

THE SEVEN KEYS TO SUPPLY CHAIN SUCCESS

5 workshops, plus 5 consulting support days

1. Introduction

The design of your supply chain has a key strategic influence on the competitiveness of your organisation. What is your customer response time? What should it be? What is your product or service cumulative lead time? Are you a build-to-stock, build-to-order or configure-to-order supplier? How strong are your relationships in the supply chain? How much consignment inventory do your suppliers hold? Are pull systems implemented such that your response times beat the competitors, hands down? Can you charge a premium price for faster delivery, at no extra cost to your company?

All the above questions are key to determining your company competitiveness in the marketplace. All too commonly however, we work with an inherited supply chain model, and are unaware that alternative models exist that would serve the company better. Development of a lean supply chain for your organisation is a vital step in improving product and service delivery to customers. It will strengthen your supply chain and improve competitiveness, and enable your company to reduce exposure and grow margin.

2. Learning objectives

This series of five supply chain management training workshops aims to increase supply chain management competencies within the organisation. They also aim to provide a practical action-oriented roadmap for increasing customer service, whilst reducing costs. At the end of the programme, participants will:

- Understand supply chain best practice, in particular on how it relates to their business;
- Gain a common foundation knowledge that will enable them to become involved in supply chain improvement activities, and
- Actions arising from the workshop will lead to increased customer service, greater organisation flexibility and reduced costs.

The course material is customised to suit the organisation. Lean Ireland will use a variety of training methodologies including classroom presentations, interactive exercises, analysis of the organisation's supply chain model, and case studies. A minimum of 5 supporting consulting days are also advised.

3. Workshop Agenda

Module content	Format
<p>Workshop 1. Scan the environment & Partner with the Customer Changing consumer and customer preferences, trade surveys, organisation strategic review, competitor activity, labour issues, technology updates. Customer needs identification, process mapping the customer's use of product, freight terms, inventory hubs and consignment inventory, communication, systems integration, paperwork, labelling, troubleshooting, responsiveness, pricing. Review of actions, responsibilities & timelines</p>	PowerPoint Video Discussion Interactive exercise in teams

Content (continued)	Format
<p>Workshop 3. Partner with the supplier Supplier selection, validation, contract negotiation, freight terms, inventory hubs and consignment inventory, communication, systems integration, paperwork, labelling, troubleshooting, responsiveness, pricing. Review of actions, responsibilities & timelines</p>	PowerPoint Video Discussion Interactive exercise in teams
<p>Workshop 4. Reduce response times by implementing pull systems Value stream mapping – current state, goal setting, creating flow, identifying projects, error proofing, key metric identification and measurement, service, quality and margin improvement, value stream mapping – future state, Review of actions, responsibilities & timelines</p>	
<p>Workshop 5. Educate and train the workforce, Use IT as an enabler and Outsource non-core activities Developing the management team, spreading understanding throughout the workforce, identifying future improvement opportunities, planning customer & supplier visits. System integration, online sales, customer and supplier portals, order tracking. Make/buy decisions, bill of material configuration, developing sub-contractor relationships, contract negotiation. Review of actions, responsibilities & timelines</p>	

Due to the practical and applied nature of the workshops, it is advisable that they be spaced approximately one month apart, over seven months. This will allow for actions to be undertaken, in line with agreements made at the workshops.

4. Who should attend?

The course is designed for those in a senior management, or management decision-making position, who have responsibility for budget and people development. Ideal candidates are the managing director, the supply chain director/manager, the operations director/manager, the engineering director/manager, the quality director/manager and senior supply chain personnel.

The programme is not suitable for those who are not decision-makers.

5. Preparation

The programme is preceded by a consulting day, during which the Lean Ireland consultant will meet with the management team to explain the course objectives and content, gain an understanding of company strategy, the range of products and services, and current supply chain design and associated issues. The outcome from the consulting day will be an agreed listing of data and information required for the first workshop - Scan the environment & Partner with the Customer.

The preparation for the remaining workshops will follow a similar pattern.

6. Contact

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