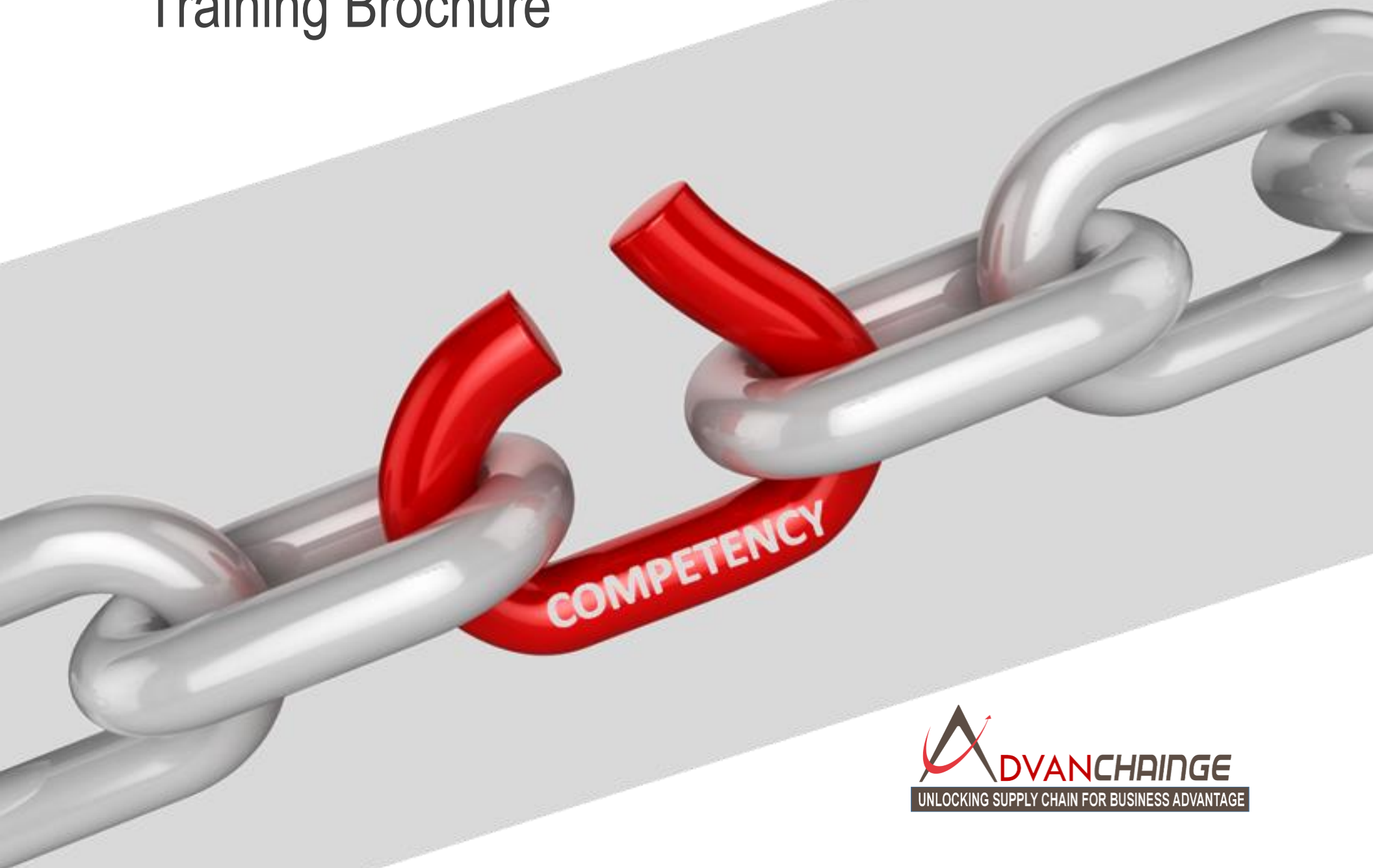


Supply Chain Training Brochure



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Developing Supply Chain Competencies. Accelerating Careers.

Supply Chains compete, not companies

It is not just a maxim but a proven fact. In today's VUCA (Volatile, Uncertain, Complex, Ambiguous) environment, companies are constantly striving to find ways to become and to stay competitive. However, the competition landscape is changing faster than one can imagine and so are the supply chains. Then why shouldn't the capabilities of people who manage and operate the supply chains? Or else, organizations may run the risk of making their most valuable resource the weakest link in the endeavor for business success.

Why should you go for our Training Programs?

- Designed and delivered by industry experts
- Aligned to the latest needs and challenges of the industry
- Cover both science (hard skills) and art (soft skills) required to perform jobs efficiently and effectively
- Right blend of theory, simulation, case studies, activities and role plays
- Backed up with pre and post training assessments for measurable outcomes



Masterclass in Supply Chain Planning

Introduction

This course focuses on the science behind the supply chain planning, its linkages with the business strategy and processes, balancing stability and responsiveness, collaborative planning, forecasting and replenishments and use of optimization techniques for inventory management & production scheduling.

Who should attend

- Demand and Supply planners
- Sales and Operations Planning managers & leaders
- Sales, marketing, manufacturing, logistics and procurement professionals who contribute to collaborative planning process



Duration: 2 Days

What will you learn?

- Develop a deeper understanding of the Supply Chain Planning in the business context
- Apply modern tools, techniques and best practices in collaborative Forecasting and Demand Planning
- Develop optimization models to arrive at the optimal levels of production and inventory
- Apply techniques and modern tools for inventory management and reduction
- Use digitization and analytics to take Supply Chain planning to the next level.

Pedagogy

The program makes use of board games, MS Excel based exercises, case studies and interactive discussions to understand and practice some of the learning in the classroom environment.

The program includes pre and post training assessment for measuring the impact on learning. The participants are encouraged to share their challenges and experiences enabling peer to peer learning.



Supply Chain Planning is the nervous system of any business. It not only helps to sense the changes in the marketplace but also synchronizes the response within the organization.

It is through Supply Chain Planning and detailing, the end-to-end trade-offs could be balanced and business strategy could be implemented. However, supply chain planning goes beyond demand forecasting and supply planning to integrate all the business processes across multiple organizations e.g. suppliers, suppliers' suppliers, customers and customers' customers. The supply chain planning has matured with evolution of technologies i.e. AI, Big Data, IoT to provide actionable insights, quick responsiveness and dynamic optimization of supply chain.



Spend Analysis and Strategic Sourcing

Introduction

This program focuses on two critical pillars of supply management i.e. Spend Analysis and Strategic Sourcing. It adopts a structured approach to analyzing and classifying enterprise spend, analyzing supply markets and laying down the sourcing strategy aligned to the overall business strategy. It provides a structured approach to implement the strategy and supplier collaboration for continuous value addition.

Who should attend

- Existing and Future Procurement Managers
- Sourcing and Procurement Managers responsible for procuring direct and indirect spend
- Supply Chain Managers
- Finance Managers
- Supply Chain Functional and IT Consultants



Duration: 2 Days

What will you learn?

- Gain insight into enterprise level spend
- Assess opportunities for spend consolidation & rationalization
- Develop category management / sourcing strategy aligned to the business strategy
- Identify supply risks and sustainability issues and integrate into sourcing strategy
- Collaborate and manage supplier relationships for continuous improvement and value addition
- Institute a governance framework to effectively implement the strategy

Pedagogy

The program makes use of appropriate blend of concepts, videos, exercises and industry use cases. All the sessions are highly interactive, and participants are encouraged to share their experiences and challenges enabling peer to peer learning.

The program includes pre and post training assessment for measuring the impact of the training.



Procurement has evolved from a drab buying function that was single mindedly focused on cost cutting to the one that directly contributes to the business competitive advantage. Procurement today brings on the table the strategic thinking, innovative ideas, supply network management for the desired blend of innovation, cost efficiency and agility. Given the globalization of supply markets, procurement function has an added responsibility of supply risk management and sustainability.

However, few enterprises have a good idea about what they spend, on which products or services, with which suppliers. The inadequate visibility into spend results in ad hoc approach to sourcing and procurement decisions. The right sourcing strategy is driven by the nature of spend, impact on business and supply market analysis, in alignment with the business strategy. It requires an outside-in approach, on the customer side as well as the supply side of the business. The increasing supply risks and emphasis on sustainability and responsible sourcing have made the job of procurement managers even more challenging.



Masterclass in Logistics Management

Introduction

This course comprehensively addresses all the aspects of logistics management, starting from strategic alignment, planning, optimization, cost to serve analysis and operations excellence. The participants will get an insight into practical approach for selecting or designing a facility and managing commercial aspects.

Who should attend

- Logistics / Distribution Centre / Fulfilment Centre/ Transportation/ Inventory managers
- Procurement managers responsible for procuring logistics services
- IT professionals involved in developing technology applications for Logistics



Duration: 2 Days

What will you learn?

- Develop logistics strategy and plan strategic initiatives aligned to the business and supply chain strategy
- Optimize logistics network
- Locate & design a facility using scientific methods as well as practical consideration
- Design & optimize warehouse processes
- Optimize fleet mix and vehicle route planning
- Leverage RFX process to manage logistics spend
- Measure logistics performance & drive operational excellence

Pedagogy

The program makes use of classroom activities, MS Excel based exercises, case studies and interactive discussions to understand and practice some of the learning in the classroom environment.

The program includes pre and post training assessment for measuring the impact on learning. The participants are encouraged to share their challenges and experiences enabling peer to peer learning.



As the business environment is becoming more challenging and competitive, the logistics is rising to the occasion by becoming more Integrated, Instrumented and Intelligent.

Logistics is no longer a back-office function responsible for moving trucks and storing goods and is increasingly playing a strategic role to provide competitive advantage. Be it drones for delivery or IoT for sensing events and tracking shipments or dynamic routing of vehicles, logistics advancement is all pervasive. At the same time, it is important to have a strong foundation in the principles of logistics management, linking it to overall business and supply chain strategy as well as driving excellence in logistics operations.



Advanced Negotiation Skills

Introduction

This program focuses on creating self-awareness of individual negotiation styles. It adopts a structured approach of understanding negotiation process. It provides tools, techniques and understanding of ploys & gambits used in negotiation, using role plays & case studies. By the end of the course, you will already be implementing proven strategies to successfully negotiate for different scenarios.

Who should attend

- Senior managers who want to enhance their negotiation skills.
- Existing and Future Sourcing and Procurement Managers responsible for direct and indirect spend
- Finance Managers



Duration: 2 Days

What will you learn?

- Increase awareness of your own negotiation style.
- Understand the mechanics and dynamics of competitive negotiation strategies.
- Understand key competitive concepts such as power, concessions, trades, and tactics, body language.
- Practice & deepen understanding of negotiation styles and how to apply them effectively.
- Evolve into a negotiation expert to deliver win-win outcomes.

Pedagogy

This fast-paced, intensive program features role-plays, skill-based exercises, debriefs, and real-world case studies, Games and Group Activities. Core to this program are negotiation simulations in which participants receive and give feedback about each other's negotiation skills and techniques. All the sessions are highly interactive, and participants are encouraged to share their experiences



EVERY RUPPEE SAVED IS RUPPEE EARNED. The tough economic situation has forced organizations to do more with less and come up with innovative ideas on maximizing the ROI and cutting down on costs.

There is no question that negotiation skills are an important part of doing business. In today's hyper-connected and increasingly competitive market, the ability to negotiate effectively is more highly valued than ever before. Negotiation is as much science as an art. Most view negotiations as adversarial and based on positions, which essentially lead to win-lose outcomes. On the other hand, the interest-based negotiations help to expand the pie and create value for win-win outcomes. Good negotiations contribute significantly to business success, as they help build better relationships, deliver lasting, quality solutions and developing insights.

Negotiation skills are not always inborn, they have to be developed through systematic learning and practicing. These skills are must for every business leader.



GREAT SALESMEN FOCUS ON DISCOVERING WHAT A WIN LOOKS LIKE FOR THEIR CUSTOMERS.

The current economic & competitive environment has put increasing demand on the sales team to contribute to both top-line & bottom-line of the organization. There is ever increasing need for winning customers & getting the best price for the products & services offered.

With shift in focus from product/services to customer centric needs, the solutioning & value selling are gaining increasing importance. The influencing, persuasion & negotiation skills are becoming integral part of skill sets required for sales team to function effectively.

Good sales negotiations contribute significantly to business success, as they help build better relationships, deliver lasting, quality solutions and developing insights. Negotiation skills are not always inborn, they must be developed through systematic learning and practicing.



Negotiation Skills for Sales

Introduction

This program focuses on This program focuses on creating self-awareness of individual negotiation styles. It adopts a structured approach of understanding negotiation process. It provides tools, techniques and understanding of ploys & gambits used in negotiation, using role plays & case studies.

The program is specifically designed for sales team to help them understand role of negotiation in value selling & equipped them to negotiate better with skilled buyers.

Who should attend

- Sales & Marketing Executives/ Managers who want to enhance their negotiation skills.
- Executives/Managers responsible for B2B sales.

What will you learn?

- Understand the mechanics and dynamics of competitive negotiation strategies.
- Practice & deepen understanding of negotiation styles and how to apply them effectively.
- Better understanding of buyer's psychology.
- Role of negotiations in value selling techniques.
- How to effectively counter Negotiation tactics & Gambits used by buyers.

Pedagogy

This fast-paced, intensive program features role-plays, skill-based exercises, debriefs, and real-world case studies, Games and Group Activities. Core to this program are negotiation simulations in which participants receive and give feedback about each other's negotiation skills and techniques. All the sessions are highly interactive, and participants are encouraged to



Duration: 1 Day



Distribution Centre Operations Excellence

Introduction

This program offers a customer-centric approach to design, develop and implement agile operations based on 3P (Process, People and Performance) framework. The program addresses cost efficiencies in the operations by driving out wastes on one hand and planning for desired level of agility on the other hand.

Who should attend

- Logistics / Distribution Centre / Fulfilment Centre/ Transportation/ Inventory managers
- Procurement managers responsible for procuring logistics services
- IT professionals involved in developing technology applications for Logistics



Duration: 2 Days

What will you learn?

- Apply strategic approach to warehouse footprint, location and customer service policy
- Select appropriate facility, design layout & picking methods to optimize space utilization, handling cost and safety considerations
- Plan, schedule and effectively manage the utilization of resources and assets
- Audit, design and implement lean logistics processes to cut costs and enhance customer service levels
- Measure and improve logistics performance

Pedagogy

The program makes use of classroom activities, exercises for facility design and cost analysis, case studies and interactive discussions to understand and practice some of the learning.

The program includes pre and post training assessment for measuring the impact on learning. The participants are encouraged to share their challenges and experiences enabling peer to peer learning.



World is Flat, the book written by Thomas Friedman defined 10 “flatteners” that had changed the world completely. The four out of ten flatteners point directly to the changing logistics landscape i.e. Outsourcing, Off-shoring, Supply Chaining and Insourcing. With globalization of markets, the logistics and distribution networks are now far more connected, automated and perform lot many functions beyond storing and moving the products. At the same time, it has thrown a series of challenges to the logistics professionals in balancing costs, responsiveness, risk management and sustainability.

Post implementation of GST and consolidation of warehouses, the focus is shifting from storage of products to maximizing the flow through, minimizing the cycle time and touch points, cutting down the product wastage and maximizing the accuracy of transactions using a combination of process discipline and technology. At the same time designing the facility layout, detailing of the facility infrastructure and safety compliances have a direct impact on warehouse effectiveness.

Meet Our Trainers



Ashish Mendiratta is a seasoned professional specialized in Supply Chain Management. His 25+ years of career includes working with a number of globally renowned and leading Indian organizations like Gillette, Nestle, BILT, Philips and Kohler. In his previous roles Ashish was Director-Supply Chain, Asia Pacific at Kohler and Director-Supply Chain, India & Pakistan at Philips. Ltd.

He completed Masters in Industrial Engineering from NITIE in 1989 and holds a Bachelor of Technology degree from IIT Roorkee, 1988.

Over last few years he has been actively engaged in developing Supply Chain Talent and has worked on various assignments with well-known companies, that include Nestle, Nivea, Castrol, Becton Dickinson, Carlsberg, DB Schenker etc. on supply chain competency assessment & development. He is a certified trainer in the business simulation *"The Fresh Connection"*.



Deepak Nande is a seasoned Strategic Sourcing, Procurement & Supply Chain professional with over three decades in leadership roles of increasing responsibility for four multinational companies across FMCG, pharmaceutical, oil and gas sectors within India and Middle East, Africa region, with exposure to matrix organizations.

He is academically equipped with a bachelor's degree in Mechanical Engineering, followed by a master's degree in Operations Management.

His core expertise includes Supply chain planning, Market sector & commodity strategy development, Global sourcing, Negotiations and Contracting, e-sourcing, Category Management, Value engineering, Supplier performance measurement & management in the global context. He has facilitated number of training programs & Negotiation skills workshops for managers in Asia pacific region which has been commended because of the immense value it added.

Use Cases

Client: A German MNC in Personal Care

The multi-year engagement, across India, Middle East & Africa, approach to prepare the supply chain organization for the existing and future challenges was adopted. Starting 2015, conducted series of programs that included Systems Thinking in Supply Chain, Leadership in Execution Excellence, Masterclass in Supply Chain Planning and Masterclass in Logistics Management. The programs combined the simulation, functional and behavioral skills for a holistic learning experience.

Client: A Medical Devices and Supplies Company

Used assessments to identify supply chain competency gaps and developed bespoke training programs. Starting with the Fundamentals of Supply Chain, went on to Supply Chain Planning, Advance Supply Chain Skills and Commercial Acumen for Supply Chain Practitioners. Post each intervention, teams were assigned on-the-job projects to apply the learning. The teams were coached and mentored to successfully deliver the tangible outcomes.

Client: A German 3PL Company

Helped the company to create a blueprint for development of middle level managers for the next level roles in contract logistics. Conducted the training interventions over series of modules covering various competencies e.g. Resource Planning, Facility Layout Planning, Cost & Performance Management, Safety and Workplace management, Communication skills, Inter-personal skills and Advanced MS Excel. Each intervention was for 3-4 days and used the blend of functional and behavioral skills for a holistic learning experience. Post each intervention, the teams were assigned on-the-job project to apply learning. The teams were coached and mentored to successfully deliver the tangible outcomes.

Client: A Dutch Consumer Durable Company

Studied end-to-end process, organization structure, roles and critical inter and intra-functional interfaces. Assessed gaps and prioritized development plan. Developed the intervention “**Collaborate 2 Win**” that included experiential learning using business simulation – The Fresh Connection as well as behavioral intervention for Persuasion and Influencing skills. The group brainstormed to create a blueprint for carrying out improvements at various levels, using the learning from the program.

Client: A Swiss Food Company

Used multiple experiential learning interventions involving business simulation – The Fresh Connection, to promote Systems Thinking and Collaborative Behavior in the organization. The participants represented different functions, apart from supply chain e.g. Finance, Sourcing, Production and Sales.

What Clients Say

Fantastic program to build value chain and customer first mindset. Cross-functional participation helps teams to appreciate each other's' pain points and realize true benefits of collaboration.

- Head Supply Chain Development, Nestle South Asia Region

Thanks for the great training on Supply Chain/Inventory management. There has been good feedback by the attendees on the delivery and content. Really appreciate your efforts.

- Head Supply Chain, Becton Dickinson

Team had great learning experience. I was checking with them on their experience, and they have even better experience on supply chain trade-offs and optimization. Thanks to you for organizing such great sessions.

- Head Supply Chain, Carlsberg India

Participated in 'CSCMP India Supply Chain Challenge'. Although we could not win, but no regrets. Got good learning dosage. Thanks Ashish Mendiratta sir for designing this program."

- Planning head, Avery Dennison

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