



# **Strategic Supply Chain and Operations Leadership Training Course**

**Ref: #CS3928**



## **Course Introduction / Overview:**

In today's interconnected and volatile global economy, the mastery of supply chain and operations is no longer a functional specialty but a strategic imperative for organizational success. This course provides a comprehensive framework for understanding and leading complex supply chains and operational functions. It moves beyond traditional logistics to embrace a holistic view that integrates procurement, production, inventory management, and distribution into a cohesive, agile, and resilient system. Drawing upon foundational concepts from leading academics like Martin Christopher, whose work in "Logistics & Supply Chain Management" emphasizes the importance of agility and resilience, this program equips participants with the tools to design and manage robust supply chains. BIG BEN Training Center has developed this intensive training to bridge the gap between theoretical knowledge and practical application, focusing on real-world challenges such as digital transformation, sustainability, and risk management. Participants will learn to leverage data analytics for informed decision-making, implement operational excellence models, and cultivate the leadership skills necessary to drive change and foster a culture of continuous improvement within their teams and organizations.

## **Target Audience / This training course is suitable for:**



- Supply Chain Managers and Directors.
- Operations Managers and Supervisors.
- Logistics and Distribution Managers.
- Procurement and Sourcing Professionals.
- Warehouse and Inventory Managers.
- Production Planners and Controllers.
- Business owners and entrepreneurs.
- Professionals aspiring to leadership roles in supply chain and operations.

## **Target Sectors and Industries:**

- Manufacturing and Industrial Production.
- Retail and Consumer Goods.
- E-commerce and Direct-to-Consumer businesses.
- Pharmaceutical and Healthcare sectors.
- Logistics and Third-Party Logistics (3PL) providers.
- Technology and Electronics.
- Automotive and Aerospace.
- Government agencies and public sector organizations.

## **Target Organizations Departments:**

- Supply Chain Management.
- Operations.
- Procurement and Purchasing.
- Logistics and Transportation.
- Warehousing and Inventory Control.
- Production and Manufacturing.
- Strategic Planning.
- Quality Assurance and Control.



## Course Offerings:

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

- Develop a comprehensive supply chain strategy aligned with overall business goals.
- Analyze and optimize key operational processes to enhance efficiency and reduce costs.
- Implement effective inventory management and control systems.
- Master strategic sourcing and supplier relationship management techniques.
- Identify, assess, and mitigate risks throughout the supply chain.
- Apply lean and Six Sigma principles to drive operational excellence.
- Lead and motivate operations teams through periods of change and transformation.
- Utilize data analytics and performance metrics for strategic decision-making.
- Design a resilient and agile supply chain capable of responding to disruptions.
- Integrate sustainability and ethical considerations into supply chain operations.

## Course Methodology:



The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and application-oriented, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures by incorporating a blended learning approach that includes facilitated discussions, in-depth case study analyses of global companies, and collaborative group exercises. Participants will work in teams to solve complex operational challenges, design supply chain strategies, and present their findings, fostering peer-to-peer learning and diverse perspectives. The program emphasizes practical skill development through simulations and role-playing scenarios that replicate real-world leadership and decision-making situations. Our expert instructors act as facilitators, guiding participants through concepts and encouraging critical thinking. Continuous feedback is provided throughout the course to help participants identify strengths and areas for development. This immersive and hands-on approach ensures a deep understanding of both the strategic and tactical aspects of supply chain and operations leadership.

## **Course Agenda (Course Units):**

### **Unit One: Foundations of Strategic Supply Chain Management**

- The evolution of supply chain management from logistics to a strategic function.
- Core concepts of supply chain design and network optimization.
- Aligning supply chain strategy with corporate objectives and market demands.
- Key performance indicators (KPIs) for measuring supply chain performance.
- The role of technology and information systems in modern supply chains.
- Understanding the end-to-end value chain and its components.
- Competitive and supply chain strategies for a global market.



## **Unit Two: Optimizing Core Operational Functions**

- Strategic procurement and global sourcing strategies.
- Supplier relationship management (SRM) and partnership development.
- Advanced inventory management techniques and control models.
- Warehouse design, management, and optimization.
- Transportation and logistics network management.
- Demand forecasting and sales and operations planning (S&OP).
- Managing the bullwhip effect in supply chains.

## **Unit Three: Advanced Supply Chain Strategies and Analytics**

- Supply chain risk management and building resilience.
- Designing and managing sustainable and green supply chains.
- The principles of agile and responsive supply chain models.
- Leveraging big data and analytics for predictive insights.
- Digital transformation in the supply chain: IoT, AI, and Blockchain.
- Reverse logistics and closed-loop supply chains.
- Global trade compliance and international logistics considerations.

## **Unit Four: Leadership in Operations Management**

- Principles of operational excellence: Lean thinking and waste reduction.
- Introduction to Six Sigma methodology for process improvement.
- Change management for successful implementation of new processes.
- Effective leadership and communication skills for operations managers.
- Building and leading high-performance operations teams.
- Conflict resolution and negotiation in a supply chain context.
- Fostering a culture of continuous improvement and innovation.

## **Unit Five: The Future of Supply Chain and Strategic Integration**



- Emerging trends shaping the future of supply chain and operations.
- The customer-centric supply chain model.
- Financial analysis and cost management in the supply chain.
- Developing a strategic roadmap for operational transformation.
- Capstone project: Analyzing a complex supply chain case study.
- Developing a comprehensive improvement plan.
- Presentation of findings and peer feedback session.

## **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:**

In an era of constant disruption, is a purely efficiency-driven supply chain model obsolete, and how should leaders balance the competing priorities of cost, resilience, and sustainability?

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



This course distinguishes itself by holistically integrating two critical and often separated domains: the technical science of strategic supply chain management and the nuanced art of operations leadership. While many programs focus exclusively on process optimization, tools, and metrics, this training course places equal emphasis on the human element required to lead teams, manage change, and foster a culture of excellence. It moves beyond theoretical frameworks to immerse participants in complex, real-world case studies that reflect current global challenges, from geopolitical disruptions to the push for greater sustainability. The curriculum is uniquely designed to build strategic thinking, enabling participants not just to manage existing operations but to architect the resilient, agile, and digitally-enabled supply chains of the future. Rather than simply teaching what to do, we focus on developing the critical judgment to understand why and how to adapt strategies in dynamic environments. The emphasis on leadership, change management, and strategic decision-making provides a comprehensive skill set that prepares professionals for senior roles where they must drive both operational efficiency and organizational transformation.