Operational Excellence in Procurement and Supply Chain Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PSC2890_133826

Course Introduction / Overview:

This comprehensive training course is designed to equip professionals with the essential skills and knowledge to drive operational excellence across procurement and supply chain functions. In today's volatile global market, optimizing these critical areas is no longer a competitive advantage but a necessity for survival and growth. The program delves into the core principles of lean management and continuous improvement, drawing on foundational concepts from pioneers like W. Edwards Deming, whose work on quality management revolutionized modern operations. Participants will explore how to integrate strategic sourcing, supplier relationship management, and advanced logistics to create a seamless, efficient, and resilient value chain. This course offered by BIG BEN Training Center moves beyond theoretical frameworks, providing practical tools and techniques for immediate application. We will examine real-world scenarios and case studies, referencing insights from seminal texts such as "The Goal" by Eliyahu M. Goldratt, to understand how to identify and eliminate bottlenecks, reduce waste, and enhance overall performance. The curriculum is structured to build a holistic understanding, from mastering procurement process optimization to leveraging supply chain analytics for data-driven decision-making, ensuring participants can lead transformative initiatives within their organizations.

Target Audience / This training course is suitable for:

- Procurement Managers and Officers.
- Supply Chain Planners and Analysts.
- Logistics and Distribution Supervisors.
- Operations Managers.
- Sourcing and Category Specialists.
- Contract Administrators.
- Inventory Control Managers.
- Professionals seeking to transition into a supply chain or procurement role.
- Finance professionals involved in cost management and procurement decisions.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Retail and Consumer Goods.
- Healthcare and Pharmaceuticals.
- Technology and Electronics.
- Logistics and Transportation Services.
- Energy and Utilities.
- Construction and Engineering.
- Governmental agencies and public sector organizations.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Supply Chain Management Department.
- Logistics and Distribution Department.
- Operations Management Department.
- Finance and Accounting Department.
- Strategic Planning Department.
- Contract Management Department.
- Warehouse and Inventory Management Department.

Course Offerings:

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

- Develop a robust framework for achieving operational excellence in procurement.
- Implement strategic sourcing and category management techniques to optimize spend.
- Master supplier relationship management to foster collaboration and innovation.
- Analyze and improve supply chain processes using lean and Six Sigma principles.
- Utilize key performance indicators (KPIs) to measure and monitor supply chain performance.
- Manage procurement and supply chain risks effectively to ensure business continuity.
- Leverage technology and data analytics for enhanced supply chain visibility and decision-making.
- Lead continuous improvement initiatives within their procurement and supply chain teams.
- Apply advanced negotiation strategies in procurement contexts.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can translate learned concepts into tangible workplace skills. We employ a blended learning approach that combines expert-led presentations with a variety of hands-on activities. The course heavily emphasizes the use of real-world case studies, allowing participants to analyze complex procurement and supply chain challenges and develop viable solutions. Group discussions and collaborative workshops are integral to the learning process, fostering an environment where attendees can share experiences and gain diverse perspectives from their peers. Interactive exercises, simulations, and role-playing scenarios will be used to practice key skills such as negotiation and supplier management. Participants will receive constructive feedback from the instructor and peers throughout the course. This active learning environment ensures a deep understanding of the material and builds the confidence needed to implement operational excellence strategies effectively. The focus is on practical application, providing tools and frameworks that can be immediately utilized to drive improvements within participants' organizations.

Course Agenda (Course Units):

Unit One: Foundations of Operational Excellence in the Supply Chain

- The core principles of operational excellence.
- Integrating procurement and supply chain strategies with business objectives.
- Value stream mapping for procurement and logistics processes.
- Introduction to Lean, Six Sigma, and Kaizen methodologies.
- Understanding the total cost of ownership (TCO) beyond the purchase price.
- Key performance indicators (KPIs) for measuring success.
- The role of ethics and compliance in modern procurement.

Unit Two: Strategic Procurement and Sourcing Management

- Developing a strategic sourcing and category management plan.
- Conducting comprehensive spend analysis.
- Techniques for effective supplier evaluation, selection, and segmentation.
- Building and managing a robust supplier relationship management (SRM) program.
- Advanced negotiation tactics and contract management fundamentals.
- Global sourcing strategies and associated challenges.
- Implementing e-procurement and procurement technology solutions.

Unit Three: Optimizing Logistics and Inventory Management

- Fundamentals of integrated logistics management.
- Strategies for effective warehouse and distribution center operations.
- Inventory control models and demand forecasting techniques.
- Optimizing transportation modes and network design.
- The role of third-party logistics (3PL) providers.
- Managing reverse logistics and the circular economy.
- Ensuring supply chain visibility from end to end.

Unit Four: Risk Management and Supply Chain Resilience

- Identifying, assessing, and mitigating supply chain risks.
- Developing a supply chain risk management framework.
- Strategies for building a resilient and agile supply chain.
- Managing disruptions from geopolitical, environmental, and economic factors.
- Business continuity planning for critical supply chains.
- The impact of digital transformation on supply chain security.
- Leveraging data analytics and predictive modeling for risk mitigation.

Unit Five: Leadership, Sustainability, and Future Trends

- Leading change and fostering a culture of continuous improvement.
- Developing sustainable and green supply chain practices.
- The impact of AI, IoT, and blockchain on procurement and supply chain.
- Financial acumen for procurement and supply chain professionals.
- Aligning team skills with future industry demands.
- Final project. developing an operational excellence implementation plan.
- Course review and personal action planning.

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 increasing geopolitical instability and technological disruption, how can organizations balance the pursuit of lean, cost-efficient supply chains with the critical need for resilience and agility?

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

This course distinguishes itself by providing a holistic and forward-looking perspective on operational excellence that transcends traditional procurement and supply chain training. While many programs focus on isolated functions, our curriculum is meticulously designed to integrate these areas, demonstrating how strategic procurement, optimized logistics, and robust risk management collectively drive organizational success. We move beyond simply teaching best practices; we cultivate a mindset of continuous improvement and strategic thinking. The course places a strong emphasis on the practical application of advanced concepts, using complex case studies and simulations that mirror the real-world challenges participants face. A key differentiator is our focus on future-proofing skills, with dedicated modules on digital transformation, sustainability, and supply chain resilience. Participants will not only learn how to optimize current processes but also how to anticipate future trends and lead their organizations through an ever-changing global landscape. The academic rigor, combined with a highly interactive and practical methodology, ensures a deeply immersive learning experience that delivers measurable and lasting impact.