



Strategic Supply Chain Resilience and Crisis Management Training Course

Ref: #LOG1266



Course Introduction / Overview:

In today's interconnected and volatile global economy, supply chain disruptions are no longer a possibility but an inevitability. From geopolitical tensions and natural disasters to pandemics and cyber-attacks, the modern supply chain is under constant threat. This course provides a comprehensive framework for building robust and agile supply chains capable of withstanding, adapting to, and recovering from severe disruptions. Drawing on principles articulated by leading thinkers like Dr. Yossi Sheffi in his work "The Resilient Enterprise", this program moves beyond traditional risk management to instill a culture of proactive resilience. Participants will learn to identify hidden vulnerabilities, develop strategic mitigation plans, and lead effective crisis response efforts. BIG BEN Training Center has designed this immersive experience to equip professionals with the practical skills and strategic foresight needed to transform their supply chain from a potential liability into a source of competitive advantage. This training is essential for navigating uncertainty and ensuring business continuity in a world defined by constant change, focusing on supply chain visibility, risk assessment, and post-crisis recovery strategies to safeguard operations and maintain market leadership.

Target Audience / This training course is suitable for:



- Supply Chain Managers and Directors.
- Procurement and Sourcing Professionals.
- Logistics and Distribution Managers.
- Operations Managers.
- Risk and Compliance Officers.
- Business Continuity Planners.
- Strategic Planning Executives.
- Emergency Response Team Leaders.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Retail and Consumer Goods.
- Pharmaceuticals and Healthcare.
- Technology and Electronics.
- Aerospace and Defense.
- Automotive Industry.
- Logistics and Transportation Services.
- Government and Public Sector Agencies.
- Food and Beverage Industry.
- Energy and Utilities.

Target Organizations Departments:



- Supply Chain Management.
- Procurement and Purchasing.
- Logistics and Warehouse Operations.
- Strategic Planning and Corporate Strategy.
- Risk Management and Compliance.
- Operations Management.
- Finance and Cost Control.
- Information Technology.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive supply chain risk assessment framework.
- Identify and analyze potential vulnerabilities across the entire supply chain network.
- Implement proactive risk mitigation and diversification strategies.
- Design and execute effective crisis response and communication plans.
- Enhance supply chain visibility and agility through technology and data analytics.
- Master techniques for rapid post-crisis recovery and operational restoration.
- Foster a culture of resilience and continuous improvement within their organization.
- Evaluate and strengthen supplier relationships to build a more robust network.
- Conduct scenario planning and stress tests for various disruption events.
- Align supply chain resilience objectives with overall business strategy.

Course Methodology:



The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in a real-world context. This course employs a blended learning approach that combines expert-led presentations with hands-on, experiential activities. A cornerstone of the program is the extensive use of case studies based on actual supply chain disruptions, allowing participants to analyze complex scenarios and debate strategic responses. Collaborative group workshops and simulation exercises will challenge teams to develop risk mitigation plans and manage a simulated crisis in real-time, fostering critical thinking and decision-making skills under pressure. Interactive sessions, facilitated discussions, and peer-to-peer knowledge sharing are encouraged to explore diverse perspectives and solutions. Participants will receive continuous feedback from the instructor and will work on developing an actionable resilience roadmap for their own organizations. This dynamic and immersive learning environment ensures a deep understanding of supply chain resilience principles and their practical application.

Course Agenda (Course Units):

Unit One: Foundations of Modern Supply Chain Resilience

- Introduction to supply chain vulnerability in a globalized world.
- Defining resilience, robustness, and agility.
- Historical analysis of major supply chain disruptions and their impacts.
- Key principles from Dr. Yossi Sheffi's resilience framework.
- Identifying single points of failure and hidden risks.
- The bullwhip effect and its impact during crises.
- Mapping your end-to-end supply chain for visibility.



Unit Two: Proactive Risk Assessment and Mitigation Strategies

- Developing a comprehensive supply chain risk management framework.
- Techniques for risk identification, assessment, and prioritization.
- Conducting supplier risk profiling and segmentation.
- Geopolitical, environmental, and economic risk analysis.
- Strategic dual-sourcing and multi-sourcing policies.
- Inventory optimization strategies for resilience (e.g., strategic buffering).
- Scenario planning and supply chain stress testing.

Unit Three: Crisis Management and Emergency Response

- Establishing a cross-functional crisis management team.
- Developing a clear and effective crisis communication plan.
- Business Continuity Planning (BCP) for supply chain operations.
- Immediate response protocols for different types of disruptions.
- Decision-making frameworks for high-pressure situations.
- Coordinating with suppliers, customers, and logistics partners during a crisis.
- Legal and contractual considerations in force majeure events.

Unit Four: Leveraging Technology for Enhanced Resilience

- The role of technology in creating a transparent supply chain.
- Utilizing supply chain visibility platforms and control towers.
- Applying predictive analytics and AI to forecast potential disruptions.
- The Internet of Things (IoT) for real-time tracking and monitoring.
- Blockchain applications for supply chain security and traceability.
- Cybersecurity threats to the supply chain and mitigation tactics.
- Selecting and implementing the right technology solutions.

Unit Five: Post-Crisis Recovery and Building a Resilient Culture



- Frameworks for post-disruption damage assessment and recovery.
- Strategies for ramping up operations and restoring supply lines.
- Conducting post-mortem analyses to capture lessons learned.
- Integrating resilience into the corporate culture and performance metrics.
- Training and empowering employees to be risk-aware.
- Building long-term, collaborative, and resilient supplier partnerships.
- Future-proofing the supply chain against emerging threats.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond technological solutions and process optimization, how can an organization's leadership and culture become the primary drivers of true supply chain resilience in an era of perpetual disruption?

What unique qualities does this course offer compared to other courses?



This course distinguishes itself by adopting a holistic and strategic perspective on supply chain resilience, moving beyond purely operational or technological fixes. While many programs focus on reactive crisis management, this training emphasizes proactive and predictive strategies, equipping participants with the foresight to anticipate and mitigate disruptions before they occur. We delve deeply into the human element of resilience, exploring how leadership, communication, and a robust organizational culture are often more critical than any single tool or process. The curriculum integrates strategic frameworks with practical, hands-on simulations, ensuring that participants not only understand the theory but can also apply it under pressure. Unlike courses that offer a one-size-fits-all solution, this program focuses on building a customized resilience roadmap tailored to the specific vulnerabilities and strategic objectives of each participant's organization. The content is continuously updated to reflect the latest geopolitical, environmental, and economic challenges, ensuring relevance and immediate applicability in today's volatile business landscape. The focus is on building an agile and adaptive mindset, transforming the supply chain into a strategic asset for navigating uncertainty.