

REVIEWING SUPPLY CHAIN EFFICIENCY & SUPPLY CHAIN MANAGEMENT PROCESS

““Driving Operational Performance through Holistic Supply Chain Review and Process Optimization””

Schedule

Date	Venue	Fees (Face-to-Face)
02 – 06 Mar 2026	Dubai, UAE	USD 3495 per delegate

► Available delivery methods: In-House Training

Introduction

In today’s volatile global market, supply chains must be efficient, resilient, and continuously improving. Reviewing and optimizing supply chain processes is no longer optional—it's essential for achieving cost control, customer satisfaction, and strategic growth. This intensive five-day course enables professionals to critically evaluate end-to-end supply chain performance and redesign processes for greater agility, alignment, and efficiency. Participants will work through frameworks for assessing procurement, logistics, demand planning, inventory control, and supplier performance, with a focus on real-world application and cross-functional integration.

Objectives

By the end of this course, participants will be able to:

- Review the full supply chain function from a strategic and operational lens.
- Analyze process inefficiencies and identify improvement opportunities.
- Map and optimize supply chain flows across planning, sourcing, and fulfillment.
- Establish and track KPIs to drive performance and accountability.
- Align supply chain processes with customer expectations and business strategy.
- Lead or contribute to cross-functional improvement initiatives.

Why Attend

- Learn how to conduct structured supply chain reviews across all functions.
- Gain tools to diagnose and resolve systemic bottlenecks.
- Build collaboration between procurement, planning, logistics, and finance.
- Increase service levels while reducing working capital and waste.
- Improve internal and supplier performance with data-backed insights.

Target Audience

This program is designed for:

- Supply chain and logistics professionals
- Procurement and planning managers
- Inventory and distribution analysts
- Operations and performance improvement leaders
- Finance, audit, or compliance professionals involved in process review

Individual Benefits

Key competencies that will be developed include:

- End-to-end supply chain process evaluation
- Gap identification and root cause analysis
- Process mapping and redesign
- KPI alignment and performance tracking
- Strategic improvement planning

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- End-to-end supply chain process evaluation
- Gap identification and root cause analysis
- Process mapping and redesign
- KPI alignment and performance tracking
- Strategic improvement planning

Instructional Methodology

- Expert Lectures – Modern supply chain trends and process frameworks
- Diagnostic Tools – Performance checklists, efficiency metrics, audit sheets
- Group Exercises – Cross-functional supply chain mapping
- Case Studies – Sector-specific supply chain review projects
- Visual Aids – Flowcharts, KPI dashboards, and process heatmaps
- Peer Consultation – Collaborative brainstorming and best practice sharing

Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 2–3 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations and End-to-End Supply Chain View

- **Module 1: Understanding the Modern Supply Chain (07:30 – 09:30)**
 - Key functions and flow of a value-driven supply chain
 - Drivers of supply chain complexity and disruption
 - Strategic vs. operational supply chain management
- **Module 2: Framework for Supply Chain Efficiency Review (09:45 – 11:15)**
 - Tools and models for end-to-end evaluation
 - Key performance indicators and maturity stages
 - Internal vs. external benchmarking
- **Module 3: Mapping the Core Processes (11:30 – 01:00)**
 - SCOR model and value stream mapping
 - Identifying redundant and non-value-adding activities
 - Mapping interdepartmental connections and handovers
- **Module 4: Group Exercise – Supply Chain Health Check (02:00 – 03:30)**
 - Team-based diagnosis using performance heatmaps and KPIs

Day 2: Procurement, Sourcing, and Supplier Relationships

- **Module 5: Evaluating Procurement & Sourcing Efficiency (07:30 – 09:30)**
 - Category management and sourcing strategies
 - Cycle time analysis and PO process streamlining
 - Vendor selection and onboarding reviews
- **Module 6: Supplier Performance and Risk Management (09:45 – 11:15)**
 - Scorecards, SLAs, and review meetings
 - Managing supply disruptions and risk scenarios
 - Segmenting suppliers by value and criticality
- **Module 7: Group Activity – Procurement Process Mapping (11:30 – 01:00)**
 - Identify inefficiencies and re-engineer sourcing workflows
- **Module 8: Case Study – Redesigning Supplier Engagement (02:00 – 03:30)**
 - Lessons learned from real-world procurement overhauls

Day 3: Demand Planning, Inventory & Forecast Accuracy

- **Module 9: Assessing Demand Planning Process (07:30 – 09:30)**
 - Forecast models, consensus planning, and governance
 - Roles of sales, marketing, and operations
 - Evaluating accuracy, bias, and forecast error
- **Module 10: Inventory Optimization and Control (09:45 – 11:15)**
 - Classifying inventory by usage and risk
 - Setting reorder points, safety stock, and EOQ
 - Reducing overstock and obsolescence
- **Module 11: Process Efficiency in Distribution & Warehousing (11:30 – 01:00)**
 - Warehousing KPIs and throughput tracking
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Receiving, storage, and dispatch review

- Layout optimization and technology use
- **Module 12: Workshop – Inventory & Planning Improvement Plan (02:00 – 03:30)**
- Teams develop short-term optimization strategies

Day 4: Fulfillment, Logistics & Customer Service

- **Module 13: Order Fulfillment Performance Review (07:30 – 09:30)**
- OTIF (On-Time-In-Full) and delivery accuracy
- Order cycle time and customer expectations
- Backorder root cause and recovery planning
- **Module 14: Transport and Last-Mile Logistics (09:45 – 11:15)**
- Fleet utilization, routing efficiency, and cost tracking
- Third-party logistics assessment
- Environmental and cost impacts of transportation
- **Module 15: Returns, Reverse Logistics, and Customer Interface (11:30 – 01:00)**
- Processing returns and replacements
- Customer communication and complaint loop
- Analyzing service KPIs and support response
- **Module 16: Case Study – Logistics Redesign & Result Tracking (02:00 – 03:30)**
- Real-life success case of logistics streamlining

Day 5: Integration, Reporting & Continuous Improvement

- **Module 17: Digital Tools and Process Integration (07:30 – 09:30)**
- ERP, WMS, and supply chain automation
- Integrating dashboards for transparency
- Reducing manual handoffs and paper-based tracking
- **Module 18: Cross-Functional Collaboration (09:45 – 11:15)**
- Working across procurement, planning, logistics, and finance
- Breaking silos and enabling supply chain ownership
- Governance meetings and team KPIs
- **Module 19: Strategic Improvement Roadmap (11:30 – 01:00)**
- Prioritizing projects and defining milestones
- Tracking ROI and building a business case
- Sustainability and resilience integration
- **Module 20: Final Presentation and Wrap-Up (02:00 – 03:30)**
- Teams present their improvement proposals
- Instructor feedback and certification briefing
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Certification

Participants who complete the program will receive a Certificate of Completion in **Reviewing Supply Chain Efficiency & Supply Chain Management Process**, recognizing their ability to assess, redesign, and optimize complex supply chain systems for lasting operational excellence.

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