

# **Supply Chain Management Course**

## **COURSE OUTLINE**

### **Chapter 1: Introduction**

### **Chapter 2: Why Supply Chain Management?**

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

### **Chapter 3: Key Terms**

- Procurement
- Upstream and Downstream
- Raw Material
- Forecasting
- Carrying Cost
- Inventory
- Order Generation
- Order Taking
- Order Fulfillment
- Returns Management
- Case Study

### **Chapter 4: Three Levels of Supply Chain Management**

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

### **Chapter 5: Five Stages of Supply Chain Management**

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

### **Chapter 6: The Flows of Supply Chain Management**

- The Product Flow
- The Information Flow

- The Finances Flow
- Data Warehouses
- Case Study

### **Chapter 7: Inventory Management**

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

### **Chapter 8: Supply Chain Groups**

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

### **Chapter 9: Tracking and Monitoring**

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

### **Chapter 10: Supply Chain Event Management**

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