1. **Concepts of Logistics management**
   - The role of Logistics information systems and technology
   - Logistics relevance to an organization and the economy
   - Channels of distribution
   - What is a Supply Chain
   - Supply Chain Management

2. **Supply Chain and competitive strategy**
   - Competitive advantage
   - The supply chain and competitive performance
   - Creating the responsive supply chain
   - Product ‘push’ versus demand ‘pull’
   - The Japanese philosophy and Just-in-time
   - Lean and Agile supply chains
   - Managing risks in supply chains

3. **Customer Service**
   - Definition of customer service
   - How to establish a customer service strategy
   - Developing and implementation of customer service strategy in logistics
   - Global customer service issues
   - Improving Customer Service within Logistics
4. Logistics information systems and technology
   • The role of Logistics information systems and technology
   • Advanced order-processing systems
   • Inside sales/telemarketing
   • Electronic data interchange
   • Integrating order processing within the logistics information system.
   • Using information systems to support time-based competition.

5. Procurement and Purchasing
   • The role of purchasing in the supply chain
   • Purchasing activities
   • Purchasing research and planning
   • Purchasing cost management
   • eProcurement
   • Managing supplier relationships
   • The Logistics Challenge – Paperless purchasing

6. Inventory concepts and management
   • Basic inventory concepts
   • Basic inventory management
   • MRP systems
   • Financial aspects of inventory strategy
   • Inventory carrying costs
   • Improving inventory management
   • Impact of inventory reduction on corporate profit performance
   • Applying inventory reduction programmes

7. Materials management
• Scope of materials management
• Forecasting
• Total Quality Management
• Administration and control of material flow
• Materials management of spare-parts
• Materials management in manufacturing

8. **Warehousing**
   • The nature and importance of warehousing
   • Types of warehousing
   • Functions of warehousing
   • Facility development
   • Warehouse productivity measurement
   • Financial considerations of warehousing
   • The home delivery fulfillment challenge.

9. **Materials handling equipment**
   • Materials handling and storage equipment
   • Warehousing in a just-tin-time environment
   • Warehouse management systems (WHS)
   • Packaging
   • Reverse logistics

10. **Logistics financial performance**
    • Accurate cost data and total cost analysis
    • Limitations of current profitability reports
    • Cost justification of logistics systems

11. **Global logistics**
    • International distribution channel strategies
• Managing global logistics
• Management of export shipment
• Logistics characteristics of global markets

12. Profit from Time
• Strategic lead-time management
• Time-Based competition
• The concept of lead time
• The lead-time gap

AREAS OF DETAILED SPECIALIZATION AND EXPERTISE
• Procurement and Purchasing Management
• Warehouse Design
• Warehouse Operations
• MRP Systems – Operations Applications
• Lean and Just-in-Time
• Environmental and Reverse Logistics
• Inventory Management and Control
• Customer Service and Logistics
1. Managing Operations
   - Operations Management
   - The role of operations management
   - The mix of manufactured items and services
   - Linking marketing and operations

2. Operations Design and delivery system
   - Operations design and management support
   - Process choice
   - Hybrid processes and Bottlenecks
   - Capacity, Location and Layout decisions

3. Controlling operations
   - Planning and control systems in operations
   - Operational planning
   - Inventory control systems

4. Quality
   - The concept of quality
   - Quality assurance and quality control in operations
   - Total Quality Management
   - Service quality issues

5. Managerial Operations applications
   - Managerial operations philosophies
   - Traditional operations management approaches
   - Operations management alternatives
1. The Dynamic New Workplace
   • Working in the new economy
   • Organizations in the new workplace
   • Managers in the new workplace
   • The management process
   • Learning how to manage

2. Management: Past and Present
   • Classical management approaches
   • Behavioural management approaches
   • Quantitative management approaches
   • Modern management approaches

3. Ethical Behaviour and Social Responsibility
   • What is ethical behaviour
   • Ethics in a workplace
   • Maintaining high ethical standards
   • Corporate social responsibility
   • Organizations and society

4. Global Dimensions of Management
   • International management and globalization
   • International business challenges
   • Multinational corporations
   • Cultural and global diversity
   • Management across cultures

5. Environment, Organizational Culture and Diversity
   • External environment and Competitive advantage
   • Customer Driven Organizations
Quality Driven Organizations
Organizational Culture
Multi-cultural Organizations and Diversity

6. Entrepreneurship and Small Business
   - The nature of entrepreneurship
   - Entrepreneurship and small business
   - New Venture creation
   - Entrepreneurship and the business development

7. Information
   - Information technology and the changing workplace
   - IT and the management processes
   - IT and managerial decisions
   - Issues of IT

8. Planning and Controlling
   - How and why managers plan
   - Types of plans and planning tools and techniques
   - The control process

9. Strategic Management
   - Strategic management process
   - Strategies used by organizations
   - Strategy formulation
   - Strategy implementation

10. Organizing
    - Organizing as a management function
    - Traditional organization structure
    - Organizing trends and practices
• Organizational design essential
• Work process design

11. Human Resource Management
• Why people make the difference
• Human resource management
• Attracting a quality workforce
• Developing a quality workforce
• Maintaining a quality workforce

12. Motivation
• What is motivation
• Process and re-enforcement of motivation
• Motivation and the new workforce

13. Individual Behaviour and Performance
• Understanding people at work
• Work attitudes and performance
• Job design alternatives
• Alternatives work arrangements

14. Teams and Teamwork
• Teams in organizations
• How teams work
• Decision making teams

15. Communication and interpersonal skills
• The communication process
• Improving communication
• Conflict
• Negotiation
16. Change Leadership
   - Strategic leadership and innovation
   - Organizational change
   - Leading planned change
   - Organization development
   - Stress and Stress Management
2. The Key Roles
   • The project steering team administrator
   • The Sponsor
   • The Project Manager
   • The Stakeholders
   • Building your team
   • The dimensions of leadership

3. The Project Processes and techniques
   • The fundamental data needs
   • What are constraints?
   • Preparing the initial business case
   • The kick-off meeting
   • Project Documentation
   • The project brief and specification

4. Defining the Project
   • What is necessary to define a project?
   • The stakeholder list
   • The project brief
   • Risk Assessment
   • Risk monitoring

5. Planning the Project
   • Who needs to be involved?
   • Where does the planning start?
• The project work breakdown structure
• Allocating Responsibility
• Estimating the Durations
• Contingencies
• Time Scheduling and estimates
• The critical path of your project
• Analysing the Logic diagram
• Using the PERT analysis data
• Reviewing your project risk log
• Reviewing your project budget

6. Launching the Project
   • Establishing key stage work plans
   • Critical success factors
   • Ensuring effective communication
   • Managing Project changes

7. Executing the Project work
   • Monitoring Progress
   • Managing issues
   • Reviewing project issues
   • Tracking the project
   • Problem solving
   • Progress meetings
   • Projects and conflict
   • Project reporting

8. Closing your project
   • Establishing completion criteria
   • The acceptance process
   • The close-out meeting
• Evaluating our project
• Closing down the project
• Post project evaluation
• Post project appraisals

9. IT Systems
• What can software do?
• Using a software programme
• Selecting project software
• The project management office