

## Logistics Outsourcing

### Course Format: Two-day course

#### Course objectives:

- To deliver a broad understanding of the supply chain and its key elements and how they work together to add value.
- To understand how those elements combine together to achieve a level of service to the customer for an associated costs.
- To enable delegates to understand what factors impact the level of service and what drives costs, so that they make better decisions for their businesses in future.

As an “introductory” level course, the aim is to achieve an integrated view of the supply chain rather than develop a detailed knowledge in any one area. It is thus a useful programme for new recruits to the function as well as a good vehicle for improving communications between functions in a company when there are participants from the range of logistic activities.

**Methodology:** Topics will be covered using short lectures with case studies and exercises. All topics are covered by explaining the principles and then immediately applying these principles through exercises (carried out as individuals or in pairs or small groups). Discussion is encouraged at all times to elicit examples from the group and to understand some of the likely issues faced by logistics managers.

### DAY 1

#### What is the supply chain and how does it work?

Beer Game. Definitions. Business drivers for and benefits from improving linkage in the supply chain.

#### Customer service

Impact of logistic system design and structure on customer service. Measures of customer service.

#### Supply chains

Supply chain and time compression.

#### Inventory management

Role of inventory. ABC analysis. Defining and setting buffer stocks. Impact of order quantity. Periodic v order point systems.

### DAY 2

#### Warehousing and storage

Types of warehouses. Warehouse layout and planning. Value-adding activities.

#### Transport

Modes of transport and their advantages and disadvantages. Lead times, in-transit inventory and modal choice.

#### Location

Introduction to system network design, linking customer service, inventory, and transport.

#### System improvement

Improvement objectives and projects.