



This course provides an objective overview of supply chain management from a practical business perspective: the tenets of innovation and the 'lean organisation' and implications for the organisation and its supply chain; the process of innovation and the alignment between innovation and supply chain management; the resolution of key issues critical to supply chain management that will result in improved performance; the concept of risk and uncertainty in SCM and strategies to reduce these.

Delegates attending the course will have the opportunity to develop practical skills for use directly on their return to the organisation.

Course Starts:

**20<sup>th</sup> August 2014**  
(Registration now open)

# Supply Chain MANAGEMENT

## How you will benefit. You will learn to:

- Understand and better manage the operations of warehousing and distribution channels
- Select suppliers, purchasing systems and processes on the basis of techniques and tools used for this purpose, which optimise the decision making processes around options
- Assess the risk to supply chain processes of various internal and external factors to the business
- Understand and manage the processes for leading people in optimising the supply chain of an organisation, including internal and external customer relationship management (CRM)
- Analyse the value chain across the organisation, to assess and develop key areas critical to the success of the business
- Measure the progress and results of a change process within the supply chain of an organisation

## Key focus areas:

- Global Competitive Context
- Demand Forecasting and Inventory Management
- Distribution and Logistics Management
- Strategic Sourcing and Supplier Relationship Management
- Knowledge and Risk Management in SCM
- Value Chain and Customer Relationship Management
- Ethics, Social Responsibility and Sustainability

## Who should attend:

This certificate is ideal for private and public sector delegates who hold a minimum of a matric qualification; most of whom will be considering or would be involved in supply chain management in the future, or will be active in this area of business and commerce.

## Entrance requirements:

Matric and/or relevant industry experience.

## Programme fee:

The course fee of R9 900 (incl. VAT) covers tuition, instruction material, lunches and refreshments.

## Estimated level:

Level Five on the National Qualifications Framework (NQF).

## Duration:

Three days (8.00 – 16.00)

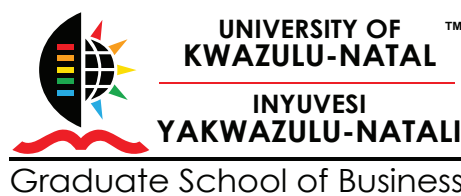


### MR HANS SALISBURY

MBA, PGDip.Management, BSc.Agric  
(University of Natal) PhD Candidate:  
University of KwaZulu-Natal

Mr Hans Salisbury teaches Operations Management, Supply Chain Management and Logistics Management to third year and

postgraduate students on the Pietermaritzburg campus of the University of KwaZulu-Natal. For much of his career he has worked as an agricultural consultant and project manager for a range of enterprises in Australia, Indonesia, Spain, Sudan and the USA. He brings a practical hands-on approach to the field of Supply Chain Management.



Graduate School of Business

Located on the Westville Campus of the University of KwaZulu-Natal, the GSB&L is eight kilometres away from the Durban and Pinetown CBD's. Situated within an environmental conservancy, the Westville campus combines state of the art infrastructure with beautiful natural surroundings. The School has a 350 seater auditorium, a ground floor lecture theatre that seats 110, a lecture theatre that seats 70, two 30 seater training venues, 10 study rooms, a 35 seater LAN and a Library Resource Centre.

### Business and Management Courses

- Certificate in Business Administration
- Certificate in Public Administration
- Managing for Impact (NEW MANAGERS)
- Finance for Non-Financial Managers
- Competent Project Management
- Supply Chain Management
- Management Development Programme

## CONTACT INFORMATION

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