



# PLANNING AND EXECUTION EXCELLENCE: DEMAND & SUPPLY

11-12 April 2023

Armada Hotel Petaling Jaya – Malaysia

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## INTRODUCTION

This course will examine how Supply Chain Strategy and Design supports business strategy and the customer value proposition. This will be accomplished through investigating and experimenting with the various supply chain structure and flow possibilities, as well as the organisational capabilities required to operate these supply chains successfully.

In addition, we will examine analytical tools and methodologies that will allow you to optimise and build your supply chain network while minimising costs and maximising service levels.

In addition, we will examine the key levers for optimising service levels, inventory costs, and inventory levels, as well as forecasting tactics and approaches for various inventory kinds. In addition, we will examine the methodologies and tools necessary to advance forecasting and inventory management capabilities and attain Demand & Supply Planning perfection.

## BENEFITS OF ATTENDING

To appreciate and comprehend how cutting the costs in any given network – taking into consideration the limits placed on the network – can provide organisations with anticipated savings in the range of 5 -15% over their supply chain networks.

- Learn how enhancing your customer service providing by better positioning your facilities and goods across the network can lead to improvements in customer service levels and market service offering.
- Ensure your supply chain network satisfies your strategic needs for a certain horizon of time and set of assumptions.
- Understand how to improve forecast accuracy and optimise inventory
- Learn how to split inventory and assign suitable management strategies
- Understand the key levers for optimising service levels, inventory costs, and inventory levels
- Calculate inventory-related costs, ideal replenishment cycles, and statistical safety stocks
- Review relevant key performance indicators (KPIs)
- Learn how to make the S&OP process more effective by employing advanced demand planning techniques
- Understand various implementation concerns and approaches
- Discover how to conduct a business opportunities assessment

## COURSE OUTLINE

### Why Supply Chain Management?

- Customer Satisfaction
- Improving Performance
- Lowering Costs
- Product Development
- Case Study

### Key Terms I

- Procurement
- Upstream & Downstream
- Raw Material
- Forecasting
- Carrying Cost
- Case Study

### Key Terms II

- Inventory
- Order Generation
- Order Taking
- Order Fulfillment
- Returns Management
- Case Study

### Three Levels of Supply Chain Management

- Strategic Level
- Tactical Level
- Operational Level
- Bullwhip Effect
- Case Study

### Five Stages of Supply Chain Management

- Plan
- Source
- Make
- Deliver
- Return
- Case Study

### The Flows of Supply Chain Management

- The Product Flow
- The Information Flow
- The Finances Flow
- Data Warehouses
- Case Study

## COURSE OUTLINE CONTINUATION

### Inventory Management

- Levels of Inventory
- Just-In-Time Inventory
- Keeping Accurate Records
- Inventory Calculator
- Case Study

### Supply Chain Groups

- The Supplier
- The Producers
- The Customers
- The Customer's Customers
- Case Study

### Tracking and Monitoring

- Dashboard
- RFID's
- Alert Generation
- Stock Keeping Unit (SKU)
- Case Study

### Supply Chain Event Management

- Inventory Alerts
- Supplier Alerts
- Bottlenecking
- Being Proactive
- Case Study

## METHODOLOGY

Participants will increase competencies through a variety of instructional methods including lecture by an experienced practitioner and consultant, exercises, extensive analysis of organizations' market supply, review published articles, and group discussions covering current practices with their relationship to the implementation of new concepts.

## WHO SHOULD ATTEND?

This training course is suitable for a wide range of professionals, but will greatly benefit:

- Purchasing, Procurement, Inventory, Sales and Project Personnel
- All others who are involved in the Planning, Evaluation, Preparation and Management of Demands that Cover the Acquisition of Materials, Parts, Equipment, and Services, and Who Are in Organizations Whose Leadership Want High Levels of Excellence in Those Involved in These Activities

Dr Jude Selvaraj Joseph's diverse background and versatility in training both youth and adult learners enables him to tap on an abundance of experiences in sharing, connecting and engaging with individuals.

He is an International Dynamic Speaker, Certified and Accredited Master Trainer, Emotional Intelligence Relationship Coach, Consultant and Entrepreneur. He has acclaimed a lot of goodwill and accolades in the fields of education and corporate trainings both locally and internationally by his High Impact Sessions.

Backed by more than 25 years of corporate exposure and experience, Dr Jude Selvaraj Joseph has worked with several organisations namely The Asian Institute of Chartered Bankers (formerly known as Institute of Bankers, Malaysia), Perak Branch, Kolej Syuen, Ipoh and Scania - Southeast Asia, Shah Alam holding senior positions in the areas of education, coaching, training and development, hospitality, logistics, supply chain, warehousing etc. whilst pursuing his passion in education, training and development.

Dr Jude Selvaraj Joseph possesses an Industrial Doctorate in Business Administration and a double Masters in Business Administration & Management majoring in Human Resource Management and Logistics and Supply Chain Management.

Dr Jude Selvaraj belongs to the new era of trainers in excellence:

- ❖Chartered Member of The Institute of Logistics and Transport Malaysia (CMILT)
- ❖Master Trainer in Learning & Development from the European International University, Paris;
- ❖Certified Professional Master Trainer from the International Accreditation Organization (IAO), USA & Institute of Quality Malaysia (IQM) for ISO 17024:2012 Professional Programs on Competency;
- ❖Human Resource Development Corporation (HRDC) Certified Accredited Trainer, Malaysia;
- ❖Certified Trainer (Associate) in Training and Development from the Cambridge Association of Managers, United Kingdom;
- ❖Certified Master Practitioner of Neuro-Linguistic Programming, Time Line Therapy Association & The American Board of NLP
- ❖Certified Master Practitioner of Time Line Therapy, Time Line Therapy Association & The American Board of NLP
- ❖Certified Master NLP Coach, Time Line Therapy Association & The American Board of NLP
- ❖Certified Master Hypnotherapist, Time Line Therapy Association, The American Board of NLP & International Association of Counsellors & Therapist (IACT)
- ❖Certified Beyond Success Facilitator – Dr John C. Maxwell (EQUIP)
- ❖Certified Trainer & Assessor in Technical & Vocational Education & Training (TVET) from Melbourne Polytechnic, Australia
- ❖Certified 6S Lead Auditor
- ❖Certified Professional in Lean Six Sigma Improvement Tool – Failure Mode Effect Analysis (FMEA)
- ❖Certified Professional in Quality Management Tool – 7QC Basic Tools



# DELEGATE REGISTRATION FORM



Claimable  
Under  
Scheme  
SBL



## Delegates

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

## Organization

Name \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Address \_\_\_\_\_

## Authorization (This form is invalid without a signature)

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

## Contact Person

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

Please complete this form immediately and send back to:

**Wendy:**

Tel: +6016-335-5527

Email: [wendy@nashbs.com](mailto:wendy@nashbs.com)

## Payment Details

Payment is required within 7 days upon receipt of the invoice.

**NASH BUSINESS SOLUTIONS Sdn Bhd (1068674-V)**

### Standard Chartered

Account No: **794194740755**

SWIFT Code: **SCBLMYKXXXX**

All payment must be received prior to the event date

## Confirmation details

Joining details confirming your participation will be sent, once a registration has been received. After receiving payment, a receipt will be issued.

## Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or e-mail at least 3 weeks before the event date. Cancellations with less than 3 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

**Note:** The investment fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

## TRAINING SCHEDULE

08.30 --- Registration & Morning Coffee  
09.00 --- Training Starts  
10.45 --- Morning Coffee Break  
11.00 --- Training Resumes  
13.00 --- Lunch  
14.00 --- Training Resumes  
15.45 --- Afternoon Coffee Break  
16:00 --- Training Resumes  
17:00 --- Training Ends

Course	Regular Fee (per Delegate)	Group Fee: 3 or more pax (per Delegate)
<b>Planning and Execution Excellence - Demand and Supply</b> 11-12 April 2023, Armada Hotel Petaling Jaya - Malaysia	RM2,995	RM2,795