Who Should Attend
This program is for managers and executives who have a need to better understand and use state-of-the-art concepts, processes, and tools to improve and better manage their organizations’ supply chains and key process areas. Also, this course is an excellent source of information and perspectives for those who work in areas such as finance, information systems, manufacturing, and marketing - as well as those who manage key external resources that are considered essential to the success of any supply chain (e.g. transportation, warehousing, 3PL/4PL, information technology, etc). This is a required course for those pursuing a Professional Certificate in Supply Chain Management.

Program Benefits
Process and Tools for Supply Chain Success will improve your ability to:

- Conceptualize supply chain objectives and processes to facilitate improvement opportunities
- Understand the expectations of global supply chains and how to leverage appropriate tools and technologies to achieve supply chain success
- Recognize the benefits that can result from demand-driven supply chains and those that successfully align sales and operations
- Implement appropriate supply chain processes and tools to better manage the flows of products and information, and to enhance supply chain effectiveness and financial results

- Align supply chain practices and priorities with overall organizational goals and objectives
- Increase the speed and precision delivery of needed materials, and also to identify and realize overall supply chain improvements
- Identify processes that may be used to better manage closed-loop supply chains to achieve environmental sustainability
- Understand the imperative for leadership, and for strategies and techniques for successful implementation

This program awards 2.4 CEUs. Penn State Continuing Education Units (CEUs) are available based on a standard of one unit per ten hours of classroom instruction.

Program Content
The organization and flow of Processes and Tools for Supply Chain Success is based on the standard supply chain processes of PLAN, SOURCE, MAKE, DELIVER, AND RETURN - known as the SCOR® Model - to introduce important technologies and methods that drive performance improvement throughout the supply chain. (Elements of the SCOR® Model will be discussed, but its primary use here is as a template for organization of the program).

Tools Relating to the SCOR® Model
- Overall supply chain process flow represented by the SCOR® Model
- Standard metrics to measure process performance

Register for this Program
Reserve your place by phone or e-mail, and then complete your registration online at www.smeal.psu.edu/psep. Registrations are requested a minimum of six weeks prior to the start of the program.
Phone: 1-800-311-6364
E-mail: psep@psu.edu
Tools for the PLAN Process
• Planning processes
• Evolution of MRP, S&OP, and IBP (Integrated Business Planning)
• Roles and responsibilities
• Measuring the process
• Modeling and designing global supply chain networks
• Business transformation - processes and priorities for success
• Public/private sector comparisons

Tools for the SOURCE Process
• Strategic sourcing and supplier relationship management
• Risk management processes
• Sourcing and savings analysis
• Landed cost models and global trade management
• Reverse auctions as a strategy to improved purchasing and procurement

Tools for the MAKE Process (covered in other programs)

Tools for the DELIVER Process
• Warehouse and transportation management systems
• Tools to improve warehouse and transportation efficiency and effectiveness
• Benefits of AS/RS (automated storage and retrieval systems)
• Scorecarding and dashboards
• Carrier selection and transportation bid optimization

Tools for the RETURN Process
• Closed-loop supply chains
• Managing the return processes for improved sustainability
• Re-manufacturing processes

Challenges of Tool Implementation (Putting Theory Into Practice)
• Application workshops
• Real-world cases in process operations
• Supply chain design and simulation
• Corporate presentations of benchmark practices

Faculty Leaders
Processes and Tools for Supply Chain Success will be presented by industry professionals and top faculty members from Penn State. Planned faculty include:

Dr. John C. Langley, Program Faculty Director and Clinical Professor of Supply Chain Management, and Director of Development for the Center for Supply Chain Research, Smeal College of Business, Penn State

Mr. Michael K. Gray, Supply Chain Evangelist, Formely with Dell

Dr. Daniel Guide, Smeal Chaired Professor of Supply Chain Management, Smeal College of Business, Penn State

Dr. Terry Harrison, Professor of Supply Chain and Information Systems, Earl P. Strong Executive Professor in Business, Smeal College of Business, Penn State

Dr. Anthony Kwasnica, Associate Professor of Business Economics, Smeal College of Business, Penn State

Mr. Darren Maynard, Strategy Consultant, DPM Consulting

Mr. John Metzger, Principal, Supply Chain & Technology Transformation

Dr. Robert Novack, Associate Professor of Supply Chain Management, Smeal College of Business, Penn State

Location
This three-day program will be conducted at the Penn State University Park campus in State College, Pennsylvania, and held in private, modern executive education facilities. Participants lodge at the historic Nittany Lion Inn.

Fees
The program fee for Processes and Tools for Supply Chain Success is $3,750. This includes all instructional materials, private room accommodations, and meals. Association member pricing applies: $3,650 for members of the Council of Supply Chain Management Professionals; $3,000 for Center for Supply Chain Research corporate sponsors.

Active military personnel, PSU alumni, and teams of three or more attending this program from one company are eligible for a 20% program discount.

We accept MasterCard, Visa, Discover, and American Express

Professional Certificate Options
Enhance your supply chain expertise and increase your value to the organization by completing multiple Penn State supply chain programs. By doing so, you can earn a Professional Certificate in Supply Chain Management, Supply Chain Operations or Supply Chain Leadership. The certificate option is also available for military personnel who have attended any one of our custom programs, specifically the Marine Corps Logistics Education Program (MCLEP), MCLEP Non-Resident, programs administered at the Army Logistics Management College (ALMC), or any NAVICP course. Please visit us online for details.

“I thoroughly enjoyed this class. Great mix of academia and real life examples; great class participation and great instructors. I found this course to be very relevant to my current job activities.”

Cindy Ambros,
Project Manager, Logistics
The Hershey Company