



Consulting and Training | Reach New Heights

Course Name

Measuring and Managing Performance in Supply Chain & Logistics Operation

Sector Name

Procurement & Supply Chain Operations

Document Type

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Measuring and Managing Performance in Supply Chain & Logistics Operation

Course Introduction

To ensure that every organization fulfills its long-term goal, management must gain insight into how its supply chain performs and understand the necessary areas for improvement. Supply chain measurement ensures control over organizational behaviors, thereby saving the firm from revenue loss and poor long-term growth. To contribute to the corporation's ultimate success, supply chain and logistics organizations must ensure alignment between their operational performance metrics and the overarching corporate financial goals.

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Target Audience

- ✓ Procurement Manager / Supervisor
- ✓ Procurement officer/assistant
- ✓ Purchase officer
- ✓ Vendor manager
- ✓ Supplier relationship officer
- ✓ Purchase coordinator
- ✓ International Buyer
- ✓ Category purchasing manager
- ✓ Supply chain officer- Procurements
- ✓ Logistics Professionals
- ✓ Distribution Managers
- ✓ Working in this field
- ✓ Those who want to start a career in this field

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Learning Objectives

- ✓ Recognize strategies to measure suppliers', clients', and other business partners' performance
- ✓ Enhance competencies in performance metrics design, measurement, and communication
- ✓ Understand the impact of performance measurement on a corporation's success
- ✓ Identify recent trends in the strategic value of measuring and managing performance
- ✓ Analyze the company's performance management systems
- ✓ Develop performance management dashboards that synchronize supply chain and logistics operational metrics with corporate objectives

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Course Outline

✓ Day 01

Supply Chain Metrics

- ✓ Metrics Selection
- ✓ Customer Focused Metrics
- ✓ Financial Metrics
- ✓ Strategic Profit Model
- ✓ Operational Metrics

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Course Outline

✓ Day 02

Supply Chain Performance Measurement

- ✓ Measuring and Communicating Performance
- ✓ Scorecards - Balanced Scorecard
- ✓ Scorecards - Custom Scorecards
- ✓ SCOR Model - Level 1 Processes
- ✓ SCOR Model - Level 2, 3, and 4 Processes
- ✓ Supply Chain Reliability and Responsiveness
- ✓ Supply Chain Agility
- ✓ Supply Chain Cost
- ✓ Supply Chain Asset Management
- ✓ Supply Chain Process Map
- ✓ Financial Measures and SCOR Processes
- ✓ Measuring Customer Service - Fill Rate
- ✓ Measuring Customer Service - Lead Time
- ✓ Measuring Customer Service - Order Status and Customer Satisfaction

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Course Outline

✓ Day 03

Continuous Improvement Approaches and Tools

- ✓ Continuous Improvement Model
- ✓ Process Improvement Initiatives
- ✓ Continuous Improvement Approaches
- ✓ Lean Improvement
- ✓ House of Toyota
- ✓ House of Toyota
- ✓ Additional Lean Tools
- ✓ Just-in-Time
- ✓ Six Sigma
- ✓ Total Quality Management
- ✓ Theory of Constraints

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Course Outline

✓ Day 04

Continuous Improvement Approaches and Tools

- ✓ CI Tools - Benchmarking
- ✓ CI Tools - Process Map and Control Chart
- ✓ CI Tools - Pareto Chart and Cause-and-Effect Diagram
- ✓ CI Tools - Histogram, Check Sheet, Scatter Chart
- ✓ CI Tools - Affinity Diagram and Tree Diagram
- ✓ CI Tools - Matrix and Relationship Diagram
- ✓ CI Tools - Matrix Data Analysis Chart and Activity Network Diagram
- ✓ Change Management

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Course Outline

✓ Day 05

Performance measurements architecture - types, contexts, and perspectives of metrics

- ✓ Managing performance within the supply chain and logistics functions – alignment, incentives, and strategic impact
- ✓ Design and development of a Performance Dashboard for your Supply Chain and Logistics Operations
- ✓ Use of performance benchmarking for financial justification of supply chain and logistics initiatives
- ✓ Strategic performance management for peripheral partners– suppliers, co-packers, and clients
- ✓ Technology for performance measuring and management–mobile reporting, big data analytics, available tools

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4950.00 \$	Netherlands , Amsterdam
July 19, 2027	July 23, 2027	5 days	4250.00 \$	UAE , Dubai
Sept. 28, 2026	Oct. 2, 2026	5 days	4250.00 \$	UAE , Dubai
Dec. 20, 2026	Dec. 24, 2026	5 days	4250.00 \$	KSA , Riyadh

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