

Continuing Professional Development

IN THE COCOA INDUSTRY



SUPPLY CHAIN MANAGEMENT PROGRAMME

A Strategic Collaboration of



**The Chartered
Institute of Logistics
and Transport**



CONTINUING PROFESSIONAL DEVELOPMENT IN SUPPLY CHAIN MANAGEMENT

8 Online e-Learning Modules + 2 Workshops

Based on CILT Singapore's internationally acclaimed
SUPPLY CHAIN PROFESSIONAL DEVELOPMENT PROGRAMME (SCPD)

CILT/CAA SUPPLY CHAIN MANAGEMENT

Managing Resources

SCPD01

- Management Concepts and Functions
- Strategic Management
- Human Resource Management
- Financial Management
- Environment, Stakeholders, Information Systems & Marketing
- Ethical Issues and Legal Framework

Managing Transport & Logistics Environment

SCPD02

- Logistics and Distribution
- Integrated Logistics and Supply Chain
- International Logistics and Modal Choice
- Logistics Networks and Outsourcing
- Customer Service and Logistics
- Information and Communication Technology
- HR Planning, Change Management and Budgets

Warehouse Management

SCPD03

- Roles and Functions of Warehousing
- Pick Preparation and Order Picking Methods
- Storage Systems and Material Handling Equipment
- Stock Management, Replenishment to Despatch & Beyond
- Warehouse Layout
- Warehouse Pricing and Costing
- Health, Safety and the Environment

Customer Service and Quality

SCPD04

- Customer Service
- Customer Relations
- Enhancing Customer Service
- Quality Management
- Quality Assurance & Control
- Quality in Logistics

Workshop 1

CILT/CAA ADVANCED SUPPLY CHAIN MANAGEMENT

Supply Chain Management

SCPD05

- Key Issues and Strategies in Supply Chain Management
- Customer Value
- Warehousing & Material Handling
- Procurement
- Integrated Supply Chains
- Supply Chain Technology
- Supply Chain Risks

IT and E-Commerce

SCPD06

- E-Logistics - Introduction
- ICT for Airfreight Management
- Port-centric ICT System
- E-commerce in Warehousing
- RFID in Logistics
- Trade & Transport Electronic Single Windows
- Technologies and Trends
- Industry 4.0 and Digitalisation of Supply Chains

Service Operations Management

SCPD07

- Introduction to Service Operations Management
- The Service Concept
- Customers and Relationships
- Managing Customer Expectations and Perceptions
- Managing Supply Networks and Supplier Relationships
- Designing the Customer Experience
- Designing the Service Process
- Measuring, Controlling and Managing
- Driving Continuous Improvement

Business Logistics Management

SCPD08

- Global Demand and Supply Strategies
- Logistics Strategies
- Implementing the Strategy
- Developing High-Quality Logistics Systems
- Inventory Management
- Sourcing Materials and Services
- Key Management Models
- Sustainable Logistics

Workshop 2

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