

THE INSTITUTE OF COMMERCIAL MANAGEMENT

SUBJECT SYLLABUS



LOGISTICS

## **Logistics & the Supply Chain**

- Definitions
- Structuring
- Material & Information Flow
- Competing Through Logistics
- Supply Chain Strategies

## **Serving the Customer**

- Customer Service
- Customer Service as a Link between Logistics & Marketing
- Customer Service & Customer Retention
- Setting Customer Service Priorities

## **Value & Logistics Costs**

- Sources of Value
- Representing Logistics Costs
- Activity Based Costing
- Balanced Measurement Portfolio
- Supply Chain Operations Reference Model

## **Managing Logistics Internationally**

- Drivers & Logistics Implications of Internationalization
- Trend Towards Internationalization
- Challenge of International Logistics & Location
- Organising for International Logistics
- General Tendencies

## **Managing the Lead Time Frontier**

- Role of Time in Competitive Advantage
- P:D Ratios & Lead Time Gap
- Time Based Mapping
- Managing Timeliness in the Logistics Pipeline
- Method for Implementing Time Based Practices

## **Just-In-Time & Lean Thinking**

- Just-In-Time
- Lean Thinking
- Vendor Managed Inventory
- Quick Response

## **The Agile Supply Chain**

- Market Winners & Qualifiers
- Agile Practices

## **Managing the Supply Chain**

- Collaboration in the Supply Chain
- Efficient Consumer Response
- Collaborative Planning
- Forecasting & Replenishment
- Managing Supply Chain Relationships
- Framework for Managing the Supply Chain

## **Partnerships in the Supply Chain**

- Choosing the Right Partnership
- Partnerships in the Supply Chain
- Supply-Based Rationalisation
- Supplier Networks
- Supplier Development
- Implementing Partnerships

**Logistics Future Challenge**

New Supply Chain Environment  
Key Management Challenges  
Role of the Internet  
Implementation Issues

**Reading List****Main Text:**

Logistics Management Strategy - A Harrison & R van Hoek (Prentice Hall)