

Supply Chain Management Programme Timetable

DAY 1

- Competing through capabilities
- Supply chain management
- Measuring profitability of customers and suppliers
- Customer relationship management.

DAY 2

- Supplier relationship management
- Customer service management
- Demand management
- Order fulfilment.

DAY 3

- Product development and commercialisation
- Returns management
- Supply chain mapping
- Implementing and sustaining supply chain management process.

DAY 4

- Developing supply chain metrics
- Conducting cross functional assessments of the SCM process
- The agile supply chain.

DAY 5

- Developing and implementing high-performance relationships in the supply chain
- Supply chain management: the next steps.

NB This timetable is subject to change.

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