



Introduction and Offerings

| Excellence Delivered |

Presented by Jolanda Pretorius

Director

What we do

- We specialise in supply chain management education.
- Our aim is to provide a distinctive one-stop Supply Chain learning experience that leads to:
 - Learners that realise their full potential.
 - Companies reap the benefit from applicable expertise,
 - Communities can prosper,
 - Industry experts get an opportunity to share their experience and wisdom,
 - Employees are proud of making a difference.
- Are you ready to reach your potential? Join us!

end2end Unique Value Proposition

Scope of curriculum



PLANNING



SOURCING
PROCUREMENT



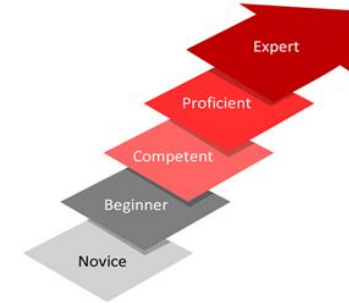
MAKE
MANUFACTURING



DELIVERY
WAREHOUSING

END 2 END SUPPLY CHAIN

For all competency levels



Learning approach



Classroom



Mentoring



Online



Distance



Simulator
Incubator
Experimental Learning

The learning philosophy is a blended approach that focusses on academic content with specific vocational and simulated experimental learning environment integration

Expert Facilitators

Knowledgeable facilitators are key to the quality of the learning experience. All our facilitators have many years of experience in the Supply Chain environment in the specific topic of the course.

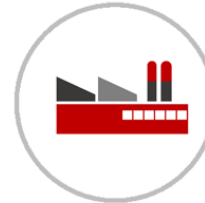
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Supply Chain Talent Crises | The Perfect Storm

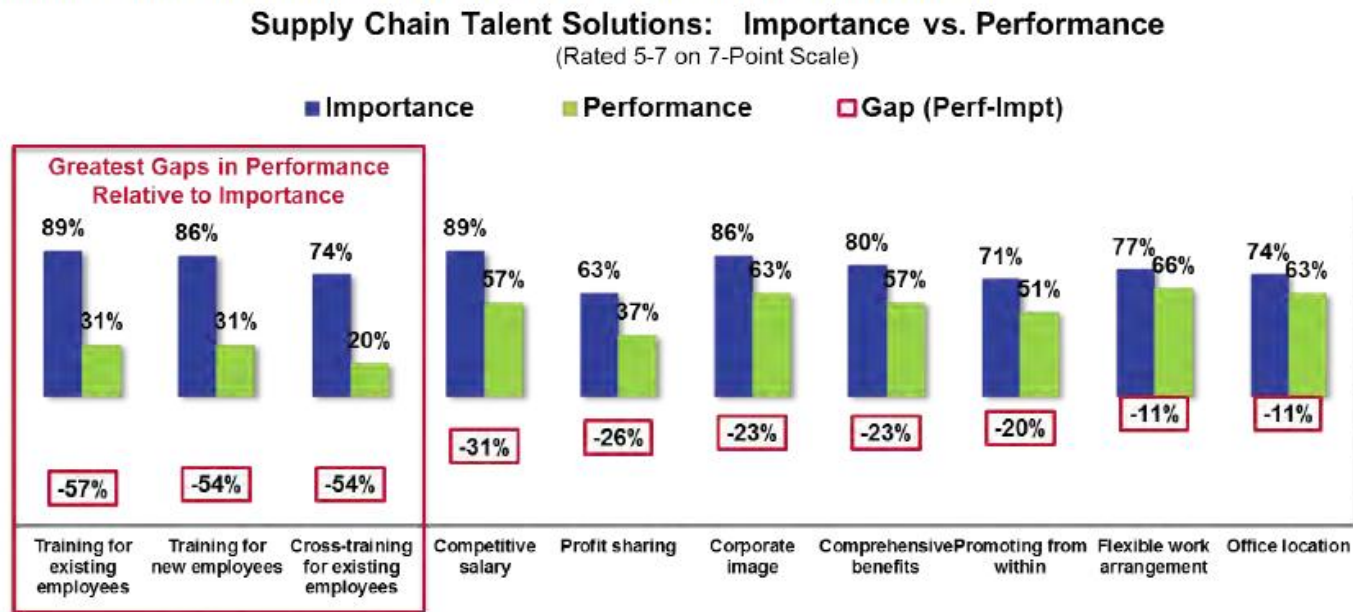
- However, the field is headed for a historic expertise shortage. There are four drivers of this shortage. They create what experts are calling a “Perfect Storm” for the profession.



1. Organisations already understaffed / productivity levels low due to inappropriate skill levels
2. Boomers are retiring
3. Supply Chain becomes a formal profession – Upskilling and International Certifications is crucial to ensure competitiveness and cross functional experience and training is crucial
4. There is a “talent gap” – shortage of professionals of appropriate calibre

Closing the talent Gap - Retention

Figure 5: Relative Importance of Approaches to Close the Supply Chain Talent Gap



Source: Supply Chain Insights LLC, Talent (Feb - July 2013)

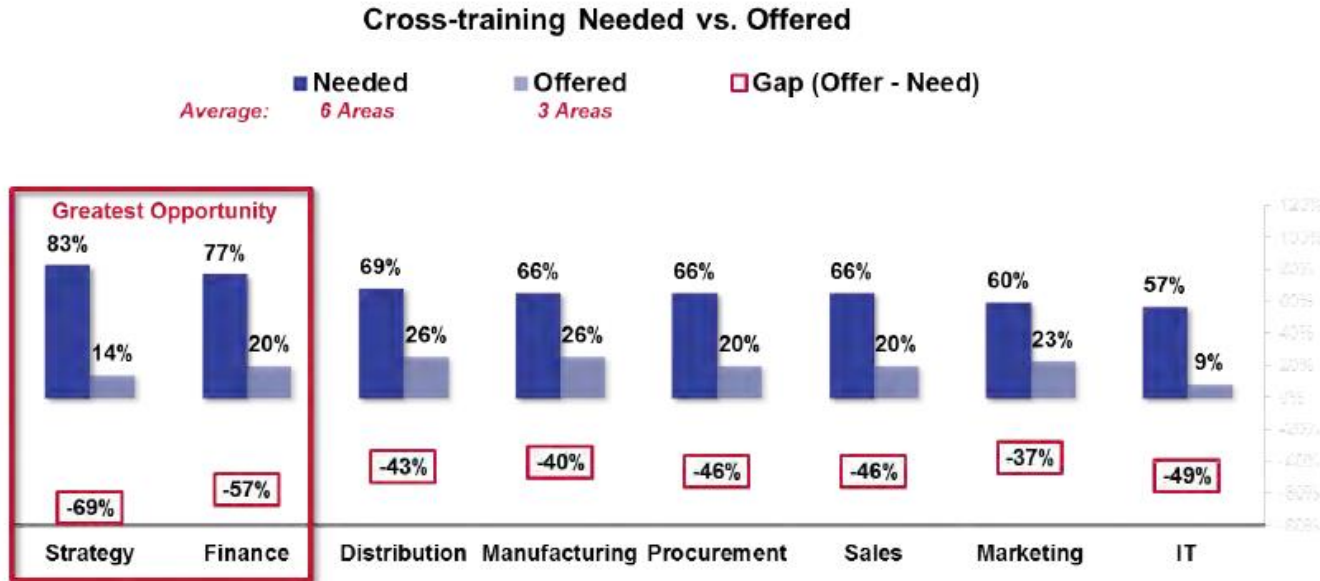
Base: Supply Chain Leaders (Manufacturers only) (n=35)

Q7. How important is each of the following solutions when it comes to attracting and retaining supply chain management employees? SCALE: 1=Not at all important, 7=Extremely important; Q8. How would you rate your company's performance when it comes to providing each of these same things to supply chain management employees? SCALE: 1=Poor, 7=Excellent

- As demand exceeds supply, salaries will increase and companies will need to compete not only on salary, but also on “the attractiveness of the company” and the “role of the supply chain group” within the organization. We believe that it will get worse, not better. Companies with a Human Resources department within the supply chain organization (26% of companies) will be able to be more aggressive in building programs to attract and retain the best talent. The relative importance of these focus areas is shown in figure 5.
- Building a corporate recruiting plan and brand to attract key talent will become more and more important as companies can no longer go to the market and quickly attract candidates for mid-management positions. It is about much, much more than just salary. Training, cross-training and corporate image are important.

Cross Functional Skills Development

Figure 6: Comparison of Cross Training That Is Available Compared to What Is Needed



Source: Supply Chain Insights LLC, Talent (Feb - July 2013)

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Q25. In which of the following areas do you think cross-training programs for supply chain management employees is necessary at your company? And in which areas does your company currently offer cross-training? Please mark all that apply for each.

- Today, organizations are not good at cross-training mid-management supply chain talent. The cross-training required to alleviate this issue will fly in the face of normal supply chain skill progression for the traditional supply chain leader. Why? Many supply chain managers have grown up in a very functional organization, where functions within the company were silos, and there was a focus on job mastery within the function. In this survey, only 23% of companies had incorporated a structured cross-training program for existing employees as part of the job progression program. The cross-training offered is usually within three areas (distribution, manufacturing and marketing), but not in the areas with the largest gaps (strategy and finance). In figure 6, we share insights on the gaps in current organizational cross-training programs.

Supply Chain Skills Areas

Supply Chain

Planning

Procurement

Warehousing

Transportation

Enablement

Soft Skills

The future of Retail Supply Chain - Skills Requirements -

Supply Chain

- Integrated end2end Supply Chain
- Strategy Development
- Continuous Improvement
- Project Management
- Enabling Technologies
- Supply Chain Synchronisation
- Sustainability
- Knowledge of all SC areas: Planning, Procurement, Warehousing, Transportation

Planning

- Master Planning
- Sales and Operational Planning (Procurement, Warehousing, Transportation)
- Demand Management and Forecasting
- Capacity Management
- Scheduling Techniques
- Business and SC Strategy
- Process Improvement
- Integrated end2end Supply Chain

Procurement

- Purchasing
- Strategic Sourcing
- Contract Management
- Materials Requirements Planning
- Maintenance
- Inventory Management
- Supplier Relationship Management
- Enterprise resource planning
- Continuous Improvement

Warehousing

- Warehousing, Transportation, distribution, logistics
- Warehouse Planning
- Continuous Improvement
- Inventory Management
- Regulatory requirements
- Dispatching
- Strategic Sourcing
- Vendor Managed Inventory
- Warehouse Management Systems

Transportation

- Warehousing, Procurement
- Transportation, distribution, logistics
- Distribution requirements planning
- Inventory Management
- Regulatory requirements
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- Distribution Management Systems

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Supply Chain Skills Areas - Skills Requirements -

Supply Chain



Planning



International Institute of Forecasters

Procurement



Warehousing



Transportation



Supply Chain



Planning



CDDP
CDDL



CPDF I
CPDF II
CPDF III

Procurement



Certificates
Diplomas
Higher Diploma



Transport Education Training Authority
Heart of Skills Innovation

NQF 3
NQF 4
NQF 5
NQF 6

Warehousing



CPIM
BSSC
PPIM



Transport Education Training Authority
Heart of Skills Innovation

NQF 3
NQF 4
NQF 5
NQF 6

Transportation



CPIM
BSSC
PPIM

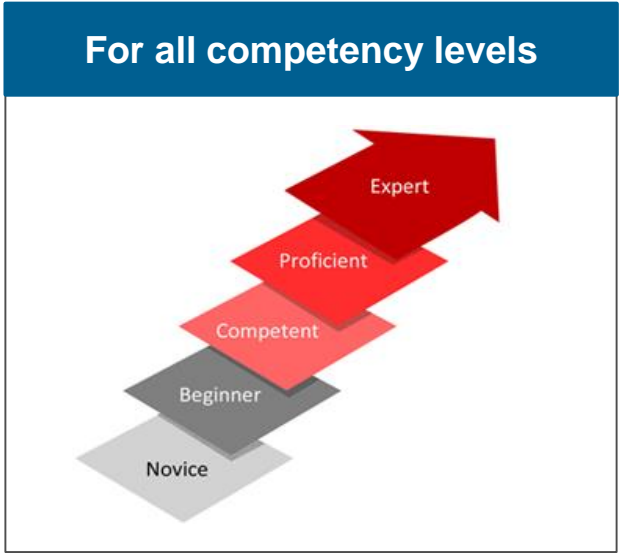


Transport Education Training Authority
Heart of Skills Innovation

NQF 3
NQF 4
NQF 5
NQF 6

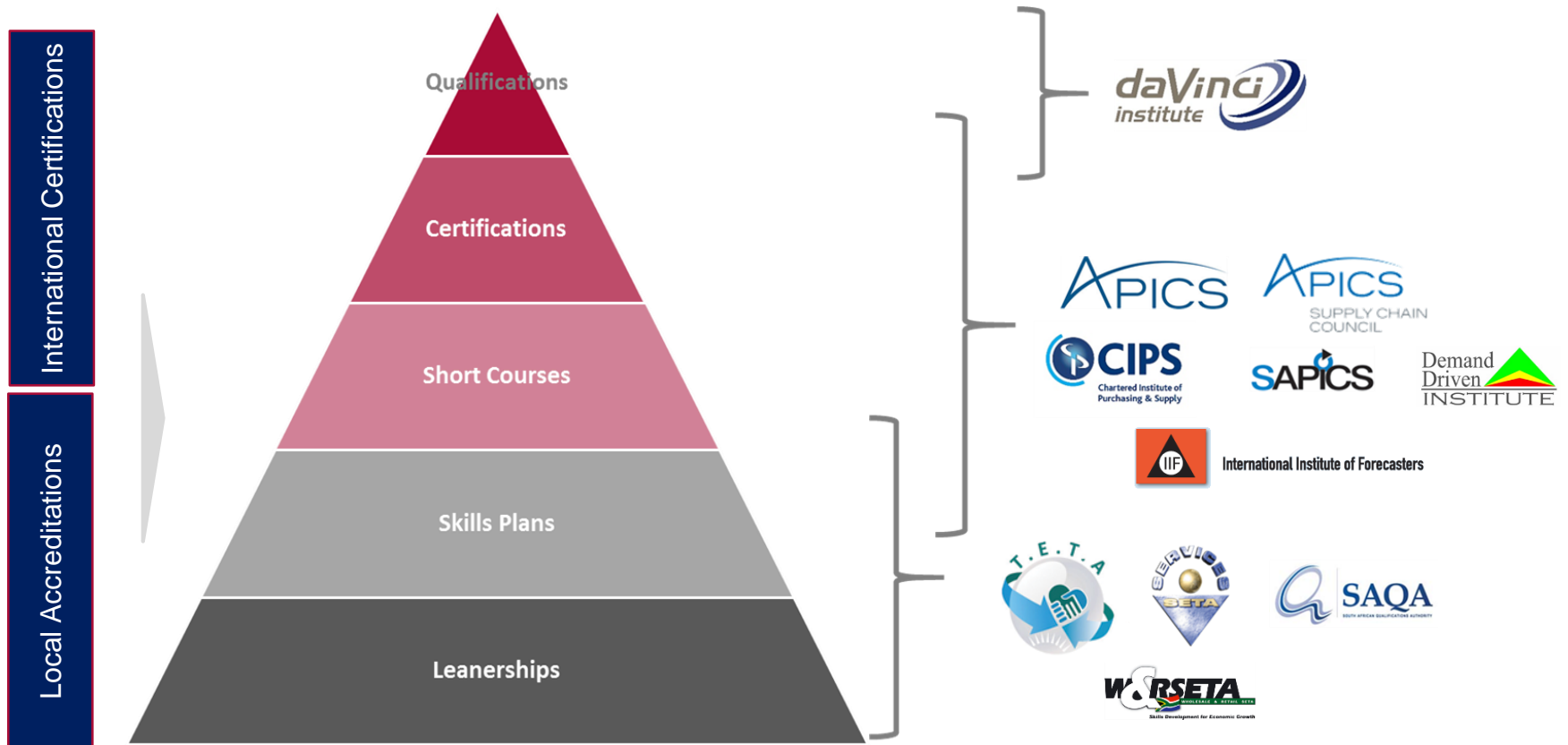
Soft Skills

- Team Excellence
- Receiving and Giving Feedback
- Develop Communication Skills
- Change Management and Support
- Develop Team Skills
- Team Building
- Telephone Skills
- Customer Services Skills
- Competency Assessment
- Critical Thinking
- Problem Solving
- Continuous improvement – Lean / Six Sigma / Theory of Constraints
- Conflict Management
- Time Management
- Facilitation
- Coaching for Leaders
- Project Management
- Emotional Intelligence
- Leadership and Managerial Skills
- The world of work
- Youth Development



Our drive is to give an end to end curriculum in the broadest sense of the word to ensure our clients get the best suited learnerships, certifications and qualifications in the industry

We offer best in class local and international associations



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Incubator
Experimental Learning**

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Practical Simulated and Experimental Learning Environment

Supply Chain Theme

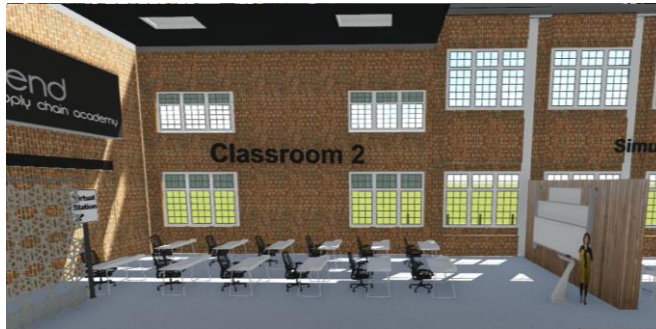


Content Zones



Practical Simulated and Experimental Learning Environment

Lecture Rooms



Practical Simulated and Experimental Learning Environment

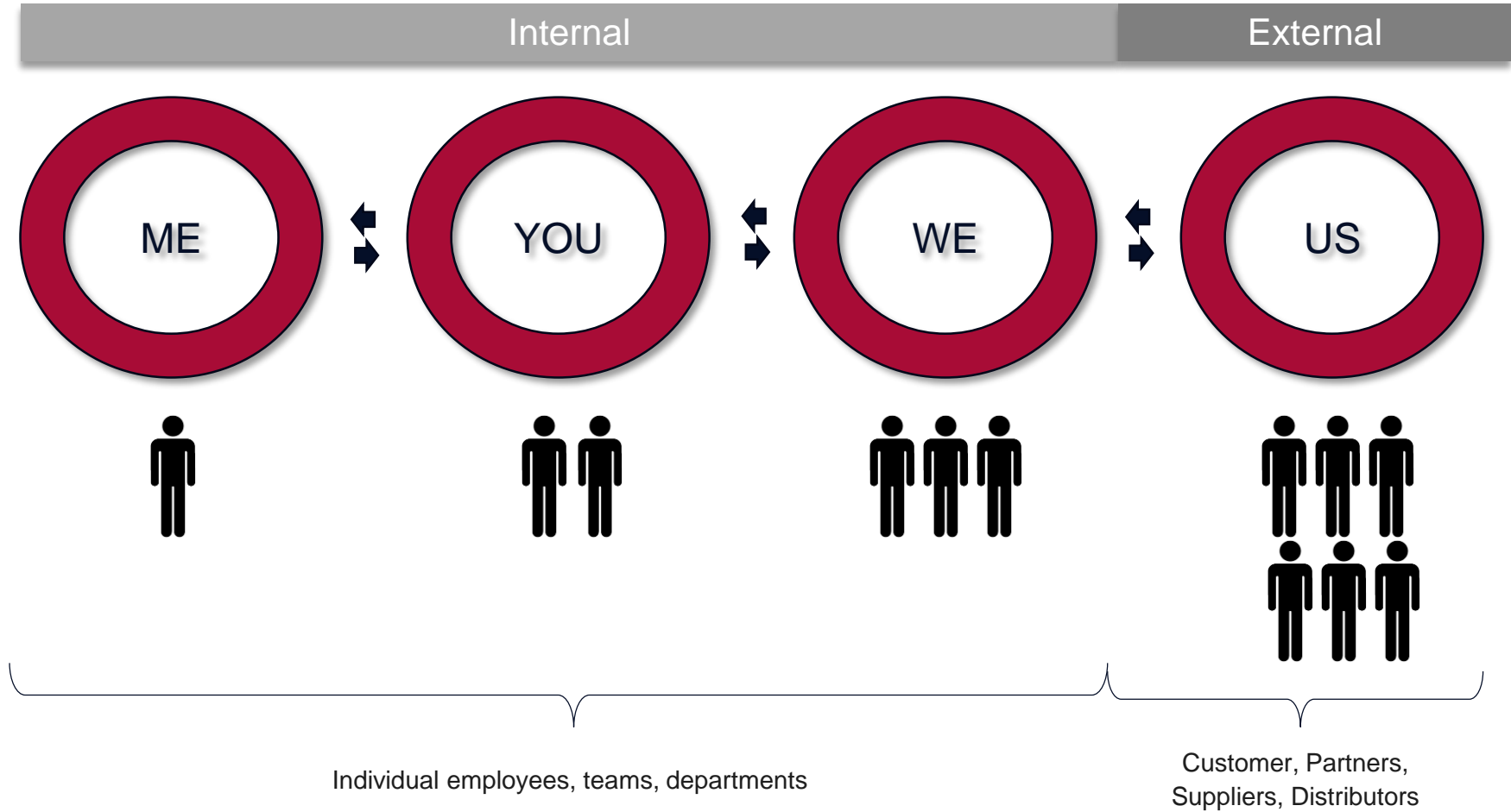
Simulation Area



Augmented Reality



From ME to YOU to WE then US



Development Progression



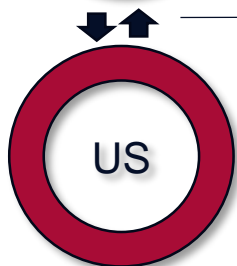
- Provide Personal Insights in qualities and behaviours
- Career Development
- Personal Mastery
- Assess – performance and behaviour
- Unleash people potential – build self confidence and learn transferable life skills
- Empower - Equip with coping skills



- Interpersonal relationships – equip with required emotional intelligence
- Improve communication – for faster decision making, clarifying objectives and reduce misunderstandings
- Solve problems quicker - more effectively and with less conflict - Break down personal barriers, practice solving problems and generate robust solutions



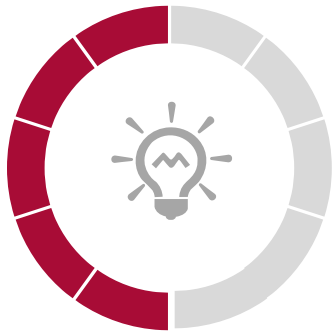
- Equip team members – all skills needed to contribute to high performing relationships
- Improve team's performance – create a successful team who work effectively together
- Make faster decisions - clarify objectives and reduce misunderstandings by improving communication skills, from different styles to advanced techniques



- Develop the skills and attitudes - to provide good customer service; problem solving; communication; understanding the customer, other teams, departments and organisations
- Develop good leaders - who inspire, motivate and maximise the potential of their followers

Experimental Learning Process

KNOWLEDGE



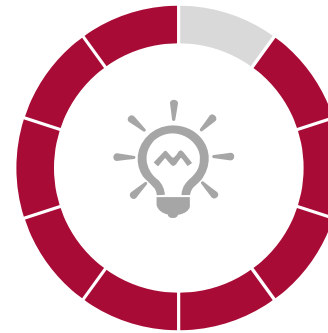
REFLECT



SIMULATE



ASSESS



SIMULATE



For every 5 days simulation learning represent 25 days focussed workplace experience

Candidates can complete a 12 month programme in only 3 months with an higher level of knowledge and retention than traditional learning environments

We customise simulations with your company specific branding and requirements.

Example: Supply Chain | Continuous Improvement Simulation

Topics Covered

(1day)

- Working with the customer for mutual benefit (understanding and agreeing their interdependence, forecasting sales, sharing documentation etc.
- Efficient information, material and work flow
- Managing product variety and complexity
- Overall capacity planning – workload versus resources
- Problems with batch processing and high work in process (WIP) inventories
- Benefits of shorter lead times
- Balancing individual workloads with the need to minimise the amount of stock and WIP. Both cost and space efficiencies
- Develop a consistent approach to effective communication between the customer, suppliers, design, operations and sales.
- Practical application of the principles behind continuous improvement and lean processing in participant's places of work
- Understanding flow in the supply chain and the importance of it for efficiencies and effectiveness
- Lean, Six Sigma, SCOR Principles

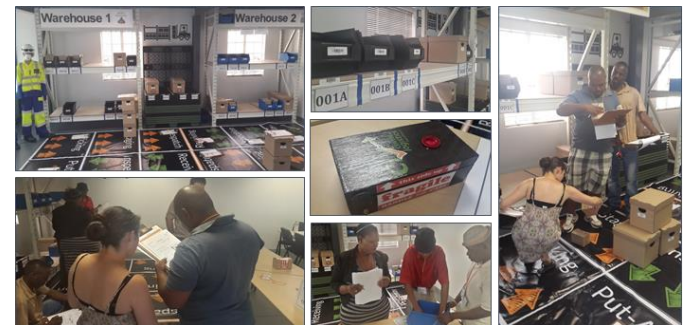


Example: Supply Chain | Warehouse Simulation

Topics Covered

(1day)

- Demonstrates all the processes within the warehouse and thereby leads to a better understanding of all the different functions and their specific requirements
- Highlights the importance of teamwork as the students will learn how each function is dependent on the other.
- Shows how critical communication is and what the consequences of poor communication are.
- Allows students to play around and experiment with warehouse equipment in a safe environment without any repercussions to business.
- The practical environment raises problem areas which allows for interaction and problem solving in a non-threatening learning space.
- Demonstrates the impact mistakes (incorrect documentation, packaging, handling etc) can have on the warehouse productivity and profitability
- A hands-on training approach allows students to actively participate in their learning experience and this facilitates better knowledge retention.
- Introduces the student to different inventory types (hazardous/fragile goods), binning, packaging and packing types thereby expanding their knowledge base.
- The student is exposed to how effective warehouse processes should be conducted using industry best practices. This allows them to add value to their own respective companies.
- Prepares the student for possible problem scenarios that may arise and how to handle them
- Highlights possible skills gaps and areas that may need further development



Example of Interpersonal and Team Skills Simulation

Phase 1 | Tower

(2.5 to 3 hours)

- This inter-team activity takes the concept of 'prisoners dilemma (if I help you escape first, can I trust you to help me escape afterwards?) to a new level: no matter how hard teams try, one must win unless both settle for a very poor performance.
- The activity demands effective analysis, clear and effective communication, leadership between teams, planning, building and retaining trust and negotiating.

Attributes

- Openness, honesty and trust
- Negotiating
- Communicating within and between teams
- Defining and realising success: beating others vs. doing as well as you can
- Inter-team rivalry
- Conflict Management



Example of Leadership, communication and problem solving Simulation

Phase 3 | Rectangle

(90 minutes)

- The task is straightforward (although people may see it differently).
- The problem is that to succeed everyone who is involved must work together, keep up to date with progress, offer ideas clearly and concisely, listen and respond positively to others.
- As all team members wear eye-shades throughout the task increasing their sensitivity and awareness of others. This heightened awareness emphasises the impact of differing personal styles, e.g. compliant, assertive, aggressive.

Attributes

- Establishing clearly understood objectives
- Planning before acting
- Revising plans as new information is received
- Working together to achieve objective
- Offering ideas in an acceptable way at the appropriate time



Example: Transportation | Virtual Reality Simulation



Some of the companies we have trained thus far



Bridging the
Supply Chain
Skills Gap



What next?