ICTD

المركز العالمي للتدريب والتطوير

International Centre For Training & Development



Expediting Skills

IMS IAS ACCREDITED
ACTVET Abu Dhabi Centre for Technical and Vocational Education and Training
GInI GLOBAL INNOVATION INSTITUTE Authorized Innovation Provider®
Registered Education Provider Project Management Institute
IAQSHE International Association for Health and Occupational Safety and the Environment
EFQM Member
AMI American Management Institute

Course Introduction:

This course program is designed to equip participants with the essential knowledge and competencies required to manage and accelerate the procurement and delivery processes in complex supply chain environments. Expediting plays a critical role in ensuring timely delivery of goods and services, minimizing delays, and maintaining the efficiency of project schedules. This course focuses on best practices for effective communication, supplier management, and proactive problem-solving techniques.

Participants will gain a deep understanding of expediting roles and responsibilities, strategies for mitigating delivery risks, and effective tools for monitoring supplier performance. By the end of the training, attendees will be well-prepared to support organizational goals by fostering efficient and timely supply chain operations.

Course Objectives:

By the end of the training, participants will be able to:

- Understand the key roles and responsibilities of an expediter.
- Learn best practices for effective communication with suppliers and stakeholders.
- Develop skills to identify, manage, and resolve potential delivery issues.
- Gain insights into monitoring supplier performance and progress.
- Learn strategies to minimize delays and maintain schedule adherence.
- Strengthen negotiation skills and problem-solving techniques for expediting challenges.

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Who Should Attend?

This course is designed for all:

- Procurement and Supply Chain Professionals
- Project Managers
- Expediters and Logistics Specialists
- Vendor and Supplier Managers
- Professionals in Engineering, Construction, and Manufacturing Industries

Course Outline:

Day 1: Introduction to Expediting

- **The Role of an Expediter**
    - Key responsibilities and importance in supply chains
    - Expediting vs. procurement and logistics
- **Types of Expediting**
    - Field, desk, and production expediting
- **Expediting Objectives and Performance Metrics**
    - KPIs and benchmarks for success

Day 2: Communication and Supplier Management

- **Effective Communication Techniques**
    - Building strong supplier relationships
    - Managing cross-functional communication
- **Supplier Performance Monitoring**
    - Tools and techniques for tracking progress
    - Early identification of potential issues
- **Negotiation Strategies**
    - Tactics for resolving delays and securing commitments

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Day 3: Risk Management and Problem Resolution

- **Identifying Risks in the Delivery Process**
    - Common causes of delays
    - Risk assessment techniques
- **Proactive Problem Resolution Strategies**
    - Developing contingency plans
    - Root cause analysis for recurring issues
- **Escalation Procedures**
    - When and how to escalate issues effectively

Day 4: Monitoring and Reporting Techniques

- **Tracking Tools and Technologies**
    - Digital platforms for expediting
    - Real-time data and dashboards
- **Reporting Requirements and Best Practices**
    - Crafting concise and actionable reports
    - Stakeholder communication strategies
- **Case Examples of Successful Expediting**
    - Lessons learned from industry best practices

Day 5: Continuous Improvement and Final Wrap-Up

- **Building a Culture of Continuous Improvement**
    - Process optimization techniques
    - Performance feedback loops
- **Expediting in Global Supply Chains**
    - Managing international suppliers and logistics

Course Methodology:

A variety of methodologies will be used during the course that including:

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- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per course location. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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