

## **SSM 70 - MEASURING THE LOGISTICS PERFORMANCE**

This is a focused course providing delegates with a toolkit to measure the logistics performance by implementing effective audit of their supply chain which determines areas of under-performance, and highlighting improvement opportunities.

This course explores the following issues:

- Methodology for data collection
- Key audit questions
- Questionnaire design
- External-facing audit for customer service measurement
- Identification of customer groups and associated channels
- Internal-facing audit for the organisation
- Supply & demand information requirements
- Costs and resource allocation data
- Auditing planning activities and processes

### **WHO SHOULD ATTEND?**

This course is recommended for any personnel in supervisory and management positions who wish to review the performance of their department/s in the organisation.

### **COURSE CONTENTS**

#### **Part 1 – Auditing the present situation**

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##### **Establishing general audit principals**

- Defining data requirements
- Forming the collection task force
- Identifying the sources of data
- Determining the data gathering method

##### **Conducting the external audit**

- Identifying the customer groups
- Sampling customers
- Designing questionnaires
- Organizing data collection
- External audit

## Conducting the internal audit

- Auditing the demand profile
- Auditing the supply profile
- Auditing costs, auditing service
- Auditing resource utilization
- Auditing planning processes

## Part 2 – Audit Operations

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### Auditing data flows

- Auditing the data path
- Identify waste areas
- Investigate options for elimination

### Investigating trade-offs

- Identify major cost elements
- Consider options to reduce costs
- Consider changes to cost to serve

### Moving decoupling point position

- Review position constraints
- Movement options

### Smoothing of demand patterns

- Review demand amplification maps
- Compare demand pattern with ordering pattern
- Explore ways to eliminate distortion

### Configure TO BE supply chains

- Select performance drivers
- Map drivers to plan supply chain on thread diagram
- Select plan supply chain metrics
- Cascade to plan activities
- Select plan metrics
- Identify best practices and map TO BE supply chain thread
- Test new design against needs