



SUPPLY CHAIN INTERNSHIP PROGRAM

A Win-Win Collaboration



BUSINESS RESEARCH AND SERVICE INSTITUTE
brasi.org

For the kind attention of Department/Function concerned with

- **Supply Chain/Operations Management**
- **Human Resource/Talent Development**
- **Business Performance**

Dear Professional Colleague,

Supply Chain Internship Program

Higher performance requires superior skills, aligned with business goals and driven by continuous improvement.

To help your business achieve this objective, we bring to you college graduates holding CISCOM Certificate, to work on assignments and projects, such as establishing or reviewing inventory customer service performance, inventory policies including safety stock, cycle counting, and more. BRASI offers on-going coaching and mentoring as needed, in keeping with confidentiality and professional ethics.

You may engage them as interns or contractors, as per your applicable policy or practice. BRASI's role is limited to recommending the potential candidates to you, and we do not get involved in the selection, retention or remuneration.

The candidates In addition to the latest concepts and best practices, CISCOM training includes introduction to process improvement methodologies such as Lean, Six Sigma and Total Quality Management. CISCOM training program is accredited by the American National Standards Institute (ANSI), which demonstrates its quality, value and effectiveness.

Besides benefiting from the fresh ideas and energy of the interns, here are some more reasons for you to consider the internship program:

1. Your employees will have the opportunity to participate in Supply Chain Case Competitions held on a regular basis.
2. Your organization will enjoy discounts on training programs offered by BRASI

Summary of the internship program is enclosed for your perusal. and we will be glad to provide further information as needed. We would greatly appreciate your expression of interest at your earliest convenience, in order to match the candidate based on any specific process improvement or project requirement.

Sincere,



Sarah Batool
Registrar
e-mail address: sarah.batool@brasi.org

Certificate in Supply Chain & Operations Management Course Outline

CISCOM is a comprehensive training program that prepares candidates for jobs in trade and industry, related to Purchasing, Production Management, Inventory Management, Warehousing, Logistics, Distribution, Customer Service, Import & Export, and Others. CISCOM provides and knowledge and expertise necessary for efficient operation of the respective supply chain processes.

The CISCOM curriculum has been developed and is maintained following the ADDIE (Analysis, Design, Development, Implementation and Evaluation) methodology. The CISCOM exam has been developed and is calibrated using the Angoff’s methodology for performance criteria, linking and aligning the learning needs, objectives, curriculum, delivery and assessment, ensuring quality, value and effectiveness.

Objectives

To prepare candidates aspiring to work in a supply chain or operations function, and enhance the knowledge and skills of people already employed in such functions.

The CISCOM program’s scope is specific to supply chain job roles such as Planner, Buyer, Logistics Coordinator, Warehouse Staff, Customer Service Associate and such.

Intended Learning Outcomes

Intended learning outcome include knowledge of supply chain processes such as Sales & Operations Planning, Master Production Scheduling, Sales Forecasting, Inventory Valuation, Product Costing and Distribution Planning, as well as productivity improvement methodologies such as Lean and Six Sigma.

Audience

- Supply Chain professionals seeking advancement in their career
- Professionals in related fields seeking to gain or enhance their knowledge of supply chain management in order to improve overall coordination and business improvement
- Students seeking to familiarize themselves with current industry practices and gain competitive edge

CISCOM CURRICULUM

CISCOM comprises supply chain knowledge from beginning to the end, and includes introduction to business improvement tools such as Lean, Six Sigma, Just-In-Time, Total Quality Management and others.

CISCOM – FOUR MODULES – ONE EXAM

Module 1: PLANNING

Module 1 lays the conceptual foundation for further study of the subject matter. Topics reviewed include Competitive Strategy, Product Differentiation, SWOT Analysis, Planning Processes, including Sales & Operations Planning, Master Scheduling, Rough-Cut Capacity Planning, Capacity Requirements Planning, Materials Requirements Planning, Distribution Requirements Planning, Inventory Planning and other planning processes

Module 1 Chapters

- Chapter 1: Introduction
- Chapter 2: Planning – An Overview
- Chapter 3: Supply Chain Planning Processes
- Chapter 4: Computer-based Planning Systems
- Chapter 5: Planning Performance
- Chapter 6: Balancing the 4 Cs

Module 1 Intended Learning Outcomes

1. Understand the objectives and scope of supply chain
2. Define the 4 C's of Supply Chain Management and the effect of the 3Vs (Visibility, Variability, and the Velocity) on supply chain
3. Identify the main drivers and facilitators of supply chain
4. Recognize the supply chain hierarchy, along with the associated time horizons and planning processes, and the relationship of competitive strategy with supply chain strategy
5. Understand the 3 Flows, and 2 Views, and the Delayed Differentiation or Postponement strategy.
6. Perform calculation for Forecast of Sales with Moving Averages and Exponential Smoothing methods
7. Perform calculation for forecast metrics, i.e., Mean Absolute Deviation, Standard Deviation and Bias.
8. Understand the planning processes within manufacturing, including Sales & Operations Planning, Master Scheduling, Materials Requirement Planning and Capacity Requirements Planning
9. Perform Materials Requirement Planning (MRP) Calculation
10. Perform Economic Order Quantity (EOQ) calculation and apply it to the trade-off between inventory carrying cost and ordering
11. Understand the concepts and implications of Lead Time and Time To Market (TTM)
12. Understand the use of Capacity Requirements Planning (CRP)
13. Understand the use of computer-based planning systems including Enterprise Resource Planning and reports.
14. Recognize the value of performance measurement in planning

Module 2: ORGANIZING

Module 2 focuses on the structure of supply chain, and the relevance of various models to competitive strategy. Factors such as Complexity, Fragmentation, Interdependence and Channel Relationships are discussed, with respect to enhancing customer service while gaining cost efficiencies.

Module 2 Chapters

- Chapter 1: Supply Chain Structure
- Chapter 2: Supply Chain Complexity
- Chapter 3: Supply Chain Integration
- Chapter 4: Role of the Supply Chain Function
- Chapter 5: Outlook for Supply Chain Management
- Chapter 6: SC Organization Effectiveness
- Chapter 7: Balancing the 4 C's

Module 2 Intended Learning Outcomes

1. Differentiate between physical infrastructure and non-physical framework
2. Define the role and characteristics of vendor, customer and consumer
3. Understand the relationship between manufacturing and brand marketing
4. Understand the role of channel master, channel partner and channel member
5. Identify the sources, effects and resolution of complexity in supply chain
6. Define the drivers and types of integration
7. Define the roles and functions in supply chain management
8. Identify the pros and cons of centralization and decentralization
9. Perform calculation for plant location using the Gravity Model
10. Understand the roles of Product Franchise, Plant and Business Unit.

Module 3: DELIVERING

Delivery is the net outcome of the entire supply chains efforts and operations. Supply Chain Execution being the front-end of interaction with the customer, the review encompasses forecast of sales, distribution, manufacturing, procurement, outsourcing, and other internal supply chain activities

Module 3 Chapters

- Chapter 1: Customer Service
- Chapter 2: In-bound Logistics
- Chapter 3: Manufacturing
- Chapter 4: Out-bound Logistics
- Chapter 5: Technology in Logistics
- Chapter 6: Delivery Effectiveness
- Chapter 7: Balancing 4 C's

Module 3 Intended Learning Outcomes

1. Understand the goals and functions of Customer Relationship Management
2. Define the use of technology in Customer Relationship Management and data sources
3. Understand the role, training and empowerment of CRM staff
4. Perform calculation for On-Time Shipping metric.
5. Understand the success factors in CRM.
6. Identify the scope and role of Supplier Relationship Management (SRM)
7. Identify the uses of spend analysis
8. Identify different types of manufacturing layouts, Continuous Flow Manufacturing and Discrete Batch Manufacturing
9. Identify the relationship of Push/Pull to capacity and inventory
10. Perform calculations for product cost, Cost Of Goods Manufactured, Cost Of Goods Sold and Contribution Margin, and Breakeven Volume
11. Define Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)
12. Understand the trends in supply chain management
13. Define the role of technology in improving collaboration and communication within a supply chain
14. Define Benchmarking and Best Practices in supply chain

Module 4: GROWING

Profitable and consistent growth is the objective of every business, however, external and internal challenges can cause the focus to shift from long term sustainability to short-term expediencies and putting off the bush fires. Strong leadership and the use of appropriate methodologies is the key to maintaining sustained improved. Tool kit discussed in this module includes Lean, Six Sigma, Just in Time, Total Quality Management, Toyota Production System, Theory of Constraints and other proven methodologies for continuous improvement.

Module 4 Chapters

- Chapter 1: Growth Dynamics
- Chapter 2: Sustainable Growth
- Chapter 3: Best Practices & Bench Marking
- Chapter 4: Productivity Tools
- Chapter 5: Change and Transformation
- Chapter 6: Balancing the 4 C's

Module 4 Intended Learning Outcomes

1. Study the application of Markov analysis.
 2. Define the importance of sustainable growth
 3. Examine the financial ratios related to supply chain management
 4. Identify the concepts of bench marking and best practices
 5. Understand the basic concepts of Just in Time (JIT)
 6. Understand concepts and applications in Six Sigma
 7. Understand concepts and applications in Lean
 8. Understand concepts and applications in Theory of Constraints
 9. Identify the role of leadership in change and transformation
- Understand the cumulative effect of supply chain decisions on business performance through the review of a case study

The Supply Chain Intern program is not a one-night stand, but an on-going commitment to continuous improvement, through on-going coaching and mentoring, aimed at sustainable change. The stake-holders, i.e., Educational and Training Institutions, Interns and Business, gain from the collaboration as follows:

Key benefits for the stakeholders are as follows:

Benefits for the Intern:

- a. Opportunity to receive work experience, thereby adding to their skills and career potential.
- b. Make contacts in the professional community for continuous learning and development.
- c. Earn stipend to offset some of their educational expenses.
- d. Opportunity to debut career in a conducive environment
- e. Coaching and mentoring
- f. Applying their knowledge to help improve business processes

Benefits for the Educational and Training Institutions:

- a. Industry learning needs feedback
- b. Orientation towards current business practices and priorities
- c. Enrichment of content with industry best practices

Benefits for the Business:

- d. Fresh ideas and new energy.
- e. Skilled talent for deployment on specific projects and initiatives.
- f. Low cost.
- g. No long term commitment.
- h. Potential for continued employment if opportunity exists.

Candidates are hand-picked, based on their academic performance and are interviewed to assess work ethics and commitment. Upon selection, candidates will sign contract directly with the employer.

Upon completion of the internship, the business has the option to continue to engage the intern based on mutual agreement.

Terms and Conditions agreed between BRASI and the Internship Applicant include the following:

3. Availability of positions, as well as terms and conditions are dependent entirely on the businesses and no guarantee for placement is offered.
4. Upon placement, the incumbent is subject to the applicable policies, procedure, rules, regulations and guidelines of the host organization.
5. BRASI assumes no responsibility towards either party during the internship or in any mutual relationship that may ensue later on.
6. BRASI does not assume any responsibility or liability in connection with the fulfillment of duties associated with the internship or related matters, including traveling. The applicant indemnifies BRASI against any liability or financial responsibility related to this program.
7. BRASI is not a part of any remuneration or other financial transaction between the employer and the intern.
8. The applicant authorizes BRASI to apply for internship on his/her behalf, using their information such as name, contact information, resume, etc. No financial information is shared.
9. The applicant confirms that he or she is eligible to work in the concerned location.
10. The applicant confirms his/her availability for the aforementioned internship period.

For further information and to set up an appointment with an associate, please e-mail to Sarah Khan, Registrar, at e-mail address sarah.batool@brasi.org