

SSM 66 - INTERNATIONAL LOGISTICS MANAGEMENT

This course will provide delegates with an overview of the freight forwarding process within the international trade environment. It will suggest best practice methodologies to follow when establishing forwarding operations together with a unique toolkit for ongoing measurement of operational performance.

WHO SHOULD ATTEND?

This course is recommended for anyone wishing to review or upgrade their present skills in Logistics Management to improve organisational performance.

COURSE CONTENTS

Day 1 - International Trade

- Reasons for overseas buying/selling
- Key features
- Variables in supply/demand process

Sale and Delivery Contractual Terms

- Incoterms
- Payments/documents/insurance
- Logistics viewpoints

Day 2 - Customer service

- Defining the customer
- Defining the requirements
- Determining strategies
- Measuring customer service
- Ongoing monitoring and control methods

Applying Customer Service Principles

- Application of best practice
- Establishment of customer relationships
- The total documentation chain
- Utilising planning checklists
- Identifying and attaining customer service requirements
- Performance measurement
- Effective operation control strategies

Day 3 - Freight Transport Operations

- Mode selection
- Sharing networks
- Operational costings
- Transport planning models
- Checklists for improvement

Warehousing and Storage Operations

- Product analysis
- Determining facility requirements