

IoSCM Supply Chain Definition



ORDER, RECEIPT AND PLANNING

Essential Pillar to Business Operations	Customer Service / Client Interface and Management	Planning
ACTIVITY Human Resources Finances Invoicing and Payment Expedition	ACTIVITY Management Relationship Management Sales Order Processing	ACTIVITY Product Design and Development Sales and Operations Planning
UNITS TO STUDY Introduction to Business Finance Management Human Resources Principles of Marketing Corporate Finance	UNITS TO STUDY Introduction to Customer Service Team Leader Business Management and Information Risk Management Entrepreneurship	UNITS TO STUDY Project Management Production Planning and Control MRP / ERP Systems Master Scheduling Techniques Planning in a Supply Chain
KPI'S Customer Satisfaction Business and Finance Marketing within Business	KPI'S Customer Satisfaction Order Processing Accuracy Orders Received on Time	KPI'S Bill of Material Accuracy M/C Utilisation Schedule Achievement Stock Availability

MANAGEMENT



MAKE OR BUY

Manufacture and Production	Purchasing
ACTIVITY Manufacturing Production Assembly Operations Quality Management	ACTIVITY Procurement of Finished Goods Purchasing Components Material Control
UNITS TO STUDY Supply Chain Operations Management Processes IT in Manufacturing Production Management Quality Management Lean Manufacturing	UNITS TO STUDY Client and Supplier Relations Purchasing in Action Purchasing Processes Global Procurement Marketing for Purchasers
KPI'S Downtime Maintenance Costs Rework/Scrappage Throughput Rates Production Plan Report	KPI'S On-time Delivery Quality Performance Cost Variances / Spend Responsiveness Cost Down Activity

PURCHASING



LOGISTICAL AND TRANSPORTATION OPERATIONS

Storage and Warehousing	Distribution	Ports and Shipping	International Distribution
ACTIVITY Warehousing Operations Storage Stores Keeping Inventory Control	ACTIVITY Transport Planning Road Freight Air Freight Ports and Shipping Rail Freight	ACTIVITY Ports and Shipping Sea Freight	ACTIVITY Export Operation Ports and Shipping Air Freight Road Freight Rail Freight
UNITS TO STUDY Warehousing and Inventory Inventory Processes Warehouse Cost and Revenues Warehousing Management Health and Safety in a Warehouse	UNITS TO STUDY Transport Planning Operations Freight Road Freight Operations Logistics Movement of Goods International Freight Management	UNITS TO STUDY Ports and Shipping Management Operations Management Processes Logistics Warehousing Supply Chain Management International Freight Management Transport Planning Management	UNITS TO STUDY Freight Forwarding Secure Cargo Sea Freight Air Freight Ports and Shipping Maritime Operations Ports and Shipping Management
KPI'S Stock Accuracy Stock Value Obsolescence Slow Moving Stock First In/First Out (FIFO)	KPI'S Orders Dispatched on Time Orders Dispatched Correct Route Transport Cost Vary	KPI'S Freight Cost per Unit Shipped Outbound freight costs as % of net sales Inbound freight costs as % of purchases 5S Workplace Organisation Risk Assessments	KPI'S International Orders Dispatched on Time Orders Dispatched to the Correct Route

WAREHOUSING

LOGISTICS

PORTS AND SHIPPING

IMPORTS AND EXPORTS

SUPPLY CHAIN