Course Title: IfS' Supply and Value Chain Management for Engineers

Course ID:	Course Type:
ELA133	eLearning
http://www.aiche.org/ela133	

Course Outline

- Module 1: Introduction to Supply Chain Management
  - What is Supply Chain (SC)
  - SC Terms and Definitions
  - Overview of Supply Chain Management (SCM) Topics
  - Key Issues for SC Design and Management

- Module 2: Understanding Supply and Demand
  - Understanding Customer Demand
  - Matching Supply with Demand
  - Inventory Management
  - Optimal Product Availability

- Module 3: Distribution Networks
  - Distribution Network Design
  - Network Frameworks and Decision Making
  - Design Models
  - Transportation Decision Making

- Module 4: Supplier Relationship Management
  - Definitions
  - Supplier Performance Measures
  - Supplier Selection Methods
  - Supplier Performance Criteria
  - Supplier Performance Management

- Module 5: Customer Relationship Management
  - Customer relationship management as a SCM process
  - Strategic customer relationship management process
  - Operational customer relationship management process
  - Customer service management

- Module 6: Establishing Partnerships
  - What is a partnership?
  - The partnership model
  - Applications of partnership model
  - Institutionalizing the partnership process

- Module 7: Supply Chain and Sustainability
  - What is Sustainability?
  - Energy and the Supply Chain
  - Sustainability and Supply Chain Management
  - Key Characteristic of a Sustainable Supply Chain
  - Supply Chain Efficiency

- Module 8: Implementing a Supply Chain
  - The Seven Steps to Implementing a Sustainable Supply Chain
    - Culture
    - Educate the organization on sustainability
    - Complete a sustainability audit of our company's supply chain
    - Determine goals and objectives for the sustainable supply chain
    - Determine what actions need to take place in order to meet the objectives
    - Measure the sustainability progress
    - Benchmarking
  - Obstacles to Implementation

- Final Exam