



The Chartered Institute  
of Logistics and Transport

Egypt

# **Short Courses in Logistics and Transport**

## **2013 – 2014**



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# **Description of Courses**



## **Introduction to Supply Chain Management and Logistics (Seminar)**

### **Overview**

In today's highly competitive and global marketplace the pressure on organizations to find new ways to create and deliver value to customers is increasing. In the last two decades, logistics and supply chain management has moved to the centre stage to become a key determinant of business competitiveness.

Logistics is a term widely used in business for a range of activities associated with the efficient and effective flow and storage of goods, services, and related information from the point of origin to the point of consumption in response to consumer requirements.

Management of these activities has been revolutionized over the past twenty years by addressing logistical issues through an extended perspective of the supply chain that incorporates concepts from several management disciplines, including: strategy formation and the theory of the firm; logistics and manufacturing management; management accounting; marketing; and operations research.

### **Course Objectives**

This course briefly introduces current practices, issues and trends in the field of logistics and supply chain management. It provides participants with information and basic training in related business disciplines to design and manage efficient and effective logistics and supply chain systems.

### **Topics Covered**

- Defining Supply Chain Management and Logistics
- Key aspects of Supply Chain Management
- Measuring Supply Chain Efficiency
- Vertical Integration of Supply Chains
- Sourcing and Procurement
- Customer Relations
- Role of IT in Logistics Management
- Efficient Warehousing and Inventory Management
- Packaging and labeling
- Role of Transport in Logistics
- Choosing the Right Mode of Transport & Intermodal Transport
- Freight Forwarding and 3PL
- Fleet Management
- Risk Management

**Duration** 8 Hours

### **Who should attend**

Top and middle managers seeking guidance on the key issues in managing logistics and SCM



## **Introduction to Supply Chain Management and Logistics**

### **Overview**

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### **Course Objectives**

This course examines current practices, issues and trends in the field of logistics and supply chain management. It provides participants with information and basic training in related business disciplines to design and manage efficient and effective logistics and SC systems.

### **Topics Covered**

- What is the Supply Chain Management
- Key aspects of Supply Chain Management
- Measuring Supply Chain Efficiency
- Vertical Integration of Supply Chains
- What is logistics
- Sourcing and Procurement
- Customer Relations
- Role of IT in Logistics Management
- Efficient Warehousing and Inventory Management
- Packaging and labeling
- Role of Transport in Logistics
- Choosing the Right Mode of Transport and Intermodal Transport
- Freight Forwarding and 3PL
- Fleet Management
- Risk Management

**Duration** 32 Hours

### **Who should attend**

Top and middle managers seeking guidance on the key issues in managing logistics and SCM



## Introduction to Intermodal Transport

### Overview

The use of intermodal transport is an essential theme in today's transportation. The interconnectedness of different transportation modes and methods of transporting freight is a growing concern in terms of strategic planning for cost reduction, time efficiency, mobility, and avoiding delays and congestion.

Participants of this course will learn the tools to stay ahead of competitors and to make better strategic decisions in choosing alternative and integrated transportation modes that would support and enhance the effectiveness of freight routing.

### Course Objectives

This course identifies the different transportation modes of freight transport: rail, truck, air and maritime. It examines the interconnectedness of intermodal transport networks and how to best utilize these networks. It examines how to efficiently reduce cost and reduce lead-time through efficiently planning and best utilizing intermodal options. It also identifies current and future operational issues and trends in the field of intermodality.

### Topics Covered

- What is the Intermodal Transport
- Maritime Transportation
- Air Transportation
- Trucking
- Rail Transport
- Containerization
- Intermodal Networking
- Intermodal Contracting
- Identifying Shipping Companies
- Security
- Cargo Tracking
- Intermodality and interoperability in the logistical chain and cost aspects
- Legal and Liability Concerns
- IT Support Systems for Intermodal Transport
- Distribution Center Development
- Cost Management

**Duration** 16 Hours

### Who should attend

- Top managers and decision makers in the shipping and manufacturing industry
- Terminal, warehousing, shipping line, and railway operators
- Logistics provider
- Port, local, regional, and national authorities
- Consultants and researchers in the transportation, logistics and supply chain field



## Effective Management of Logistics and Transport Activities

### Overview

Transport is a service industry that has as its objective the increase and sustainability of human development and satisfaction by changing geographical locations and position of resources, goods and/or people. You will have already observed the numerous and various forms of movement, using different types of trucks, coaches for road, or different forms of rail, air and sea transport. Also conspicuous are the related infrastructure provisions e.g. road and rail networks, airports and sea terminals; all designed to serve and service a particular transportation activity.

On the other hand logistics involves the art of maintaining control over worldwide supply chains by a combination of transport, warehousing, distribution and information technology. As a manager or supervisor you may have noticed that the form and size of transport and logistics organizations varies considerably from owner/driver operations to large private and state-owned corporations that are engaged in movement of goods and people.

### Course Objectives

The objectives of this course are to introduce participants to the various issues associated with the management of logistics and transport organizations including organizational structures, management practices, planning and decision making models, communication and IT systems in addition to legal and ethical aspects.

### Topics Covered

- Generic features and key differences between service organizations and others.
- Specific issues relating to transport/logistics organizations; main types and features of range of transport/logistics services.
- Different Types of Logistics and Transport Organizational Structures
- Logistics and Transport planning, controlling and decision-making
- Logistics and Transport Environment Analysis
- Understanding the Legal and Ethical Framework Governing Logistics and Transport Activities
- Establishing Effective Internal and external communications
- Usage of Information systems and technology for the delivery of Effective Logistics and Transport Activities
  - Advantages of information technology
  - Role and function of management information systems
  - Types of data and systems
  - Using the Internet
- Change Management

**Duration** 24 Hours

### Who should attend

Top and middle managers seeking guidance on the key issues in managing logistics and transport organizations



## **Supply Chain Management Best Practices, Efficiency Indicators, and Measuring Efficiency**

### **Overview**

Major potential for improvements can be revealed through measuring and visualizing process performance. The data obtained and employed in this process to depict process performance can be used to make well-founded decisions on process improvements and future investments. The primary use of process performance measurement is no longer restricted solely to manufacturing – it is also increasingly being applied to upstream administrative activities throughout the supply chain.

### **Course Objectives**

The aim of this course is to provide logistics and transport managers that are the strategic planners and decision makers the knowledge and professional skills that will enable them to:

- Identify areas of efficiency improvement.
- Customize a process to measure supply chain management efficiency and effectiveness
- Detect supply chain monitoring techniques
- Identify and gather essential information
- Integrate supply chain management processes

### **Topics Covered**

- Life cycle assessment and product life cycle integration
- Matching Supply and Demand
- Near-shoring and Far-shoring
- Smart Contracting
- Make-to-Order vs. Make-to-stock
- KPI and reporting
- Merchandise Velocity
- Spreading Risk
- Intermediaries: Transparency
- Resource Management and Utilization
- Supply Chain Sustainability: Adaptability, Synchronization, Profitability, and Velocity.

**Duration** 16 Hours

### **Who should attend**

- Logistics and transport senior managers and strategic decision makers





## **Risk Management in the Supply Chain**

### **Overview**

Supply chains are exposed to multiple performance hindering risks that are specific to each type of supply chain function. The variation of risk drivers, sources, and types makes it challenging to design supply chains that are responsive to the risks that might be faced. Supply chain risk analysis identifies possible risks that are associated with supply chains in an attempt to minimize these risks and to possibly reduce the potential impact through mitigated and contingent strategies.

### **Course Objectives**

This course identifies the multiple supply chain risks and impact and how to calculate and manage the risk. Course participants will learn the tools to address SCM associated risk in a proactive approach in addition to enhancing business strategies to improve reactivity to different risk types.

### **Topics Covered**

- What is Supply Chain Risk and Drivers
- What are the Typical Supply Chain Risks
- SCM Risk Managing Strategies
- SCM Reactivity to Disturbances
- Identifying Risk Sources
- Identifying Risk Types: Externally Driven, Internally Driven, and Decision Driven
- Insurance
- Replacement
- Delays
- Routing / Detouring of Cargo
- Outsourcing and Supplier Consolidation
- Qualitative and Quantitative Risk Analysis Methods
- Risk Mitigation

**Duration** 24 Hours

### **Who should attend**

- Top managers and decision makers in the shipping and manufacturing industry
- Terminal, warehousing, shipping line, and railway operators
- Logistics provider
- Port, local, regional, and national authorities
- Consultants and researchers in the transportation, logistics and supply chain field
- Risk, quality control and finance professionals



## Supply Chain Management Economics and Finance

### Overview

Managing the financial aspects of a business requires much special knowledge and expertise so that there will almost always be a department or person (depending on the size and complexity of the business) to deal with this aspect. However, it is important that you and all managers should have an appreciation of the financial aspects involved in order to be able to monitor financial performance of their department or function and make financially aware business decisions.

### Topics Covered

- Sources of business finance
  - Long-term and short-term funding
  - Debentures, venture capital, government grants, loans, overdrafts, debt-factoring, creditors, deferred taxation
  - Funding of assets [purchase/lease/hire]
- Financial management and control
  - Main financial control documents [Balance sheet/trading and profit & loss account]
  - Types of costs and cost centers
- Budgeting processes
  - Types of budgets [capital/revenue/cash-flow/zero-based/one- year/rolling]
  - Relating objectives to cost budget
  - Budget monitoring and control
  - Variance analysis and correction
- Commercial transactions
  - Business documentation
  - [Estimates/quotations/invoices/statements/debit and credit notes/advice and delivery notes]
- Financial Indicators
  - Financial ratios [current/liquidity/debt-equity]
  - Return on Capital
- Costing
  - Types of costs and cost centers
  - Cost recovery and charges
- Stockholding costs
  - Costs of acquisition, storage, administration and insurance
  - Opportunity cost of stockholding
- Financial Aspects of Freight Management
- Financial Aspects of Fleet Management
- Insurance

**Duration** 24 Hours

### Who should attend

Financial managers and executives operating within the logistics and transport business



## **Ethical and Legal Aspect of Logistics and Transport**

### **Overview**

Generally, legislation affects organizations by restricting them within legal boundaries their activities or processes. Laws may be used to influence various aspects including the type of inputs and they ways in which they are used, the cost of production etc. Laws are also used to protect the environment, employees and the public. Transport organizations are subject to many regulations, both national and international, because their operations are inherently risky.

### **Course Objectives**

This course seeks to provide participants with a better understanding of the functions of laws in relation to logistics and transport organizations as well as to have the ability to identify the main requirements for forming and ending a contracts, identify major issues of ethical behavior for organizations and describe the role of industry codes of practice.

### **Topics Covered**

- Legal Framework
  - National and international sources of law
  - Types of law
- Managing stakeholder conflicts
- Principles of Business Law
  - Requirements for setting up different types of organizations
  - Key legal documents and processes
  - Bankruptcy and liquidation processes
  - Main elements of law relating to Contracts, Agency and Employment
- Ethical issues
  - Principles of social responsibility for organizations
  - Codes of practice
  - Individual responsibility
- Legal Requirements for HR Management
- Data safety and security
  - Main legal requirements
  - Organizational responsibilities
- Safety and security of Equipment
- Waste management Legal Requirements

**Duration** 8 Hours

### **Who should attend**

Managers and employees that have to make legal and ethical decisions during their day-to-day operations such as general managers, commercial managers, export managers, transport and logistics managers.



## Effective Marketing of Logistics and Transport Activities

### Overview

Delivery of logistics and transport services depends not only on internal aspects pertaining to the organization but also depend on certain factors regarding the market in which it operates. Management policy must therefore be carefully designed and implemented to ensure that staff at all levels are able to provide the level of service required.

### Course Objectives

This course will benefit anyone who wants to gain practical marketing knowledge. It is ideal for businesses and departments who need to become more customer and market focused, or for people moving from a technical role to a more business focused role.

### Topics Covered

- Marketing policy and planning
- Features of external environment
- Requirements for gaining and maintaining competitive advantage
- Analytical models [PEST, SWOT, 5 Forces]
- Elements of market research "4 P's" model
- Marketing needs

**Duration** 16 Hours

### Who should attend

Line and managers seeking guidance on the key issues in managing logistics and transport business



## Import and Export Management

### Overview

Logistics and export management this course designed for Export Manager who is seeking a new market for his/her firm's product(s). The techniques and knowledge learned in the course is applied toward answering the real world export problem and intend for individuals who want to learn how to research an international market opportunity and apply that knowledge to entering a chosen market.

### Course Objectives

### Topics Covered

- Internal and external stakeholders
- Meeting stakeholders' needs and expectations
- Managing stakeholder conflicts
- National and international sources of law
- Types of law
- Business documentation
- [estimates/quotations/invoices/statements/debit and credit notes/advice and delivery notes]
- Developing a customer focus and customer service culture.
- Requirements of internal and external customers.
- Understanding quality; Requirements for developing and maintaining quality. Setting quality standards;
- Legal requirements for safety of people, goods and environment
- Costing systems
- Types of costs
- Cost-allocation and recovery
- Profit requirement
- Rate quotation schedule
- Time and distance-based charges
- Charge-out rate
- Function of main documents used in national and international commerce
- Requirements for DTI/Customs input, Local Control, Manual and Period Entry, Simplified Procedures, Pre-entry, Low-value procedure and Non-statutory procedure
- Use and types of permits
- Use and types of comets: TIR/ATA

**Duration** 40 Hours

### Who should attend

Line and managers seeking guidance on the key issues in managing logistics and transport business



## Warehouse Management

### Overview

The importance of warehouses arises from the fact that they provide a buffer against variations in supply and demand, by holding stock – a safety net, in effect, safeguard stock from damage, theft and deterioration. Warehousing allows for the accurate recording of receipts, current stockholding and dispatches, and provide an interface with all other parts of the business system being served. Utilizing warehouses efficiently enable “value-adding” processes to be conducted such as ticketing stock for customers or repacking.

### Course Objectives

This course aims at explain the principles behind planning and operating a warehouse, the principles involved in selecting equipment for a warehouse, describe the techniques for order picking operations and inventory management as well as explain safety and waste management law and operations

### Topics Covered

- Role and functions of warehouse
- Resource requirements
  - Business targets and objectives
  - Planning, allocating and coordinating work
  - Internal and external sources of information
  - Types of equipment
  - Information technology and systems
  - Space requirements
  - Administrative, maintenance and storage facilities
- Costing
- Administration: Requirements for staff, equipment and stock records
- Operational problems and solutions
  - Matching resources to service needs
  - Planning and controlling operations
  - Contingency plans
- Service monitoring and control
- Storage needs
- Stock management and control
- Stockholding costs
- Waste management
- Staff training

**Duration** 24 Hours

### Who should attend

Managers and executives responsible for establishing and maintaining warehouses



## Inventory Management

### Overview

Inventory management efficiency can determine the success or failure of a company. With the increase in prices of warehousing, the constant fluctuations in the demand of a product, and variability in availability and cost of raw materials; it is becoming a challenging task to forecast and plan orders ahead, cut costs and respond to demand and retain customer satisfaction. Efficient Inventory management enables forecasting and order planning, assortment and range planning, as well as replenishment and allocation.

### Course Objectives

Through this course, participants will be introduced to different concepts and terminologies in the field of inventory management. The material assists in understanding the concepts and factors that would influence inventory, how to respond to a constantly fluctuating market, cut costs, and rejuvenate the inventory management practices by adopting new technologies and concepts. Attendees of this course will gain a better understanding of the factors, drivers, concepts, and ideologies that affect inventory management and will learn techniques can be applied and customized to assist in better control, efficiency and effectiveness of managing inventory.

### Topics Covered

- What is Inventory Management
- Inventory Management Strategies
- Inventory Planning
- Inventory Types
- Determining Stock Levels
- Meeting Demand
- Lead-time and Hedging
- Lot-sizing techniques
- MRP, MRP II
- Just-In-Time (JIT) and Theory of Constraints (TOC)
- Resource Planning
- Aggregate Planning
- Purchasing Management
- RFID and Labeling
- Warehouse Management Systems (WMS)
- ERP Integration
- Inventory Forecasting

**Duration** 24 Hours

### Who should attend

- Top managers and decision makers in the shipping and manufacturing industry
- Warehouse supervisors and managers
- Logistics providers
- Consultants and researchers in the transportation, logistics and supply chain field



## **Fleet Management**

### **Overview**

Transport businesses are characterised by two important features: heavy legal obligations and high fixed costs. If your company fails to comply with its legal obligations, it risks heavy fines, reduced productivity through having prohibition notices served on vehicles and potential closure of the business owing to the loss of the Operator's Licence. Another the key characteristic of transport is its dispersed nature and the fact that drivers may be many miles away from any direct management control. Nevertheless, as a manager you are expected to maintain continuous and effective control to ensure that the relevant laws are not being broken. Such management at a distance is especially challenging yet is routinely required from quite junior management levels. The high fixed costs of the business can be reduced by sensible vehicle selection and utilisation. As a fleet manager, you have a very important role than anyone else to determine the success or failure of the business.

### **Course Objectives**

This course provides an outline of the operational practices and procedures that are required by law and fleet management best practice

### **Topics Covered**

- Generic features and key differences between service organizations and others.
- Specific issues relating to transport/logistics organizations; main types and features of range of transport/logistics services.
- Regulation and control of operations
- Enforcement and penalties
- Vehicle utilization
- Service provision
- Cargoes and load factors
- Load safety
- On-board equipment
- In-house or external maintenance
- Legal requirements for maintenance
- Maintenance standards and systems
- Maintenance budget
- Fleet purchasing
- Fuel and stores control
- Insurance
- Accident prevention and safety
- ICT Main applications
- Data safety and security

**Duration** 24 Hours

### **Who should attend**

Managers and executives involved in fleet transport operations





## Freight Management

### Overview

Freight transport, by whatever mode, is considered to be part of the service sector, and the demand for freight transport is the result of activity in other sectors of the economy such as manufacturing and retailing. As a service, freight transport is an intangible product, it has no physical form. Although the product being transported can be stored or stockpiled, the freight transport activity itself cannot and must, by definition, be used at the point of consumption. Value is only added to the transported product at the point of delivery.

In modern economies where efficiencies are sought in all sectors of industry, three qualities are expected from a freight transport system, namely availability, reliability and responsiveness.

### Course Objectives

This course aims at explaining in general terms the freight transport industry and the environment in which it operates, describing how the industry is regulated both nationally and internationally as well as outlining the strategies and best practices available to a road freight business.

### Topics Covered

- Generic features and key differences between service organizations and others.
- Specific issues relating to transport/logistics organizations; main types and features of range of transport/logistics services.
- Structure and organization of freight industry
- National and international legislation
- Modal choices relating to types of demand and goods
- Packaging, handling and labeling requirements
- Rates and charges
- Documentation
- Freight insurance
- International organizations and conventions
- Customs processes
- Freight agents and subcontractors
- International journey planning
- Information needs
- ICT Main applications
- Data safety and security
- Service planning
- Training needs

**Duration** 24 Hours

### Who should attend

Managers and executives involved in freight transport operations



## Customer Care in Logistics and Transport

### Overview

Delivery of high levels of logistics and transport service depends on several factors relating to the organization and its people and it is only when these factors are correctly established that such service levels can be provided. The organization must first of all be sure of certain factors regarding the market in which it operates and then management policy must be carefully designed and implemented to ensure that staff at all levels are able to provide the level of service required.

### Course Objectives

The aim of this course is to provide logistics and transport staff that are often the first point of contact for customers the knowledge and professional skills that will enable them to:

- Explain the different types of customer
- Explain the real nature of what is being sold
- Describe what management needs to do to enable customer service
- Describe the main characteristics required from customer service staff

### Topics Covered

- Generic features and key differences between service organizations and other types of organizations
- Specific issues relating to transport/logistics organizations; main types and features of range of transport/logistics services
- Understanding the Logistics and Transport Environment
- Understanding Customer service
- Determining and Delivering Quality Services
- Service monitoring and control
- Effective Communication in Customer Care
- Data safety and security
- Methods of analysis and Benchmarking
- Administration

**Duration** 16 Hours

### Who should attend

- Logistics and transport staff that are often the first point of contact for customers



## Human Resources Management within Logistic and Transport Organizations

### Overview

Management has been defined as “getting things done through people” and the truth of this will readily be appreciated. What good would it be to assemble the necessary financial and physical resources but leave out the people? What would get done? Obviously people are a very important resource and in order to get them to achieve the organization’s objectives they must be managed in some way and the way in which they are managed can have a considerable effect on the success and profitability of the organization.

### Course Objectives

The objective of this course is to provide candidates with an understanding of some of the most important aspects involved in managing human resources and an introduction to the techniques that are required to obtain the best performance from them.

### Topics Covered

- HR policy & planning
  - Strategic objectives
  - Analysis of labor supply and demand
  - Planning framework and process
  - Main legal requirements
- Principles of motivation
  - Basic motivational model
  - Main theories [Maslow/Herzberg/MacGregor/Handy]
- Training and development
  - Role and functions of training and development
  - Training policy: categories of staff/priorities/purpose/timing and methods
- Staff training
  - Types of training needs
  - Legal requirements
  - Training methods
  - Training Staff for accident prevention and safety
- Effective communications
  - Stages and processes
  - Barriers
  - Strategies for reducing impact of barriers

**Duration** 16 Hours

### Who should attend

Top and Middle Human Resources Managers of logistics and transport organizations



## IT Usage for Logistics and Transport

### Overview

Information is a key input for all organizations. Flows of information in logistics and transport are as fundamental as the flows of goods, materials and people. Such information flows occur not only internally within companies, but also between external suppliers, contractors, and customers. All organizations generate large amounts of data but it originates from different sources and may be in a variety of formats. There are different levels of information required in logistics. These different levels and functions can be identified as the strategic, tactical and operational levels.

### Course Objectives

- Identify and evaluate information for planning and decision-making
- Use information technology to manage business activities
- Contribute to organizational policy on ICT
- Evaluate and report on ICT applications in relation to an organization's activities
- Contribute to management IS for obtaining and using customer and service information
- Contribute to maintaining security of data and compliance with relevant legislation
- Identify systems for ensuring that customer information is maintained with adequate security and meets legal requirements
- Evaluate the role of IT in the provision of public transport services
- Identify how IT systems improve the efficiency and security of public transport service provision
- Identify information requirements for routing and scheduling of vehicles

### Topics Covered

- Information needs for planning
- Internal and external stakeholders Identifications
- Types of management information
- Internal and external sources
- Real time information
- Information gathering methods.
- Role and function of management information systems
- Advantages of information technology
- Types of data and systems
- Principles of EDI/EPOS/E-Commerce
- Role of Information in customer care
- MRP/Warehouse management/routing/scheduling/service planning
- IT for Efficient Warehousing:
- Information needs for efficient Freight Management
- Data safety and security

**Duration** 16 Hours

### Who should attend

IT managers and executives responsible for setting up and managing information systems within transport and logistics organizations



## Communication in Logistics and Transport

### Overview

Flows of information in logistics and transport are as fundamental as the flows of goods, materials and people. Such information flows occur not only internally within companies, but also between external suppliers, contractors, and customers. All organizations generate large amounts of data originating from different sources covering the strategic, tactical and operational levels and functions of logistics and transport organizations.

Clearly, information is of no use unless it can be communicated effectively. The implementation of good communication practices will ensure that data reaches those who need it in a format to effectively utilize it. Organizations need communication networks along which information can flow with minimum disturbance.

### Course Objectives

- Influence of Organizational Structures on Communication
- Range of stakeholder groups, needs and conflicts
- Requirements for successful internal and external communications
- Principles of effective communications
- Communications channels, media and techniques for different purposes
- Role of information/communications technology [ICT] in organizations
- Principles of effective communication for maximum customer satisfaction

### Topics Covered

- Influence of Organizational Structures on Communication
  - Types of structures [tall, flat, centralized, de-centralized]
  - Internal relationships [line, functional, staff, lateral]
  - Main structural forms [functional, geographical, divisional, project, matrix]
- Communication Counterparts
  - Internal and external stakeholders
  - Meeting stakeholders' needs and expectations
  - Managing stakeholder conflicts
  - Decisions about internal and external communications
  - Internal and external environmental influences
- Types of communication
- Communication Stages and processes
- Communication Barriers
- Strategies for reducing impact of communication barriers
- Advantages and usages of information technology
- Using the internet
- Communication with Customers

**Duration** 16 Hours

### Who should attend

Line managers seeking guidance on key communication issues within the context of logistics and transport business



## Quality Control Management of Logistics and Transport Activities

### Overview

Quality is a much talked-about concept yet there are many different ideas about what quality, and particularly quality management, involves. At one time quality was simply regarded as a conformance system: i.e. the product or service conformed to the specification laid down. This was the era of “quality control” where, in car manufacturing for example, the responsibility for quality rested with quality control inspectors who checked the finished cars as they rolled-off the production line. Modern quality systems work on the basis of “quality assurance” or “total quality management” that embeds quality and the responsibility for it firmly at every stage in the process and with every individual involved.

Customers instinctively know what quality is in the delivery of a product or service – and they certainly know when they do not get it! Buses that are late, dirty trains, unexplained delays at airports, goods damaged in transit and late deliveries due to vehicle breakdowns will all be recognized instantly as examples of poor quality.

### Course Objective

This course aims at defining quality and explaining the concept of Total Quality Management (TQM) as well as describing the various components of TQM systems and positioning them within the context of logistics and transport activities.

### Topics Covered

- Planning, implementing and monitoring change process
- Methods of analysis: Statistical process control techniques
- Service quality: Understanding quality; requirements for developing and maintaining quality and setting quality standards
- Determining service standards
- Service monitoring and control
- Quality Control and Quality Assurance
- Costing systems
- Administration
- Benchmarking: Basic definition, types, general aims, benefits, stages of process
- Information systems and technology utilization for quality management
- Safety and security
- Waste management: Environmental good practice relating to waste disposal
- Legal requirements for maintenance
- Environmental issues

**Duration** 16 Hours

### Who should attend

Top managers and executives involved in the process of introducing and maintaining total quality management systems.



## Management of Logistics and Transport Safety

### Overview

Transport is a dangerous activity and one that is inherently “fail-dangerous”. Safety and risk are therefore very important factors. The risk assessment process will identify those hazards that need to be guarded against and the mitigation measures that can be taken. Employers must ensure the health, safety and welfare of employees by the provision and maintenance of plant and safe systems of work and absence of risk. This includes the provision of information, training and supervision.

### Course Objectives

This course aims at introducing to participants legal, operational issues related to safety and environmental management.

### Topics Covered

- Public safety: Infringements, penalties and enforcement processes
- Equipment Safety and security
  - Legal requirements for safe operation of equipment
  - Maintenance and repair schedules
  - Equipment and procedures for site security
  - Safe storage, handling and packaging facilities and procedures
- Waste management
- Packaging, handling and labeling requirements
  - Legal requirements for safety of people, goods and environment
- Cargoes and load factors: Calculations for maximum safe loads
- Safety requirements for goods/passengers
- Passenger and freight restraint systems
- On-board equipment
- Fuel and stores control
  - Safe and secure storage and issue procedures
- Accident prevention and safety
  - Safe driving practices
- Regulation and control
  - Commercialisation & vehicle safety
- Environmental issues
  - Threats to the environment
  - Congestion
  - Pollution
  - Energy resources
  - Sustainable transport
- Risk Management in Passenger Transport

**Duration** 16 Hours

### Who should attend

Managers and executives responsible for establishing and maintaining safety and environmental management systems



## **Dangerous Goods Handling and Management**

### **Overview**

The dangerous goods business is a lucrative but challenging business. Handling, warehousing, distribution and disposal of such goods is a difficult and dangerous process that has to be managed and regulated closely to assure safe handling. There are many international regularity bodies that suggest guidelines to follow in terms of handling and managing of dangerous goods, however, the requirements and practices that can be adopted by DGH should be case specific, adopting or working within the framework of general guidelines set by local and international regulators for dangerous goods handling.

### **Course Objectives**

This course examines current practices, issues and trends in handling and managing of dangerous goods. It provides participants with necessary information and training in related business disciplines to design and manage efficient and effective business models to safely and adequately manage, handle, monitor and train in the area of dangerous goods handling.

### **Topics Covered**

- What are Dangerous Goods
- Storage and Handling of Dangerous Goods
- Specialized Classifying, Packing and Labeling (GHS)
- Dangerous Goods Related Regulations
- Intermodal Transporting of Dangerous Goods
- Documentation, bills of lading and other required information
- Requirement for hazardous waste and disposal of empty containers
- Personnel Training
- Emergency Management and Proper Response Training
- Obligations of the Consignor, Carrier and Consignee
- Non Compliance Penalties and Fines

**Duration** 16 Hours

### **Who should attend**

Top and middle managers seeking guidance on the key issues in managing logistics and the supply chain





## Fundamentals of Renewable Energy

### Overview

In today's world, increasing emphasis is being placed on renewable energy. The volatile constantly fluctuating fuel prices have lead many companies to consider renewable energy as a complimentary and sometimes a complete replacement to fuel based energy sources. In attempt to cut costs and reduce risk associated with volatile fuel prices, in addition to the growing consumer awareness, laws and regulations, international and local enforcements, and benefits that are associated with considering green renewable sources of energy as oppose to the overdependence on fossil fuel. From a business perspective the role of technology is a key contributor in making renewable energies more efficient and cost-effective.

### Course Objectives

This course examines and identifies the basic principles of various renewable energy resources and assists in understanding and identifies the economic and environmental tradeoffs that each form of renewable energy involves. This training course gives the insight needed to understand the complex drivers and issues behind the viability of renewable and alternative sustainable energies. The course assists in demonstrating a well-grounded understanding of the role renewable energy can play in solving current pressing problems and issues that are faced in production, transportation, and all fields associated with SCM.

### Topics Covered

- What is Renewable Energy
- Renewable Energy Laws, Policies and Regulations
- Drivers of renewable energy demand
- Uses of renewable energy
- Solar heating and electric generation
- Solar thermal and geothermal power
- Wind energy
- Hydropower
- Ocean, river and stream generation systems
- Fuel cells, biomass, waste and other resources
- Energy infrastructure and transmission
- Storage and supply systems
- Renewables in transportation
- Industry and policy trends
- Future energy mixes
- Economics and feasibility
- Cash flow modeling and valuation
- Consumer demand trends
- Challenges and barriers to renewable energy

**Duration** 16 Hours

### Who should attend

Top and middle managers seeking knowledge about alternate energy sources.



## **Demand Planning and Demand Management for Improved Business Management**

### **Course Objectives:**

This course will look at the topic of demand in the context of the traditional planning loop (plan, do, check, act), emphasising the need to plan for demand to meet clear objectives. It will also incorporate measuring performance and taking action to get back on track to meet objectives.

All companies create business plans, financial plans, production plans, distribution plans and resource plans for people, materials, plant and equipment. The starting point for the development of all these plans should be marketplace demand.

### **Topics Covered:**

- The importance of demand planning and demand management
- How to improve the demand planning process within your company
- The importance of the forecasting process
- Forecasting as part of demand planning
- The fact that demand can be managed, influenced and adjusted
- The relevant performance measures for demand management • What can be done to stabilise demand and better balance demand and supply?
- How improving demand planning and demand management can improve overall business performance

**Duration:** 16 Hours

### **Who Should Attend:**

The course is designed for all those on the sales and marketing side of the business such as sales and marketing managers, account managers, demand planners and demand managers. Supply planners will also benefit from attending this course.



## **Process Management Data Mapping and Analysis within a Warehousing Environment**

### **Course Objectives:**

This course is an introduction to process mapping and the analysis of the findings. It aims to provide the foundation on to which PMD can then be applied. This is an essential first step towards determining how long processes should take and how they can be improved, and, most importantly, quantifying the savings that can be achieved.

Process improvement and management are now widespread techniques for improving and controlling end-to-end processes. However, in order to apply them effectively, it is necessary to understand how existing processes operate and interact with each other.

This course provides delegates with practical opportunities to analyse and map processes in order, with a focus on the application in a warehouse environment, to determine what changes and improvements can be made. It also provides them with a basis for the application of PMD, which adds a new dimension to the control of end-to-end processes.

### **Topics Covered:**

- Definition of a process
- Process mapping techniques
- Process analysis
- The uses and application of process maps
- An introduction to the benefits and application of should-take times
- Should-take times vs does-take times
- Benefits and uses of should-take times
- Verifying should-take times • Introduction to PMD warehousing
- Applying PMD warehousing
- An introduction to M4 Lite and the M4 Management Suite

**Duration:** 24 Hours

### **Who Should Attend:**

This course provides a foundation for people considering, or actually engaged in, the launch of a process improvement or management initiative and is an essential first step towards the application of should-take times.



## Lean Supply Chain

### Course Objectives:

This course serves as a detailed introduction to the value of using the principles of lean in the supply chain. It will develop your understanding of what businesses should commit to if they are looking to implement lean processes in a real and valuable way.

This is an interactive course that will include full participation as well as lean games to help put the principles into a real-life context.

### Topics Covered:

- Lean basics – waste and value-adding
- Lean tools and techniques
- Supply chain thinking
- The hydraulic analogy and its relation to muda, muri and mura
- Supplier strategy and rationalisation • Amplification and inventory issues
- Supplier partnerships
- Supplier associations
- Lean approach in the links of the supply chain
- Manufacturing – planning, purchasing and operations
- The customer/supplier interface between each link
- Warehousing
- Distribution
- Lean measures of performance
- Case studies

**Duration:** 16 hours

### Who Should Attend:

- This course is designed for senior and middle managers.