



Supply Chain Management

Welcome to the Supply Chain Management Training program.

Supply chain management plays a role, in providing customer service. It encompasses a portion of a support agents' responsibilities. However, it can also be a source of frustration for customers when products are lost during shipping or experience inconsistent movement resulting in delays. In cases it is vital for customer support agents to remain composed and employ communication techniques with warehouse teams. This collaboration helps coordinate and establish delivery and production methods. Failing to address these issues could lead to loss of customer loyalty decreased profit margins and demoralization, within teams. Therefore, professionals must acquire the skills to handle supply chain management challenges while effectively coordinating with the teams and even customers themselves.

This training course covers topics including delivery system operations, managing customer complaints stress management techniques and task delegation strategies. These areas of focus will contribute to

maintaining customer support and enable problem mitigation so that priorities can be redirected elsewhere.

Course Overview

In the beginning of the session, we will spend some time getting to know the participants and discussing what will be covered in the workshop. Participants will also have an opportunity to identify their personal learning goals.

During this workshop we will focus on teaching participants how to;

- Understand the importance of supply chain management
- Familiarize themselves with terms used in supply chain management
- Recognize the three levels of supply chain management
- Learn about the five stages involved in supply chain management
- Understand the flow of supply chain management
- Define inventory management
- Identify groups involved in the supply chain (suppliers, producers, consumers and clients)

Importance of Supply Chain Management

To begin with we want to ensure that participants understand why supply chain management is necessary and how it can benefit clients by improving performance reducing costs and enhancing product development.

Key Terms

This session will cover terms related to;

- Procurement
- Upstream and downstream processes
- Raw materials
- Forecasting
- Carrying costs
- Inventory
- Purchase generation
- Order taking
- Order fulfillment

- Returns management

Three Levels of Supply Chain Management

During this session participants will be introduced to the three levels of supply chain management; tactical and operational. Additionally, we will delve into an understanding of the Bullwhip Effect.

Five Stages of Supply Chain Management

Following that participants will gain insights into the five stages of supply chain management; strategy, sourcing, manufacturing, distribution and returns.

The Flows of Supply Chain Management

We will then explore the three flows, in supply chain management; product flow, information flow and financial flow.

Inventory Management

The session will also cover inventory management. Provide guidance on maintaining records.

Supply Chain Groups

Participants will have the opportunity to familiarize themselves with supply chain groups such, as suppliers, producers, consumers and clients.

Closing the Workshop

Lastly at the conclusion of the course day participants can ask any remaining questions they may have and complete an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725

