

# Supply Chain Academy

## PROCESS OVERVIEW WORKSHOPS

### **Introduction**

The Supply Chain Academy offers business a wide range of in-company programs. These educational programs are designed in collaboration with the customer. Therefore, these programs are tailor made for the customers organization, and applicable for each level of that organization.

### **Trend**

Most companies which strive for improvement of working methods choose for department specific initiatives. In many cases, these initiatives lead to compartmentalization and separation. This leads to sub-optimization of the primary process instead of the demanded optimization of the whole chain, internally and externally. This stands, while current developments stimulate an integrated chain approach, which are supported by improved IT-tools. When the primary process continues to decouple from staff and decision making processes, eventually this will lead to a negative outcome for the organization as a whole and on its financial results. Collaborating and communicating in an effective manner continues to be the most important condition for renewal and improvement of all processes. Especially when a change impacts the entire supply chain.

### **Methods**

The Supply Chain Academy delivers a tailor made product, which is specifically designed to match the needs and demands within an organization. The group of participants will be a profiled to be representing for the entire organization. This group will analyze the entire business and logistic processes in detail and assesses them from a helicopter perspective. All the processes, milestones within the processes and the deliverables of the results will be researched. This special approach will lead to a correct and shared view of the possible improvement and it will create the necessary support for the implementation of these improvements. The bottom-up approach hands management the proper means for professionalizing the organization and a starting point for continuous improvement. The concept matches the idea of optimization of the entire chain.

### **The Workshop**

'Process Overview Workshops' encourage chain oriented working and structured thinking concerning all processes in all the different levels of the organization. A Process Overview Workshop will consist of a maximum of 10-12 participants, each representing another part of the different business processes. The topics of the workshops will be determined in collaboration with the participants guided their contributions regarding case studies of their own organization.

During multiple sessions the participants will formulate and implement several improvements for the business processes. Eventually, participants will learn to use methods and theoretical concepts in their own organization. Structural and operational problems and Quick Wins will be analyzed during the sessions. Participants will notice that they obtained an improved communication within their organization. The number of sessions (app. 2-4 hour/session) for each workshop will be determined in collaboration.

Experience shows that Process Overview Workshops can be used to research whether there is a need for training within the organization. Moreover, these can be used as a bottom-up tool to efficiently implement changes. Naturally, commitment up front from management is a condition for success.



## **Results**

The Process Overview Workshop plays an important part in changing from a passive approach towards a pro-active approach and the improvement of communication within the chain. To develop this result oriented approach, the following parts are stressed:

- Taking responsibility;
- Effective and efficient communication;
- A full overview of the chain processes;
- Internal support by meeting conditions;
- Collaboration in chain groups.

In addition, the chain oriented way of thinking (process oriented thinking) will be stimulated and participants will obtain better insight in the demands of the market. This insight will be supported and widened by using widely accepted theories:

- Demand Chain Management
- Theory of Constraints
- Just in Time
- Planning hierarchy
- Forecasting
- Order to Cash Optimization

Several existing bottlenecks in the chain will be approached and solved during the workshops, such as Quick Wins, medium term subjects and structural problems.

## **Target group**

The program is suited for all sorts of organizations, such as industrial companies, distribution, wholesale, retail and commercial organization. A vital condition for the success of the program is the willingness and availability of all involved, and a clear description of the entire chain.

## **Meetings**

The Process Overview Workshop sessions are organized within an agreed period, with a desired maximum lead time of 12 weeks.

## **Trainers**

The Supply Chain Academy and its trainers offer the highest possible quality of education. They support the chains within the organization, act as consultants or as supply chain manager. The trainers are professionals with many years experience in their own expertise (board member, consultant, or supply chain manager for large and medium sized organizations). Furthermore, the Academy works together with TiasNimbas Business School (Tilburg University and University of Technology Eindhoven)).

## **References**

The Supply Chain Academy supplies their modern-day educational programs to process industry, wholesale, distribution and logistics organizations. Business reacts very positive and enthusiastic to obtained results. On demand we can arrange a contact with organizations that already benefited from our services.

## **Information & Consult**

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