

# **SUPPLY CHAIN ESSENTIALS**

## **Understand, Optimise, and Add Value**

### **Non-Credit Bearing**

#### ***Build foundational knowledge to strengthen your role in the supply chain***

Every product you touch, every service you rely on – there is a supply chain behind it. Yet for many employees, the supply chain remains invisible, even though their daily work plays a vital role in keeping it running smoothly.

This course is designed to make the supply chain visible, relevant, and actionable - no matter your role. Understanding how goods and information flow from supplier to customer helps you see the bigger picture, make smarter decisions, and spot new opportunities to contribute.

From forecasting and inventory, to production planning and supplier management, you will gain a foundational understanding of how each part of the chain connects. And most importantly, you'll see how your own actions directly impact operational efficiency, customer satisfaction, and business success.

Whether you're on the floor, in the office, or supporting operations, this course will help you work more effectively, collaborate with greater confidence, and take your career a step forward.

#### **WHO SHOULD ATTEND**

- Entry-level and shop floor employees
- Logistics, stores, and warehousing staff
- Sales and customer service teams
- Staff with limited supply chain experience
- Anyone supporting or working within supply chain processes

#### **HOW YOU WILL BENEFIT**

- Understand the end-to-end flow of a supply chain and your role in it
- Strengthen your contribution by recognising how different departments connect
- Learn the basics of demand planning and forecasting principles
- Improve your understanding of stock control, inventory, and logistics
- Gain insight into how production planning supports efficiency
- Recognise the importance of strong supplier relationships and strategic sourcing
- Enhance collaboration across departments through shared supply chain awareness

*One-day course 08:30 -16:00*

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## **WHAT WILL BE COVERED**

### **What is Supply Chain Management?**

- Defining the supply chain and its key processes
- Creating value - financial, customer, and social
- Basic supply chain strategies and performance metrics

### **Demand Planning and Forecasting**

- The role of demand planning in the supply chain
- Forecasting principles and understanding demand variability
- The bullwhip effect and how to counteract it
- Introduction to qualitative and quantitative forecasting methods

### **From Demand to Supply: The Conversion Process**

- Sales and Operations Planning (S&OP) and Master Production Scheduling (MPS)
- Material Requirements Planning (MRP) and Production Activity Control (PAC)
- Aligning planning processes with business performance

### **Logistics and Inventory Management**

- Fundamentals of logistics and stores management
- Stock control systems and independent demand ordering
- Safety stock, Economic Order Quantity (EOQ), and customer service levels
- Distribution systems: push, pull, and replenishment

### **Supplier Relationship Management**

- The importance of strategic sourcing and supplier alignment
- Building long-term alliances for mutual benefit
- Techniques for improving supplier performance and reliability

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