

Competence Certificate in Purchasing & Supply Chain Management

Welcome to the Competence Certificate in Purchasing & Supply Chain Management's programme. We hope you find the course interesting and that it will prove useful to you in your logistic career. This programme has been designed to give you an insight into the major elements of supply chain. The course is fairly wide ranging and covers the movement of goods right from our supplier's factory gate right through to our customer's door, including all the bits which we have to do in the middle.

Don't worry if what we say in this programme differs from the way you do things in your organization. This does not mean that you are doing anything wrong or that your particular methods are not just as effective as those we have shown here. It is just that, unfortunately, in a course of this size it is impossible to cover all the variations which you might encounter during your career so we have concentrated on those practices which are more commonly used. Where possible we have indicated some of the variations as we go along.

The useful exercise for you to do as the course develop is to look at these differences and try to discover why your organization does things the way they do and perhaps, why the methods we suggest might not work as well in your circumstances.

On the last lesson of the programme there will be an exam. The exam will consist of 60 multiple choice questions and you must score a minimum of 45 out of 60, which is 75%, to achieve a pass. All the questions will be taken directly from the text of the course or they will require you to do a little bit of interpretation of that text, so, if nothing else, do read through the whole of the course at least once.

Who is it for?

This programme is for people that are employed in the following areas of a business:

- Procurement & Purchasing
- Production Planning & Control
- Inventory & Stock Control Management
- Materials Management
- Warehouse & Storage Solutions
- Operations & Supply chain management

The Goals

The goal of this programme is to educate individuals on the concepts, tools, terminology, and integration of topics across the supply chain operation functions. This program is designed to test candidate's in-depth knowledge of a variety of subjects specific to purchasing, production, inventory and logistics management. SSM Group works hard to ensure that the exams are reliable and that the highest professional standards are used to develop and administer the program. Continuing its commitment to excellence, SSM Group has updated this programme to meet industry needs and better manage the rapid expansion of information, techniques and technology.

The Competence Certificate in Purchasing & Supply Chain Management will help you:

- increase your functional knowledge of purchasing, production, inventory and logistics management
- maximize ROI on the systems and technologies within your organization
- master the tools you need to effectively manage global supply chain activities
- gain knowledge to apply principles ERP software to cover various critical functions within your organization
- earn customer satisfaction by delivering Just-in-Time products and services
- enhance your credibility within your organization
- create consistency and foster collaboration through best practices, common terminology, and corporate-wide communication.

Programme Content

Session 1:

Session one will show the importance of integrating logistics while managing. Candidates will understand the vital role that purchasing plays in a logistic organization and can discuss the adverse effect that a mistake in purchasing will have in an organizational company. Will learn the 5 most important reasons why stock is held, the process of stock rationalization and how customers can be affected by our decisions regarding stocks.

- ◆ Section 1: Logistics in Context
- ◆ Section 2: Purchasing
- ◆ Section 3: Stock Holding

**Candidates will be able to follow the logistic process. That is:
having the right goods, in the right place, at the right time,
at the right quality, in the right quantity and at the right cost.**

Programme Content

Session 2:

In this module the candidates will learn the Pareto Analysis; this analysis is vital in managing stocks and will understand how this is going to help to determine which stock needs to be managed carefully. Will see several methods of stock control that are all grouped under the Statistical Inventory Control (SIC), its advantages and disadvantages will show when an organization will benefit even more when using this system.

Candidate will learn about the Economic Order Quantities (EOQ) and the Re-Order Point Control (ROP). These two together will enable the candidate to understand how to improve the use of resources by taking account the cost of ordering and the cost of holding stock and to calculate the quantity to order by multiplying the average daily usage by the item's lead time.

- ◆ Section 4: Pareto Analysis
- ◆ Section 5: Inventory Control
- ◆ Section 6: Economic Order Quantities

Candidates will be able to recognize that the amount of stock needed to be held is related to two factors:

- ❖ **usage rate**
- ❖ **lead time**

Programme Content

Session 3:

Here the candidates will learn the importance of forecast demand, with the help of the salesmen the organization can plan beforehand. Will be able to use the Just in Time concept properly and therefore will be able to reduce the amount of stock there is in the system at any one time. Candidates will discuss how the demand will be kept steady and in the same time be allowed to phase the orders to match the customers demand. Candidates will understand the two essential elements of the Material Requirements Planning (MRP) system that are the plan and the bill of materials and will recognize the different varieties of this system.

- ◆ Section 7 Forecast Demand
- ◆ Section 8: Just in Time
- ◆ Section 9: Elements of MRP

By learning the Just in Time concept the candidate will be able to point out the importance of:

- ❖ **constant demand**
- ❖ **accurate deliveries**
- ❖ **high quality**

Programme Content

Session 4:

Candidates will be able to gain a thorough insight of the warehouse design's principles and will understand the importance of concepts like flow and use the cube and how they can affect the basic design of a warehouse. This session aims to impart knowledge on storage solutions, what type of storage system should be used and what are the benefits of using a particular system instead of another. Candidates will discuss the principles which lie behind the Mechanical Handling Equipment (MHE) and awareness will be raised about the factors which need to be taken into account when choosing equipment for the organization.

- ◆ Section 10: Warehouse Layout
- ◆ Section 11: Storage Solutions
- ◆ Section 12: Mechanical Handling

The candidates will understand the major issues that need to be taken into consideration when plans and organize the warehouse. Important to plan where the following are going to be:

- ❖ **receipts area**
- ❖ **issues area**
- ❖ **dispatch area**
- ❖ **storage area**

Programme Content

Session 5:

In this session, candidates will discuss if shrinkage is a people and attitude problem, how can this be solved and the impact it has on the organization. Candidates will learn how to measure the problem carefully, determine the proper course of action and train the staff to carry it out. This session will help candidates to understand the importance of security of stock, the need of a risk assessment and how precautions can be implemented to solve any issues there might be. Furthermore, the candidates will be able to discuss the vital link that transport is in any logistics process, if it is better to own a fleet or use third party carries or even contract out the whole of our logistics process.

- ❖ Section 13: Stock Shrinkage
- ❖ Section 14: Stock Security
- ❖ Section 15: Managing Transport

Candidates will be able to identify the most effective ways to restrict a particular area, such as:

- ❖ **key control**
- ❖ **voice entry system**
- ❖ **swipe cards**

Programme Content

Session 6:

Here the candidates will discuss the importance of knowing the proportions of orders that were delivered on time, about any customer complaints and how these were dealt, the cost of the service that is being provided and the overall wastage rates. How demand satisfaction can be rated and why it is necessary to do so when possible. Will be able to calculate the stock turn and from the analysis's outcome can tell how often the stock turns over and how quickly the company can get the money back on the goods it has bought. Candidates will learn about the logistics costs and how this is important to set any selling price and make profit.

- ◆ Section 16: Measuring Success
- ◆ Section 17: Calculating Stock turn
- ◆ Section 18: Demand Satisfaction
- ◆ Section 19: Logistics Costs

Candidates will be able to calculate the demand satisfaction by using the below formula:

$$\frac{\text{demands met from the stock} \times 100}{\text{no. of demands}} = \text{demand satisfaction}$$

Trainers

Our trainers have all the necessary training, qualifications and experience to deliver these courses. Candidates will be provided with the entire necessary course material that is needed for every course and will always have support by our trainers and our team. During these courses the candidates will have time to share experiences, discuss and learn all that is needed, to be a qualified manager. After all the training received it, will be easier for every candidate to transfer his gained knowledge to the place of work both private and public sector. All courses are pre-planned so that every person that wants to attend can plan in advance.

What's Next?

When you have finished your course you may want to keep on with your studies. We do have two more courses which you might like to look at:

Certificate in Logistics Management – This programme is aimed at supervisors but is equally valid for junior managers who are, perhaps, moving into a Supply Chain function for the first time or for those who have not done any previous formal training in the subject. This programme is certified by CILT-UK and will provide the underpinning knowledge at NVQ level 3.

Certificate in Operations Management - This programme is designed to provide an introduction to supply chain management, production and operations management and to satisfy the need for a course which is broader, more general and at a lower level than the Diploma. It is aimed at a variety of personnel, from those new to the profession who require a foundation course before progressing on to the Diploma and to those already working in the field that would benefit from a wider perception of their role and have no formal qualifications. To those employed in other areas which impact on or are affected by production and operations management. This programme is certified by IOM-UK and will provide the underpinning knowledge at NVQ level 3.

Diploma in Operations Management – This programme is aimed at the needs of the young professional manager working in the field, the Diploma programme develops the participant's knowledge and understanding of the practical areas of production and operations management, as well as his/her awareness of the human and financial issues found in modern organisations. It also addresses the internal and external factors which influence operational efficiency and examines the wider context of business strategy and competitive advantage. This programme is certified by IOM-UK and will provide the underpinning knowledge at NVQ level 5.

What's next?

Diploma in Logistics – This programme is aimed typically at candidates holding middle management positions in specialist functional areas as Supply-Chain Management, Transport Operations, Transport Planning, Warehousing, Procurement, Production Planning and Inventory Management. The CILT (UK) Professional Diploma is also a suitable level of qualification for graduates entering the logistics and transport profession for the first time. This programme is certified by CILT-UK and will provide the underpinning knowledge at NVQ level 5.