

# IoSCM Supply Chain Definition



## ORDER, RECEIPT AND PLANNING

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

### MANAGEMENT



## MAKE OR BUY

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

### MANUFACTURING, PRODUCTION AND OPERATIONS

### PURCHASING



## LOGISTICAL AND TRANSPORTATION OPERATIONS

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

### WAREHOUSING

### LOGISTICS

### PORTS AND SHIPPING

### IMPORTS AND EXPORTS

## SUPPLY CHAIN