: Using Information Technology to Enable Supply Chain Management

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1. Role of IT in the Supply Chain
2. ERP in Supply Chain Management
3. Innovative Technologies and Their Uses
4. Using IT to Enhance Supply Chain Performance
5. e-Business
 - Understand the role of data and information technology in support of the supply chain.
 - Learn how technology-enabled supply chains contribute to business strategies and operating plans.
 - Explore the IT infrastructure as it relates to the comprehensive set of supply chain management systems.
 - Understand the innovative technologies enabling collaborative commerce and global visibility.
 - Apply technology to enhance distribution, reverse logistics, and global supply chain communications.

