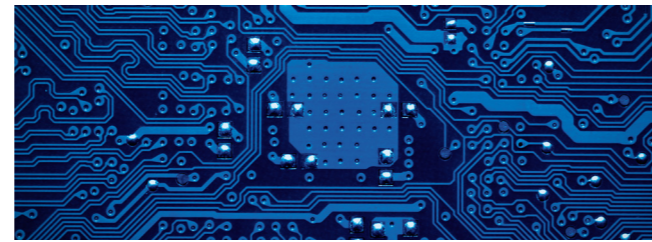




ORDER, RECEIPT AND PLANNING

Essential Pillar to Business Operations	Customer Service / Client Interface and Management	Planning
ACTIVITY Human Resources Finances Technology Infrastructure Sustainability Expediting	ACTIVITY Management Relationship Management Sales Order Processing	ACTIVITY Product Design and Development Sales and Operations Planning
SUBJECTS TO STUDY Business Finance Management Human Resources Marketing	SUBJECTS TO STUDY Customer Service Team Leading Business Information Management Risk Management Entrepreneurship	SUBJECTS TO STUDY Manufacturing Production Operations MRP/ERP Systems Project Management Quality Supply Chain Leadership
KPIs Customer Satisfaction Business and Finance Marketing within Business Effective IT Security Sustainable Practices	KPIs Customer Satisfaction Order Processing Accuracy Orders Received on Time	KPIs Bill of Material Accuracy Material Control Schedule Achievement Stock Availability

BUSINESS AND MANAGEMENT



MAKE OR BUY

Manufacturing and Production	Procurement
ACTIVITY Manufacturing Production Assembly Operations Quality Management	ACTIVITY Procurement of Finished Goods Purchasing Components Material Control
SUBJECTS TO STUDY Manufacturing Production Management Quality Management Supply Chain Management Processes IT	SUBJECTS TO STUDY Client and Supplier Relations Purchasing Global Procurement Marketing
KPIs Downtime Maintenance Costs Rework/Scrappage Throughout Rates Production Plan Report	KPIs On-time Delivery Quality Performance Cost Variances / Spend Responsiveness Cost Down Activity

MANUFACTURING, PRODUCTION AND OPERATIONS

PROCUREMENT



LOGISTICAL AND TRANSPORTATION OPERATIONS

Storage and Warehousing	Distribution	Ports and Shipping	International Distribution
ACTIVITY Warehousing Operations Storage Stores Keeping Inventory Control	ACTIVITY Transport Planning Road Freight Air Freight Ports and Shipping Rail Freight	ACTIVITY Port Operations Shipping Management International Trade Customs Sea Freight	ACTIVITY Export Operations Ports and Shipping Air Freight Road Freight Logistics
SUBJECTS TO STUDY Warehousing Inventory Management Health and Safety Supply Chain	SUBJECTS TO STUDY Transport Logistics Freight Operations Movement of Goods Management	SUBJECTS TO STUDY Ports and Shipping Operations Management Logistics Maritime Operations Freight	SUBJECTS TO STUDY Freight Forwarding Logistics Ports and Shipping Management Supply Chain Management
KPIs Stock Accuracy Stock Value Obsolescence Slow Moving Stock First In/First Out (FIFO)	KPIs Orders Dispatched on Time Orders Dispatched Correct Route Transport Cost Control	KPIs Freight Cost Management Risk Assessments Customs Clearance Rates Damaged in Transport %	KPIs International Orders Dispatched on Time Orders Dispatched to the Correct Route Transport Cost Management SLA's

WAREHOUSING

LOGISTICS AND PORTS AND SHIPPING

SUPPLY CHAIN