



LSM117

MEASURING THE LOGISTICS Performance

Course Introduction:

This is a focused course providing delegates with a toolkit to measure the logistics performance by implementing effective audit of their supply chain which determines areas of under-performance, and highlighting improvement opportunities.

This course explores the following issues:

- Methodology for data collection
- Key audit questions
- Questionnaire design
- External-facing audit for customer service measurement
- Identification of customer groups and associated channels
- Internal-facing audit for the organization
- Supply & demand information requirements
- Costs and resource allocation data
- Auditing planning activities and processes

Course Objectives:

Upon completion of this course, the delegates should:

- Be able to identify areas for improvement in logistics and supply chain operations.
- Understand effectively the importance of effective planning for performance measurement systems.
- Understand the importance of coordinating performance measurement systems within a firm and across firms in a supply chain.

Who Should Attend?

This course is recommended for any personnel in supervisory and management positions who wish to review the performance of their department/s in the organization.

Course Outline:

Auditing the present situation

Establishing General Audit Principals

- Defining data requirements
- Forming the collection task force
- Identifying the sources of data
- Determining the data gathering method

Conducting the External Audit

- Identifying the customer groups
- Sampling customers
- Designing questionnaires
- Organizing data collection
- External audit

Conducting the Internal Audit

- Auditing the demand profile
- Auditing the supply profile
- Auditing costs, auditing service
- Auditing resource utilization
- Auditing planning processes

Audit Operations

Auditing Data Flows

- Auditing the data path
- Identify waste areas
- Investigate options for elimination

Investigating Trade-offs

- Identify major cost elements
- Consider options to reduce costs
- Consider changes to cost to serve

Moving decoupling point position

- Review position constraints
- Movement options

Smoothing of demand patterns

- Review demand amplification maps
- Compare demand pattern with ordering pattern
- Explore ways to eliminate distortion

Configure to be supply chains

- Select performance drivers
- Map drivers to plan supply chain on thread diagram
- Select plan supply chain metrics
- Cascade to plan activities

- Select plan metrics
- Identify best practices and map TO BE supply chain thread
- Test new design against needs

Course Methodology:

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

- (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

Course Fees:

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

Course Certificate:

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

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