

## COURSE OVERVIEW LM0010 Supply Chain Management

### Course Title

Supply Chain Management

### Course Date/Venue

August 25- 29, 2025/Fujairah Meeting Room,  
Grand Millennium Al Wahda Hotel, Abu Dhabi,  
UAE

### Course Reference

LM0010

### Course Duration/Credits

Five days/3.0 CEUs/30.0 PDHs



### Course Description



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.***

This course follows an integrated approach towards logistics in the supply chain and encourages delegates to collaborate with other members of a supply chain to achieve lowest total logistics costs and to gain a competitive advantage in the market.



The course will enable delegates to make rational decisions with regard to the movement and positioning of inventory in the supply chain with due consideration of customer requirements and supply chain efficiency.

During this interactive course, participants will learn the integrated management approach towards logistics in the supply chain; the profitable customers in the supply chain; the optimum customer service strategies from a logistics viewpoint; the effective channel strategy (selecting distribution channels); the optimum inventory levels using basic methods; the inventories through proper logistics requirement planning in the supply chain; the appropriate transport arrangements with due consideration of product and market characteristics and of transport costs; the role of warehousing, materials handling and packaging in logistics; and the optimum design of a supply chain network (number and location of depots/warehouses).



### Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain knowledge on supply chain logistics management
- Follow an integrated management approach towards logistics in the supply chain
- Identify profitable customers in the supply chain to decide which customers should be rendered a basic service, zero defect service or value added service
- Implement optimum customer service strategies from a logistics viewpoint
- Develop an effective channel strategy (selecting distribution channels)
- Set optimum inventory levels using basic methods
- Optimize inventories through proper logistics requirement planning in the supply chain
- Make appropriate transport arrangements with due consideration of product and market characteristics and of transport costs
- Explain the role of warehousing, materials handling and packaging in logistics
- Contribute towards optimum design of a supply chain network (number and location of depots/warehouses)

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides an overview of all significant aspects and considerations of supply chain logistics management for senior and middle management including senior inventory officers who are involved in supply chain management or logistics functions. Managers and engineers on all levels of participating companies in a supply chain (manufacturers, distributors, wholesalers, retailers and logistics service providers) will benefit from this course. In particular, people involved in purchasing, operations, warehousing, inventories, transport and total supply chain management will find this course valuable.

### Course Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Accommodation


Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- 
The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30.0 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



(3) **Mr. Pan Kidis, MBA, BSc**, is a **Senior Management Consultant** with over **30 years** of extensive experience in **Project Scheduling & Cost Control, Project Planning, Scheduling & Cost Control Professional, Production Planning & Scheduling, Administration Skills, Office Management Skills, Survey Skills, Interviewing Skills, Interpersonal Skills, Communication Skills, Negotiation Skills, Presentation Skills, Manager Skills, Supervisory & Management Skills, Counselling Skills, Leadership Skills, Office Management, Code of Conduct, Train the Trainer, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping**. Further, he is also well-versed in **Cash Flow Management, Decision Making Techniques, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation**. He is currently the **Business Analyst** of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1: Monday, 25<sup>th</sup> of August 2025**

0800 – 0830	Registration & Coffee
0830 – 0845	Welcome & Introduction
0845 – 0900	<b>PRE-TEST</b>
0900 – 0930	<b>Supply Chain Logistics Management Concepts</b> Supply Chain Management • Logistics • Integrated Management • Trade-Offs
0930 – 0945	Break
0945 – 1200	<b>The Supply Chain Business Model</b>
1200 - 1300	Lunch
1100 – 1230	<b>Responsiveness</b>
1400 - 1415	Break
1415 – 1435	<b>The Logistics Value Proposition</b>
1435 - 1450	<b>Logistics Integration in the Supply Chain</b> Logistics Activities • Logistics Operations • Operating Objectives • Barriers to Integration
1450 – 1500	<b>Recap</b>
1500	End of Day One

#### **Day 2: Tuesday, 26<sup>th</sup> of August 2025**

0800 – 0830	<b>Logistics Operating Arrangements</b>
0830 – 0930	<b>Logistics Operating Cycles (Performance Cycles)</b>
0930 – 0945	Break
0945 – 1100	<b>Customer Accommodation in the Supply Chain</b>
1100 – 1200	<b>The Logistics Cost of Customer Service</b>
1200 – 1300	Lunch
1300 – 1400	<b>Output Budgeting</b>
1400 - 1415	Break
1415 – 1450	<b>Optimum Service Levels</b>
1450 – 1500	<b>Recap</b>
1500	End of Day Two

**Day 3: Wednesday, 27<sup>th</sup> of August 2025**

0800 – 0830	<i>Customer Service Strategies</i>
0830 – 0930	<i>Customer Account Profitability (CAP)</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Supply Chain Participants (Intermediaries)</i>
1100 – 1200	<i>Developing Channel Strategy</i>
1200 – 1300	<i>Lunch</i>
1300 – 1400	<i>Third Party &amp; Fourth Party Logistics</i>
1400 – 1415	<i>Break</i>
1415 – 1450	<i>Inventory Functionality &amp; Concepts</i>
1450 – 1500	<i>Recap</i>
1500	<i>End of Day Three</i>

**Day 4: Thursday, 28<sup>th</sup> of August 2025**

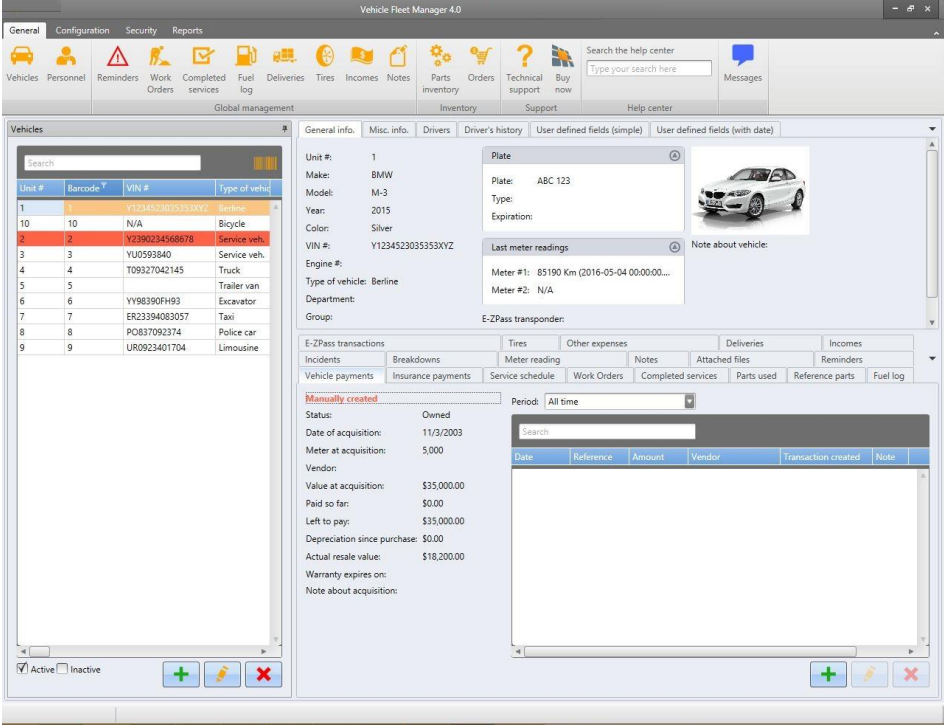
0800 – 0830	<i>Inventory Costs</i>
0830 – 0930	<i>Setting Optimum Inventory Levels</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Logistics Requirement Planning</i>
1100 – 1200	<i>Selecting Suitable Transport</i>
1200 – 1300	<i>Lunch</i>
1300 – 1400	<i>Transport Strategies</i>
1400 – 1415	<i>Break</i>
1415 – 1450	<i>Warehouse Functionality &amp; Benefits</i>
1450 – 1500	<i>Recap</i>
1500	<i>End of Day Four</i>

**Day 5: Friday, 29<sup>th</sup> of August 2025**

0800 – 0830	<i>Warehouse Operations</i>
0830 – 0930	<i>Materials Handling</i>
0930 – 0945	<i>Break</i>
0945 – 1200	<i>Packaging</i>
1200 – 1300	<i>Lunch</i>
1300 – 1400	<i>Supply Chain Network Design</i>
1400 – 1415	<i>Break</i>
1415 – 1425	<i>Warehouse Placement</i>
1425 – 1435	<i>Course Conclusion</i>
1435 – 1445	<i>POST-TEST</i>
1445 – 1500	<i>Presentation of Course Certificates</i>
1500	<i>End of Course</i>

### Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using our state-of-the-art simulators “Vehicle Fleet Manager 4.0” software.



**Vehicle Fleet Manager 4.0**

### Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: [mari1@haward.org](mailto:mari1@haward.org)