



# Training & Development Directory 2008



Your complete staff development solution for logistics,  
passenger transport, transport planning, operations and supply  
chain management.

*Aerial view:  
Manhattan Island, New York City, USA*

Bringing you closer to your career aspirations.

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In a fast changing world of work where responsiveness and reliability are required to build long term relationships with your customers, having well trained and qualified staff will give you the advantage over your competitors.

# INTRODUCTION

Multi skilled professionals, with a breadth of knowledge and expertise, are fundamental to raising quality standards and improving efficiency throughout your organisation. To achieve world class performance we must all encourage continuous improvement by investing in the development of people.

Together, The Chartered Institute of Logistics and Transport in the UK (CILT(UK)) and The Institute of Operations Management (IOM) provide opportunities for education, training and development for people at all levels within the profession.

We are committed to developing professionals who are ready and able to respond to the current environment of rapid change.

## Qualifications

CILT(UK) and IOM qualifications offer individuals, whether new to the profession or already progressing through their career, the opportunity to gain professional recognition of their knowledge and understanding of their area of expertise. This can be in passenger transport, logistics, transport planning, supply chain management or operations management.

Nationally recognised and accredited by the Qualifications and Curriculum Authority (QCA), these qualifications are designed to raise standards and to demonstrate both professional and personal achievement.

Our qualifications are developed by practitioners for practitioners. They are constantly reviewed and updated to ensure that they continue to meet the needs of individuals and their employers.

All our qualifications include student membership of CILT(UK) or the IOM, giving you access to a wealth of exclusive benefits to support both your studies and your longer term career aspirations.

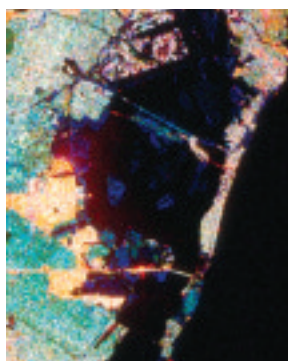
## Training

The Institutes' short course programmes provide a framework for on-going continuing professional development (CPD). Individuals can gain practical knowledge of the most up-to-date tools and techniques, develop skills to improve their job performance and enhance their career prospects.

## Development

The Institute can support your professional development in a number of ways, using whatever method best suits your business and individual needs. These opportunities include:

- > Continuing Professional Development (CPD)
- > Training courses for personal development
- > Mentoring programme
- > Accredited company training programmes
- > Accredited Professional Development Schemes
- > Management of education, training and CPD programmes
- > Bespoke training, education and CPD programmes





## TRAINING COURSES LOGISTICS AND TRANSPORT

### CERTIFICATE OF PROFESSIONAL COMPETENCE

#### Legislation

A requirement for the granting of a standard O licence for both freight and passenger transport operations is that the licence holder either holds, or has access to the services of someone who holds, a Certificate of Professional Competence (CPC). The CPC is a qualification issued on behalf of all EU national transport departments (DfT in the UK) and CILT(UK) is an accredited training provider.

#### Course Delivery

The National course involves five days of tuition and one day of revision, concluding with one day of examinations. This course is available as either a day delegate or with a residential option.

The qualifications are assessed through a combination of multiple choice, direct answer and case study examinations. The International course consists of an additional three days' tuition and one day's revision. Candidates sit an additional examination paper.

CILT(UK) tutorial staff are carefully selected transport professionals who are also experienced trainers. They use their knowledge and experience to explain the issues and enhance the learning experience. This enables the candidates to understand the subject material fully and increase their potential for gaining the qualification. It has also led to excellent results for candidates studying with us. Separate courses are held for Passenger Transport, National Road Haulage and International Road Haulage.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Cost

All inclusive prices include tuition, course materials, 1 day revision workshop, examination fees and lunch. Residential prices include 5 nights full board at a local hotel.

#### National Road Haulage/Passenger Transport

Member £800	Member Residential £1300
Non Member £900	Non Member Residential £1400

#### International Road Haulage

Member £550	Member Residential £1100
Non Member £650	Non Member Residential £1200

#### Combined National/International Road Haulage

Member £1200	Member Residential £2000
Non Member £1300	Non Member Residential £2100

VAT will be charged where applicable

#### Course Dates 2008

##### March

18 – 22 February	National Passenger Transport
25 – 29 February	National Road Haulage
3 – 5 March	International Road Haulage
6 March	Revision
7 March	Exam day

##### June

19 – 23 May	National Road Haulage
2 – 4 June	International Road Haulage
5 June	Revision
6 June	Exam day

##### September

11 – 15 August	National Passenger Transport
18 – 22 August	National Road Haulage
4 September	Revision
5 September	Exam day

##### December

24 – 28 November	National Road Haulage
1 – 3 December	International Road Haulage
4 December	Revision
5 December	Exam day

## CPC REFRESHER

Are you or your staff up to date? This 2 day course is aimed at transport professionals who already possess a CPC in Road Freight or Passenger Transport Operations and whose knowledge needs updating. The programme is structured to enable all participants to take an active role.

The course is designed to:

- > provide an update on recent legislative changes, including the latest drivers' hours regulations and operator obligations
- > refresh some of the key CPC subject areas which are vital to effective and compliant transport operations
- > to raise awareness of current best practice.

### Who will benefit

Transport managers, transport office staff (traffic operators) and supervisory staff, consultants, senior drivers.

A certificate will be awarded on successful completion of the course.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Course Dates 2008

13 – 14 May	National Road Haulage
2 – 3 June	National Passenger Transport
14 – 15 September	National Road Haulage

### Cost

£470 - Member  
£570 - Non member

## THE MANAGEMENT OF DANGEROUS GOODS

This 2 day course is designed to give management and supervisory staff an understanding of National and International regulations involved in the carriage of dangerous goods. It allows delegates, through practical exercises, to deal with operational problems that may be encountered during the process of transporting dangerous goods.

A certificate will be awarded on successful completion of the course.

### Who will benefit

Transport managers, traffic office staff, supervisory staff, drivers, freight forwarders.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Course Dates 2008

16 – 17 April  
23 – 24 September

### Cost

£470 - Member  
£570 - Non member

## TRAINING COURSES LOGISTICS AND TRANSPORT

### WAREHOUSE MANAGEMENT

#### Course objectives

To deliver the knowledge and understanding of the key elements of warehouse management practice that are fundamental to commercial organisations.

The 2 day course is aimed at junior and middle management who require a greater insight into the role of the warehouse in today's supply chain.

A certificate will be awarded on successful completion of the course.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Course Dates 2008

19 – 20 March  
10 – 11 June  
10 – 11 September

#### Cost

£470 - Member  
£570 - Non member

*"The Supply Chain Awareness Game gave us the opportunity to put employees in core functional areas of the supply chain to help them understand how the output of their team provided the input for other departments in the company. Teamwork and effective communication were the two key people skills that came out of the exercise, highlighting areas where we needed to invest more time to improve the overall efficiency of our supply chain."*

#### Sam Read MBA CMILT

Head of Supply Chain, Wells & Young Brewing Co Ltd

### SUPPLY CHAIN AWARENESS GAME

The Game is designed to develop an awareness and understanding of the supply chain in a friendly learning environment. Participation enables the delegates to stand back and view the bigger picture and to help them understand how supply chains work and to see the impact of decisions involving all aspects of business. An ideal training tool for staff at all levels, which can be run on your premises for your team members.

#### Benefits of the Game

- > Cost effective training tool
- > Demonstrates clearly the importance of communication (internal and external)
- > Develops team working
- > Develops understanding of other people's positions and roles
- > Demonstrates classic supply chain behaviour
- > Demonstrates those issues that can prevent integration and co-ordination in supply chains

#### Why play the Game?

The Game, which was developed by the Institute, provides delegates with an understanding of supply chain management, and how the principles can be applied to individual organisations. It will help identify barriers to effective communication and team-working and the effects these have on staff and organisations as a whole. Barriers will then start to be broken down and play a key role in streamlining operations.

A certificate will be awarded on successful completion of the course.

**Venue:** Corby, Northamptonshire

This 1 day course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates 2008

14 May

#### Cost

£195 - Member  
£295 - Non member



## PROJECT MANAGEMENT

**PRINCE2™ Practitioner Course**  
(in conjunction with Unipart Group)

PRINCE2™ (PRojects IN Controlled Environments) is a project management method designed to provide a framework covering the wide variety of disciplines and activities required within a project. The focus throughout PRINCE2™ is on the business case which describes the rationale and business justification for the project. The business case drives all the project management processes, from initial project set-up to the finish of the project.

The registered PRINCE2™ Foundation and Practitioner qualifications are an established external Project Management competence measure used widely in the UK, Europe and Australia.

With a proven track record of working with organisations to deliver and sustain significant business benefits, Unipart Group's PRINCE2™ courses will help you to add value in your business.

**Who will benefit**

A 5 day course for practising project managers, project leaders and project coordinators seeking to gain formal recognised qualifications and who wish to manage business and project risks more effectively.

**Venue:** Cowley, Oxfordshire

**Dates 2008**

4 February  
17 March  
12 May  
21 July  
15 September  
17 November

**Cost**

£1,600

**BESPOKE TRAINING**

## CUSTOMISED SOLUTIONS

The Institute has acquired unique experience within the logistics and transport sectors to offer relevant, tailored training. This is designed and delivered to ensure the specific needs of our clients are met through a complete, bespoke solution.

This training is available as an in-company programme which, if a group of several staff have the same needs, ensures the efficient use of resources. Alternatively, the training can be delivered as a private course at our premises. Training is offered at all levels according to your staff and organisational requirements, from basic staff awareness to more advanced levels. All delegates receive full training materials and certificates of attendance when the training is completed.

CILT(UK) offers customised solutions to meet the needs of every organisation and its staff. We work in partnership with our clients to ensure that their needs are addressed in order to add the most value. These courses can cover a range of topics including sector specific technical skills as well as soft skills (e.g. customer service, leadership, negotiation, communication, presentation skills etc).

Please contact the Professional Development team to discuss your needs or requirements.

*"Over the last three years CILT(UK) has designed and run accreditation courses for 20 people who work and specialise in the Logistics and Transport industry sector. The courses have provided an excellent insight into supply chain awareness and the key product characteristics of logistics operators. As well as updating the Barclays team on key industry awareness, it enabled them to add that extra bit of value to the relationship when talking to clients."*

**Rob Riddleston**

Head of Transport & Logistics, Barclays Bank Plc

## TRAINING COURSES PLANNING AND CONTROL

### BASIC TECHNIQUES FOR PRODUCTION AND INVENTORY CONTROL

This 3 day course concentrates on providing the basic knowledge and understanding of fundamental P&IC techniques for those who have had no previous training in these subjects, and to enable participants to see how the methods can be applied to the benefit of their own companies.

#### Topics covered in this course will include:

- > The objectives of production and inventory control
- > The basis of manufacturing planning, including Master Scheduling and MRP/II concepts
- > Stock control and storage
- > Material Requirements Planning (MRP)
- > The principles of Just in Time (JIT)
- > Capacity planning
- > Shop floor control

#### The course is designed for:

- > Those new to P&IC who are just taking up positions in the profession and who require a foundation for further education and training
- > Junior members of P&IC staff who wish to increase their understanding of the subject
- > Members of disciplines linked to P&IC (eg Purchasing, Production, Marketing, etc) who would benefit from a broad understanding of how it works

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

29 – 31 January 2008  
3 – 5 June 2008

#### Cost:

£680 - Member  
£780 - Non member

### DEMAND PLANNING AND MANAGEMENT

Managing demand can be difficult, yet campaigns are more likely to succeed if you understand the current and future demands of your customers.

People in sales and marketing often find it difficult to predict future customer demand. However, these people play a part in triggering the demand in the first place, so it must be possible to manage demand, expectations and future sales. This course is designed to explain the functions of demand planning and management, which will lead to improved customer service and business performance.

#### Topics covered in this course will include:

- > Better demand planning and management
- > Order servicing, demand management
- > Account management, managing the client relationship
- > Performance Measurement
- > Adjusting the plans

This 2 day course is designed for sales and marketing managers, account managers and demand managers. It is also suitable for people who participate in the demand planning process.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

29 – 30 April 2008  
28 – 29 October 2008

#### Cost:

£470 - Member  
£570 - Non member

## EFFECTIVE INVENTORY MANAGEMENT

Warehouse performance is a vital function in most industrial organisations. Frequently, however, the benefits available to the business from effective control of the operation are either overlooked or under exploited. This 2 day course is dedicated to exploring the opportunities for gain that are achievable by improving management and control.

### Topics covered in this course will include:

- > The place and role of the warehouse in the organisation
- > Communications and relationships with user departments
- > Managing stock
- > Identifying the key items to control
- > Improving stock turn
- > Improving stock records, stocktaking and accuracy
- > Improving the service with less inventory
- > Cutting administrative costs
- > Efficient warehouse layout
- > Current technological developments
- > Staff supervision

The course is designed for experienced or newly promoted personnel who have a responsibility for controlling inventory/warehouse activities.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

5 – 6 February 2008  
24 – 25 June 2008

### Cost:

£470 - Member  
£570 - Non member

## MANAGING THE CLIENT RELATIONSHIP

This 1 day course follows on from Demand Planning and Management and can also be taken separately.

To encourage customer loyalty and repeat business it is important to build and maintain relationships with key customers. Do you have procedures in place to identify key customers, develop relationships and ensure that the potential of key accounts are maximised?

### Topics covered in this course will include:

- > Client Leadership - identifying key clients; identifying business situations, researching and benchmarking; sales, consultative sales, and client relationship management; Capacity Requirements Planning (CRP) processes and systems, IT etc.
- > Interpersonal relationships for client management - recognising types of people, analysing and developing relationships; developing and practicing the necessary skills and behaviours of relationship building and influencing
- > Building the CRM team - establishing a team brand; establishing ground rules and behaviours for team success; identifying the core and outer teams, networking with others; the client as part of the team
- > Personal action planning

This course is ideal for client facing staff needing to implement a programme of 'client leadership' - working with clients to maximise business success.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

1 May 2008  
30 October 2008

### Cost:

£310 - Member  
£410 - Non member

## TRAINING COURSES PLANNING AND CONTROL

### MASTER PLANNING

Top level planning is essential for companies aiming to be profitable whilst delivering customer satisfaction. The translation of company strategy into business plans and practical plans and schedules requires good Master Planning.

This is one of the more difficult tasks for a management team to accomplish consistently and successfully. It requires good, accurate information, sound judgement, and the good management of inter-departmental politics, resolving the natural conflict that exists between the various objectives of the departments involved.

#### Topics covered in this course will include:

- > Demand management - forecasting, order servicing, other demand
- > Source data for forecasting
- > Forecasting techniques
- > Order entry and customer service
- > Business planning
- > Sales and Operations Planning - concepts and implementation
- > Resource Planning - long term capacity planning
- > Concepts of Master Production Scheduling
- > Developing and managing the MPS
- > Rough Cut Capacity Planning - medium term capacity planning
- > Final Assembly Scheduling
- > Linkages with other manufacturing and business functions
- > Management implications of Master Planning

The 3 day course will help the participants to develop and to be more aware of the processes to create Sales and Operations Plans, Resource Plans, Master Schedules and the Final Assembly Schedule. The content will enable those involved to become more effective, and will provide management with an insight of how they should fit into the total company processes.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

19 – 21 February 2008  
9 – 11 September 2008

#### Cost:

£680 - Member  
£780 - Non member

### MATERIALS AND CAPACITY REQUIREMENTS PLANNING

Material Requirements Planning (MRP) is a highly effective way of planning the material requirements, at all levels of the Bills of Material (BOM), to meet the Master Production Schedule (MPS) and thus the demand in the marketplace and the higher level plans of the organisation.

Successful MRP requires the right, achievable MPS and accurate data on inventory open orders, planning parameters, bills of material and perhaps routings. The material plan must be matched against the available capacity in Capacity Requirements Planning (CRP) and, where there is imbalance, solutions must be found by adjusting capacity and/or load, as appropriate.

MRP and CRP together provide the detailed planning of materials and capacity within an integrated business system. The effective and considered implementation of both can dramatically improve customer service, whilst simultaneously reducing stock levels, and helping to improve manufacturing productivity through better planning. An understanding of the techniques and how to apply them, is a prerequisite of achieving these benefits.

#### Topics covered on the course include, for both MRP and CRP:

- > Concepts and Principles of MRP/CRP
- > Inputs to MRP/CRP
- > The logic of MRP/CRP, the MRP explosion process, load and capacity, finite and infinite loading
- > Outputs from MRP/CRP
- > Refinements to MRP/CRP
- > MRP/CRP in various environments
- > Working with MRP/CRP, dealing with bottlenecks
- > Conclusions, MRP/CRP interfaces

This 3 day course is aimed at anyone involved in the planning process, including materials planners, buyers and capacity planners.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

4 – 6 March 2008  
16 – 18 September 2008

#### Cost:

£680 - Member  
£780 - Non member

## PLANNING FOR SUPPLY CHAIN MANAGEMENT (MRPII OVERVIEW)

Supply Chain Management planning is a complex process requiring a detailed understanding of business operations and planning. This course offers an insight into the different areas and prepares participants for the Manufacturing Resource Planning (MRPII) course.

### Topics covered in this course will include:

- > Business objectives
- > Traditional inventory replenishment, re-order point, ROP
- > Material Requirements Planning, MRP
- > Manufacturing Resource Planning, MRPII
- > Enterprise Resource Planning, ERP
- > Closing the loop and performance measurement
- > Supply Chain Management
- > Implementation issues for success first time

This 1 day course is designed for all levels working in a manufacturing organisation. It will provide a basis for key individuals within a business to select and implement systems.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

15 April 2008  
21 October 2008

### Cost:

£310 - Member  
£410 - Non member



## MANUFACTURING RESOURCE PLANNING (MRPII)

This intensive 2 day course is directed at manufacturing professionals working at varying levels of the organisation, who require an understanding of the mechanics of a manufacturing planning and control system or MRPII. It goes beyond the level of the MRPII Overview course to examine the detail of each of the elements that make up MRPII.

### Topics covered in this course will include:

- > Brief recap of Manufacturing Resource Planning (MRPII)
- > Basic data and cost development
- > Master production scheduling and rough cut capacity planning
- > Material and capacity requirements planning
- > Purchasing management and shop floor control
- > Financial management
- > Closing the loop and performance measurement
- > Lean principles and their impact upon MRPII
- > Business process mapping

Participants will require a basic understanding of the organisation and workings of manufacturing industry, and will be expected to have a level of understanding of MRPII and Sales and Operations Planning, as covered in the MRPII Overview course.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

16 – 17 April 2008  
22 – 23 October 2008

### Cost:

£470 - Member  
£570 - Non member

## TRAINING COURSES PLANNING AND CONTROL

### REMOVING AND AVOIDING EXCESS AND OBSOLETE INVENTORY

Excess and obsolete inventory can be a problem for the company balance sheet. Unusable inventory distorts the inventory turn and is a major cause of loss of profitability. Indeed, excess and obsolete inventory may be a useful indicator of the overall effectiveness of a company's operations.

#### Topics covered in this course will include:

- > Understanding the reasons for excess and obsolete inventory
- > Process analysis and problem identification
- > Preparing and selling process change initiatives
- > Inventory objectives and performance measurement
- > Planning, launching and managing an excess/obsolete inventory reduction campaign
- > Measuring the size and extent of the problem
- > Objectives, goals, critical success factors, key performance indicators
- > Opportunity areas: identification and selection
- > Disposal, conversion and re-use of obsolete inventory
- > The 'wall of inventory' methodology
- > Measuring and rewarding success

This 1 day course is designed for general managers, supply chain managers, inventory managers and operations directors who are responsible for the inventory performance within their business and wish to deal with the problem of excess and obsolete inventory in a structured and lasting way.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

19 June 2008

#### Cost:

£310 - Member  
£410 - Non member

### SALES AND OPERATIONS PLANNING

Senior management commitment to the planning process is vital to the success of the business. It is essential that they recognise the need to use MRP/II processes to manage the relationships between sales and marketing groups on the demand side and the manufacturing and other operational departments on the supply side. Experience has shown that strong Sales & Operations Planning (S&OP) processes lead to more effective planning and better achievement of operational plans.

#### Topics covered in this course will include:

- > What is Sales and Operations Planning?
- > Who is involved in the process?
- > Where does Sales and Operations Planning fit into MRP/II?
- > How Sales and Operations Planning fits into the business
- > What stages need to be covered by the process?
- > What are the information needs for the process?
- > What are the likely outputs to the process?
- > How we implement the process

This 2 day course is aimed at logistics managers, master schedulers, demand managers, business analysts, planners, operations managers and senior managers in sales, marketing, finance and manufacturing.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

13 – 14 May 2008  
11 – 12 November 2008

#### Cost:

£470 - Member  
£570 - Non member



## TRAINING COURSES GENERAL MANAGEMENT AND PROCESS IMPROVEMENT

### BUSINESS PROCESS IMPROVEMENT

The improvement of business processes is now a well-established term in the lexicon of management thinkers, authors and conference presenters. However, much of what happens in manufacturing organisations remains focused on improving functional performance. Consequently, we see significant advances made in, for example, production scheduling and the management of capacity, which ultimately may not increase the business performance from the customer perspective.

#### Topics covered in this course will include:

- > Definition of a business process
- > Key points on process optimisation
- > Process mapping and documentation techniques
- > 'Brown paper fairs'
- > Behavioural aspects of process change
- > The elements of process innovation - the 7 R's

This 2 day course provides the foundation for people considering or currently engaged in the launch of a process improvement initiative.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

17 – 18 June 2008

#### Cost:

£470 - Member  
£570 - Non member

### COSTING AND FINANCIAL BASICS FOR MANAGERS

Busy managers may find themselves uneasy with accounting information, which could be one of the yardsticks of their performance assessment. As a result, they may feel that they do not have sufficient knowledge to challenge the information.

This 2 day course is designed to provide a working knowledge of the concepts and issues. After the course you should be armed with several challenging questions to demonstrate to your accountant that you clearly understand their language.

#### Topics covered in this course will include:

- > Basic costing approaches; absorption costing and marginal costing
- > Overhead allocation
- > Budgets and standard costing, variances
- > Activity based costing and throughput costing
- > Balance Sheets and Profit and Loss Accounts
- > Investment appraisal
- > Financial performance measures

The course is aimed at managers and supervisors with budgeting responsibility who will benefit from an understanding of the fundamental aspects of management and financial accounting.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

13 – 14 February 2008  
2 – 3 July 2008

#### Cost:

£470 - Member  
£570 - Non member

## TRAINING COURSES GENERAL MANAGEMENT AND PROCESS IMPROVEMENT

### MANAGING AND DEVELOPING PEOPLE

Organisations cannot succeed without effectively utilising what is often described as their best asset - people. Whilst this has always been the position, the increasing pressures of competitiveness, satisfying internal and external customers, lean thinking, continuous change and improvement that are facing all businesses have never been greater. These best practice strategies cannot deliver the benefits if the people are not behind them.

#### Topics covered in this course will include:

- > Communication and inter-personal skills
- > Motivation
- > Teamwork
- > Empowerment
- > Time management - getting the task done
- > Appraisal techniques
- > Creativity and problem solving
- > Managing grievances
- > Leadership skills
- > Dealing with conflict
- > Delegation
- > Discipline techniques

The 2 day course will benefit those whose job it is, through effective management and supervisory inter-personal skills, to communicate, lead, energise and get the best out of those for whom they are responsible - all with a view to achieving the corporate objective.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

27 – 28 February 2008  
9 – 10 July 2008

#### Cost:

£470 - Member  
£570 - Non member

### PURCHASING: THE A-Z

In many businesses the expenditure on purchasing and associated inventory costs represents more than 50% of the sales turnover generated by the operation. It is a surprising fact that the control of this expenditure is often overlooked - the opportunity to improve profitability and competitiveness missed.

This 3 day course considers how the performance of materials management activity can be improved and provides a comprehensive foundation in all 'best practice' purchasing matters.

#### Topics covered in this course will include:

- > The role of procurement within operations management
- > Price/cost reduction techniques
- > What does good procurement practice involve
- > Cost/value analysis techniques
- > Relationships with other functions of operations management
- > Value adding techniques
- > Communication skills - internally and externally to the operation
- > Inventory management
- > Effective time management techniques to help achieve objectives
- > Continuous improvement in the procurement process
- > Identifying key areas to focus activity upon

This course is aimed at those new to procurement; those who have never had the opportunity to have formal training in this area; and procurement practitioners who want to refresh their knowledge of the discipline. It is also suitable for those who have a responsibility for procurement function at any level.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

8 – 10 April 2008  
7 – 9 October 2008

#### Cost:

£680 - Member  
£780 - Non member

## TOTAL QUALITY MANAGEMENT & CONTINUOUS IMPROVEMENT

This is a programme of three integrated 1 day modules, which can be attended as individual days.

### Module 1: Essentials of Business Improvement: An Overview.

#### Topics covered in this course will include:

- > What is quality?
- > Quality business performance relationship
- > Development of Quality Concepts - from QC to TQM
- > Quality Assurance and ISO9000
- > TQC and QS9000
- > TQM and Business Excellence Models
- > Five essential steps to business improvement

### Module 2: How to drive improvement.

#### Topics covered in this course will include:

- > How to use well proven business excellence models, such as EFQM, Baldrige, ABCD
- > Checklist, to identify business critical improvement opportunities.
- > EFQM self assessment workshop.
- > The competitive business structure
- > How to set targets and deploy objectives to drive focussed improvement throughout the organisation using appropriate performance measures
- > Performance measurement workshop

### Module 3: How to use tools to deliver and sustain improvement.

This module will provide an understanding of appropriate improvement tools and demonstrate how these can be used to systematically identify improvement opportunities and deliver sustainable performance improvements.

#### Topics covered in this course will include:

- > Process mapping
- > Cause and effect analysis
- > Pareto analysis
- > FMEA
- > Lean enterprise tools
- > SPC and Six Sigma
- > Standard operating procedures
- > Integrating workshop

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

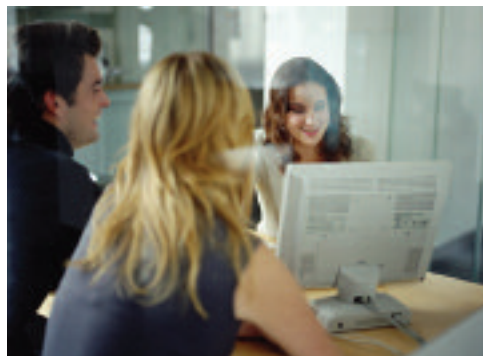
#### Dates:

1 – 3 April 2008

#### Cost:

£680 - Member  
£780 - Non member

VAT will be charged where applicable



## TRAINING COURSES LEAN

### LEAN PRINCIPLES

This 2 day course considers the lean business principles developed and implemented by Toyota to provide an understanding of the fundamentals affecting product flow.

Many companies implement lean tools and techniques in their manufacturing areas without the rest of the business understanding the implications to support them. This course is designed to develop an understanding of what a business should commit to if it is to implement lean manufacturing in a long-term sustainable way.

#### Topics covered in this course will include:

- > The long-term business philosophy of lean
- > Getting the right results by using the right processes - flow, kanban, level workload, right-first-time quality, standard operations, visual control
- > People issues - leaders, individuals, teams, partner organisations
- > The learning organisation - continuous improvement, decision taking, gemba

The course is appropriate for all senior managers in organisations using or contemplating implementing lean manufacturing and managers from functional areas in those organisations. It is also relevant for others who want to gain an understanding of the total business approach to lean manufacturing.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

18 – 19 March 2008  
30 September – 1 October 2008

#### Cost:

£470 - Member  
£570 - Non member

### LEAN SERVICE AND ADMINISTRATION

This course, delivered in two 3 day parts, offers the tools and techniques that have long been developed and applied in manufacturing environments to a wider audience. As the service sector faces increasing competitive pressure, it requires the means to cut out waste in all its forms. The course introduces participants to the tried and tested concepts and techniques of 'Lean'. Participants will go away with ideas to improve their business operations.

#### Topics covered on the course include, both Materials Requirements Planning (MRP) and Capacity Requirements Planning (CRP):

- > Concepts and applications of lean operations in a range of environments
- > The seven wastes and the lean models and audits available
- > Demand and the voice of the customer
- > Value stream mapping within service environments
- > Lean tools and techniques
- > Quality assurance models for a lean environment
- > The concept of a culture of continuous improvement
- > Mechanisms to ensure Overall Equipment Effectiveness and customer connection
- > Scheduling demand and supply
- > The theory of constraints in an administration and service environment
- > Project management in service environments
- > Resource implications of applying lean
- > Strategies to implement lean service transformation

The course is aimed at middle to senior managers working in service operations such as call centres, field service and maintenance, office operations in both manufacturing and service companies, local government, distribution, banking, institutes, associations and societies.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

Part I: 26 – 28 March  
Part II: 9 – 11 April 2008

#### Cost:

£680 - Member  
£780 - Non member

## LEAN TOOLBOX

Beginning with the Toyota Production System some 20 years ago, the Just in Time (JIT) revolution is now fundamental to manufacturing competitiveness. The underlying themes are simplicity, visibility and participation, rather than complexity through automation and manufacturing control systems. The approach is now seen to be applicable to many companies and industries that previously thought it unsuitable.

### Topics covered in this course will include:

- > The Lean Philosophy, 5 principles
- > Wastes, Root Cause Analysis, and Enforced Problem Solving
- > Layout for One Piece Flow
- > Quality: SPC, Six Sigma, Kano, Failsafing, At Source Principle
- > People: Self Directed Work Teams, Participation
- > Scheduling: Kanban, Level Scheduling, Heijunka, 6 Building Blocks
- > Measures for Lean
- > Supplier Partnerships, Supply Associations
- > Supply Chain Mapping
- > Build to Order Logistics
- > Interfaces: Do You Really Need MRP/II?
- > Implementation Approaches
- > Policy Deployment
- > Introduction to Value Stream Mapping

This 3 day course is aimed at those that have or are considering taking the “lean leap” and who want to know more about the wider approach to the continuous elimination of non-value adding activities in all functions, as well as the tools and techniques to do so.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

10 – 12 June 2008

### Cost:

£680 - Member  
£780 - Non member

## VALUE STREAM MAPPING

Value Stream Mapping has become an accepted first step to making effective changes towards Lean Manufacturing. It helps identify and coordinate the most appropriate steps, leading to a short term and a medium term clarification of where the operation is going and how to get there.

### Topics covered in this course will include:

- > The context of value stream mapping: lean thinking
- > Internal value stream mapping – current state mapping
- > Mapping and implementation
- > Internal value stream mapping – developing the future state
- > Heijunka scheduling and the future state
- > Related mapping tools
- > Organising for lean transformation – before, during and after – mapping workshops and events
- > Supply chain value stream mapping – introduction and cases

This 1 day course is aimed at middle to senior managers from all organisational functions, but especially those people working in materials management, kaizen and lean.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

15 May 2008  
15 October 2008

### Cost:

£310 - Member  
£410 - Non member

## TRAINING COURSES FROM SILO TO SUPPLY CHAIN

Completion of all elements of all 8 courses under the title of 'From Silo to Supply Chain' can lead to an Institute of Operations Management Award. For further details please contact us on 01536 740166 or [pd@ciltuk.org.uk](mailto:pd@ciltuk.org.uk)

### MANAGING BUSINESS CHANGE

This 1 day course starts by identifying and classifying the many reasons why change becomes necessary. It reviews traditional change models and discovers why they simply do not work in today's business climate. It then looks at a new model and develops this to become a framework for change that is universally applicable. More importantly, this innovative programme will show how to ensure that any change you make gets firmly anchored in place.

#### Topics covered in this course will include:

- > Why change is needed; the change themes and forces for change
- > Traditional change models
- > A new framework for change
- > Effective communication routines
- > How to get buy-in from your people
- > Implementing the change - planning for short term wins
- > Overcoming obstacles
- > Sustaining the change

This course is aimed at those responsible for managing the change process efficiently and effectively using the organisation's best asset, its people.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

12 February 2008  
1 July 2008

#### Cost:

£310 - Member  
£410 - Non member

### INTRODUCTION TO RISK MANAGEMENT

Today's organisations operate in increasingly turbulent market conditions. As such they need innovative business solutions to satisfy increasingly demanding customers. However, solutions such as outsourcing can increase the level of business risk. Yet many organisations pursue such solutions without fully considering the management of the associated increase in risk.

The ability to recognise and manage risk within organisations is fast becoming an essential executive skill requirement. This practical 1 day course clearly defines strategic risk and outlines approaches to contingency planning to help executives cope with today's dynamic environment.

#### Topics covered on the course include both MRP and CRP:

- > The nature of business risk
- > Developing an appreciation of today's business risks
- > Understanding the structure and development of a business risk management plan
- > Key issues associated with implementing, evaluating and monitoring the risk management plan

This course is particularly suitable for senior and middle managers who want to extend their knowledge and experience in the field of managing risk strategically.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

28 February 2008  
8 July 2008

#### Cost:

£310 - Member  
£410 - Non member



## RISK MANAGEMENT TECHNIQUES

The appetite for taking business risks will clearly vary between organisations, but exposure to some degree of risk is both inevitable and necessary in the search for innovative business solutions. It is, therefore, essential that management is able to assess potential risks facing its organisation and develop appropriate strategies and plans to mitigate risk through elimination, isolation and protection.

This 2 day course follows on from the Introduction to Risk Management session. The first day covers the development of a business risk policy that is consistent in supporting the overall strategic objectives of the business. This will be followed by a practical case study exercise.

The second day will develop a company risk register based on the case study outcomes. The hands-on theme continues with the development of risk associated KPIs and associated contingency planning.

### Topics covered in this course will include:

- > Developing a business risk policy
- > Risk objectives and targets
- > Strategic business risk assessment
- > Company risk registers and associated management procedures
- > Risk management KPIs
- > Contingency planning

This course is particularly suitable for managers who want practical tools and techniques to manage business risk in a structured manner.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

12 – 13 March 2008  
24 – 25 September 2008

### Cost:

£470 - Member  
£570 - Non member

## CORPORATE SOCIAL RESPONSIBILITY

There are increasing demands for businesses to be more open and transparent about their business activities and the governance of acceptable standards and practices. Business stakeholders demand more than just quality and service. They also demand that organisations make a positive impact on society, the environment and on the local community.

The purpose of this 1 day course is to introduce the scope and complexity of CSR, its business implications, and the various components that determine socially responsible behaviour.

### Topics covered in this course will include:

- > Components of social responsibility
- > Developing a CSR policy - objectives and targets
- > Ethical and environmental implications of CSR for managing today's supply chains
- > A practical framework for ongoing CSR management

This course is aimed at employers for whom Corporate Social Responsibility (CSR) is now seen as an important way to increase competitive advantage and develop enhanced relationships with customers, employees and other stakeholders.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

20 March 2008  
2 October 2008

### Cost:

£310 - Member  
£410 - Non member

## TRAINING COURSES FROM SILO TO SUPPLY CHAIN

### BUSINESS PROCESS OUTSOURCING

Outsourcing business processes has become one of the options for survival in today's increasingly competitive markets. In many instances, however, organisations are adopting this relatively high-risk solution with little or no previous outsourcing knowledge or experience.

This 1 day course on business process outsourcing (BPO) provides delegates with a critical evaluation of the opportunities, challenges, risks, and rewards associated with this increasingly used approach to organisational design and operation.

Delegates will consider the key themes related to an outsourcing project from developing a business case for outsourcing right through to its subsequent ongoing management and measurement.

#### Topics covered in this course will include:

- > How BPO can contribute towards competitive advantage
- > Developing a BPO business case
- > Identifying and selecting a BPO partner
- > Developing the BPO contract
- > Managing the BPO transition
- > Managing the buyer-vendor relationship

This course would be useful to managers within organisations who wish to determine their best opportunities for outsourcing business operations. It will provide participants with knowledge and techniques to make informed decisions and choices.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

11 April 2008  
14 October 2008

#### Cost:

£310 - Member  
£410 - Non member

### STRATEGY AND TACTICS FOR TODAY'S SUPPLY CHAIN

Strategic and tactical planning is probably the most important business activity. Planning can be rigid and inflexible making it difficult for organisations to react to fast moving market conditions. This 3 day course looks at a new and innovative approach to the planning process and deals with both strategy and tactics in a typical dynamic situation by putting you in the planning hot seat!

#### Topics covered on the course include both MRP and CRP:

- > Defining strategy and tactics
- > How strategy develops through changing market forces
- > Developing a new, flexible strategy model
- > Coping with change and the external environment
- > Devising a practical strategy and tactics for a rapidly changing environment

This course sets a new direction for planners at all levels by taking account of the rapidly changing business environment in a more structured way than other, more established models. The interactive workshop allows delegates to put theory into practice using these new tools and techniques.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

#### Dates:

22 – 24 April 2008  
4 – 6 November 2008

#### Cost:

£680 - Member  
£780 - Non member

## DEVELOPING EFFECTIVE SUPPLY CHAIN COMMUNICATIONS

Today's supply chain depends on getting accurate, complete and timely information to every part of the organisation in contact with suppliers and customers and then using that information to make informed decisions.

This 2 day course looks at the whole communications process and demonstrates the essential tools and techniques needed to avoid communication breakdowns and achieve a successful outcome. Delegates will then apply these new skills to form an action plan to help overcome barriers, both internal and external, thereby optimising the communication flow.

### Topics covered in this course will include:

- > Defining the communication process
- > Understanding why breakdowns and derailments take place
- > The arts of paralinguistics and effective listening skills
- > Influencing and persuading
- > Negotiation skills
- > Barriers to effective relationships and how to overcome them
- > Touchpoints in the supply chain
- > Optimising communication routines

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

6 – 7 May 2008  
18 – 19 November 2008

### Cost:

£470 - Member  
£570 - Non member

## CUSTOMER FOCUS THROUGHOUT THE SUPPLY CHAIN

Today's supply chain is customer driven and understanding how to identify and measure customer requirements is key. Many organisations do not invest in customer care - perhaps consider your own experiences with call centres, service providers and suppliers.

This 3 day course cuts to the heart of the problem by helping you identify real customer requirements, both internal and external. It introduces effective measures and action plans to help you meet them first time, every time.

### Topics covered in this course will include:

- > Identifying internal and external customer links
- > Establishing key quality and service dimensions
- > Measuring customer satisfaction and responding to the findings
- > Developing a process model
- > Improving customer focus, quality and service
- > Evaluating technological solutions to supply chain problems

This course is aimed at bringing your customers and suppliers closer to your organisation, in order to add value through increased supply chain efficiency and performance.

**Venue:** Corby, Northamptonshire

This course can be delivered at your company premises or an alternative venue if more convenient. A minimum number of course participants will be required. Please contact us for more information.

### Dates:

20 – 22 May 2008  
25 – 27 November 2008

### Cost:

£680 - Member  
£780 - Non member

## QUALIFICATIONS CILT(UK)

### CILT(UK) LEVEL 2 INTRODUCTORY CERTIFICATE IN LOGISTICS AND TRANSPORT (aimed at new entrants)

An introductory or induction level qualification offering a broad understanding of the principles, applications and concepts of moving people and/or goods.

Core Units (compulsory)	Elective Units (choose 2)
Introduction to Logistics	Inventory Management and Production Planning
Movement of Goods and People	Procurement
Case Study	Warehousing
	Transport Planning and Passenger Service Provision

Completion of the two core units Introduction to Logistics and Movement of Goods and People leads to a mini award in Supply Chain Awareness.

### CILT(UK) LEVEL 3 CERTIFICATE IN LOGISTICS AND TRANSPORT (aimed at team leaders, new supervisors or aspiring managers)

A modular programme designed to increase core skills and knowledge and professionalism. Choose either from the logistics or passenger transport options. Completion of the Passenger Transport Co-ordinator elective unit together with the core management unit leads to the Passenger Transport Co-ordinator's Certificate (PTCC). This qualification is designed in conjunction with ATCO for staff working within transport co-ordination departments in local government, PTEs and Transport for London.

Core Unit (compulsory)	Elective Units – Supply Chain (choose 1)	Elective Units – Road Freight (choose 1)	Elective Units – Passenger Transport (choose 1)
Management	Production Planning	International Trade and Freight	Road Passenger Transport
	Inventory	Road Freight Transport	Community Transport
	Procurement		Passenger Transport Co-ordinator
	Warehousing		

*"We currently have over 50 employees studying in-house towards three CILT(UK) qualifications and have seen many benefits since starting this scheme, including a higher level of staff retention. The qualifications have not only greatly assisted employees with their career progression, but have also helped us with succession planning."*

**Katie Herdman**  
HR Manager; Kuehne & Nagel Ltd

For further information email [pd@ciltuk.org.uk](mailto:pd@ciltuk.org.uk) or call +44 (0) 1536 740166

### CILT(UK) LEVEL 5 PROFESSIONAL DIPLOMA IN LOGISTICS AND TRANSPORT (aimed at graduate entrants or managers)

The Institute's most popular modular programme designed to enhance expertise in either the supply chain, passenger transport or transport planning environments in addition to building core management skills.

Core Unit (compulsory)	Elective Units (choose 1)	Option Units (choose 2, or 2 electives and 1 option)
Management in Logistics and Transport	Supply Chain	International Business
	Transport Planning	Inventory
	Transport Operations	Movement of Goods
		Warehousing
		Production Planning
		Project Management
		Retail Logistics
		Sourcing and Procurement
		Supply Chain Network Planning
		Supply Chain Flow Planning
		Transport and Society
		Movement of People
		Transport Planning Techniques

### CILT(UK) LEVEL 6 ADVANCED DIPLOMA IN LOGISTICS AND TRANSPORT (aimed at managers aspiring to move to the strategic level)

A high level course designed for individuals already working within the logistics and transport profession, typically in middle management. It provides the strategic management skills and a tactical insight for professional and business development.

The Advanced Diploma bridges the gap between the undergraduate level of the Professional Diploma and the postgraduate standard of a Masters Degree. A key requirement of the Advanced Diploma qualification is the development of strategic awareness and understanding in candidates, who may not yet be operating at a strategic level in their current employment. The primary purpose of the Advanced Diploma is to enable candidates to achieve this.

#### Mandatory units

Logistics and Transport – Strategic Context
Leadership and Strategic Management in Logistics and Transport
Strategic Network Planning in Logistics and Transport
Delivering Strategic Performance in Logistics and Transport
Research Methods and Professional Project in Logistics and Transport

## QUALIFICATIONS CILT(UK)

### FRITZ/CILT(UK) CERTIFICATION IN HUMANITARIAN LOGISTICS (aimed at operational managers in NGOs)

The Certification of Humanitarian Logistics is aimed at people who work (or aspire to work) within humanitarian aid organisations in supply chain functions, typically involving warehousing, transport or inventory. The programme is modular and competence based.

#### What does the course cover?

The qualification covers the detail of the specialist technical areas within a humanitarian aid scenario:

Fritz/CILT Certification in Humanitarian Logistics

Humanitarian Aid Supply Chains

Warehouse and Inventory

Procurement

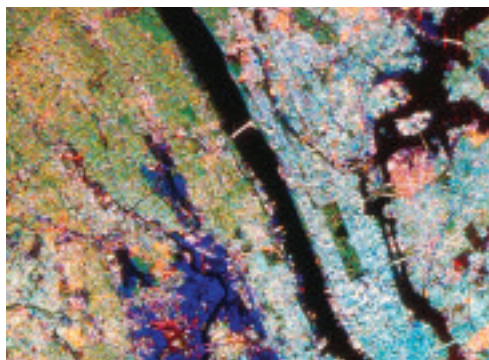
Transport

Fleet Management

Import/Export

Managing a Humanitarian Supply Chain Response

**A Diploma in Humanitarian Logistics will be available in 2008.  
Please contact us for further details.**





## CILT AND UNIVERSITY OF GLAMORGAN MASTERS DEGREE PROGRAMMES:

- > **MSc in International Logistics and Supply Chain Management**
- > **MSc in International Transport and Logistics**

The CILT(UK) and the University of Glamorgan offer two masters degree programmes delivered by e-learning. All the modules are designed to be applicable to professionals working in a variety of organisational environments. These may include the private or public sector; domestic or multi-national operations and include management of services or physical products.

The programmes provide an alternative to the standard MSc delivered via the classroom environment. The student will be required to work through the teaching sessions for each module and complete the assignment.

The programmes run exactly as a classroom programme in that it has a set timetable requiring the student to do a predetermined module at a particular time. Each module runs for 10 weeks with the student submitting their assignment in the last week. The flexibility for the student is that they can choose when, within the 10 weeks, to undertake their study. The teaching and learning environment is via the internet rather than the classroom.

### **MSc in International Logistics & Supply Chain Management**

#### **Stage 1 – 60 credits** (2 x 20 credits + 2 x 10 credits)

PS4S14 Strategic Supply Chain Management (20 Credits)  
PS4S03 Applied Economics & Marketing for Managers (20 Credits)  
AF4H17 Strategic Accounting for Decision Making (10 Credits)  
LC4H17 Commercial Law & Practice (10 Credits)

#### **Stage 2 – 120 credits** (2 x 20 credits + 2 x 10 credits + Stage 1)

PS4H07 Future Logistics & Supply Chain Landscapes (10 Credits)  
PS4S01 Globalisation of Logistics & Supply Chains (20 Credits)  
PS4H04 Strategic Operations Management (10 Credits)  
ST4S02 Research Methods (20 credits)

#### **Stage 3 – 180 credits** (1 x 20 credits + 1 x 40 credits + Stages 1 & 2)

ST4S06 Strategy as Practice (20 Credits)  
PS4D01 Dissertation (40 Credits)  
(International Logistics & Supply Chain Dissertation)

### **MSc in International Transport & Logistics**

#### **Stage 1 – 60 credits** (2 x 20 credits + 2 x 10 credits)

PS4S14 Strategic Supply Chain Management (20 Credits)  
PS4S03 Applied Economics & Marketing for Managers (20 Credits)  
AF4H17 Strategic Accounting for Decision Making (10 Credits)  
LC4H17 Commercial Law & Practice (10 Credits)

#### **Stage 2 - 120 credits** (2 x 20 credits + 2 x 10 credits + Stage 1)

PS4H08 Future Transport & Logistics Landscapes (10 Credits)  
PS4S02 Globalisation of Transport & Logistics (20 Credits)  
PS4H04 Strategic Operations Management (10 Credits)  
ST4S02 Research Methods (20 credits)

#### **Stage 3 - 180 credits** (2 x 20 credits + 1 x 40 credits + Stages 1 & 2)

ST4S06 Strategy as Practice (20 Credits)  
PS4D01 Dissertation (40 Credits)  
(International Transport & Logistics Dissertation)

The cost is £8,000 which can be paid in one payment or in three payments of £3,500 in year one, £3,500 in year two and £1,000 in the final year. These payments will include all assessment costs and CILT(UK) membership giving you access to many exclusive membership benefits - including The John Williams Library and The Knowledge Bank.

You can also take advantage of the Institute's dissertation research classes\* at The John Williams Library ensuring that you have all the help and information you need to graduate with flying colours!

\*The cost of the dissertation research classes is not included in the cost of the MSc programmes. Please see page 31 for more details.



## QUALIFICATIONS IOM

### IOM LEVEL 3 CERTIFICATE IN OPERATIONS MANAGEMENT

The Certificate in Operations Management is designed to provide an introduction to production and operations management. The course is broadly-based, general and at a level suitable for people working mainly in supervisory positions.

#### Mandatory Units

Business for Operations Managers  
Demand & Supply Chain Management  
Operations Improvement Techniques

*"I joined my present employer De La Rue Kenya employed as an internal consultant to work on engineering process improvements. After completing the Certificate course, we went further in our implementation of 5S work disciplines in the factory. The implementation of these systems really improved safety performance and the morale of our people. I was then appointed as Operations Manager within my department. One aspect of the curriculum that has particularly helped me is in setting up a Materials Requirement Planning system."*

Sammy Likhali, Operations Manager, De La Rue Kenya



### IOM LEVEL 5 DIPLOMA IN OPERATIONS MANAGEMENT

The Diploma in Operations Management aims to provide students with detailed and specific coverage of the various elements of supply chain, operations and inventory management within the global environment. It is aimed at managers involved with planning and implementation at an operational level.

#### Mandatory Units

Operations Management Strategy  
Operations Resource Management  
Business Excellence for Operations Managers  
Customer Focus in Operations Management  
Supply Chain and Inventory Management  
Enterprise Planning for Operations Managers  
Manufacturing Planning  
Added Value for Manufacturing  
Operations Management project

*"With a background that had not involved logistics or operations management, I appreciated the breadth and grounding that the Diploma gave. Since completing my IOM studies, I have worked in areas where I have been able to put theory into practice; as a MRP Controller working with the external supply chain and e-procurement initiatives, as the specialist MRP and Capacity Owner Superuser working in an ERP manufacturing environment, and most recently through managing a team of 10 MRP / Parts Controllers within a £40m plant in the Combustion Business. The Diploma has certainly given me the confidence and understanding to apply all the underlying Operations Management principles within a manufacturing and supply chain context. This is a foundation upon which I hope to build in subsequent roles."*

Simon Middlebrough, Rolls Royce

### IOM ADVANCED DIPLOMA IN OPERATIONS MANAGEMENT

The Advanced Diploma in Operations Management has been designed for those who will lead the operations profession into the next generation. Aimed at those who will evaluate and develop present systems and processes, or who will design and improve tomorrow's techniques, it is based on real project work in a live business environment.

## DEVELOPMENT

### CPD ONLINE

CPD is defined as 'the maintenance and improvement of knowledge, skills and competence throughout a professional's working life'.

As professionals it is essential to adapt to meet the needs of a rapidly changing world of work.

A commitment to CPD is vital to help you keep up to date and learn new skills and competencies.

CPD Online allows you to plan proactively and record your progression, highlight future goals and demonstrate your skills to current and potential employers.

CPD applies to all categories of membership in the Institute. It is strongly recommended that all members take a positive approach to their personal and professional development.

The CILT(UK) CPD Online system is an easy to use comprehensive method of analysing, planning and recording your continuing achievements.

CPD is much more than formal courses and qualifications, it consists of a wide variety of activities which can include:

Informal or unstructured learning:

- > work experience projects
- > coaching and mentoring
- > job rotation and work shadowing
- > planned reading
- > networking
- > using multi-media resources

as well as:

Formal or structured learning:

- > qualifications
- > training courses
- > undertaking research
- > teaching
- > making presentations
- > attendance at events such as seminars and conferences

Available to members at <http://cpd.ciltuk.org.uk>, CPD Online is available at any time providing a straightforward method of recording current skills, competencies and future activities which creates an individual CPD plan. Users can select from a variety of activities including training courses and events and insert them into their personal online diary.

A statement of currency can be produced at any time which details an individual's CPD plan, activities completed and outstanding. The e-portfolio area of the system allows for the uploading of certificates and other evidence of achievement.

### STAFFMARK: PEOPLE COMPLIANCE SOLUTIONS

Keeping track of staff qualifications, training and development as well as licence renewal and regulatory certification can be a nightmare. As a result, CILT(UK) has developed Staffmark in order to solve these problems, thus ensuring a good night's sleep for busy managers and employers.

This exclusive, ground breaking service manages your employees' compliance requirements for you by making certain that expiry dates of licences and compulsory qualifications are held within its online system. It also lets you know when you need to plan and schedule training and re-certification in line with the needs of your business.

In addition, Staffmark facilitates the planning, recording and monitoring of all your staff training and development.



## DEVELOPMENT

### SOFT SKILLS

The Institute provides flexible online learning courses to its portfolio. Learners take their own route through the topics covered in the course and learn at their own pace through a variety of activities designed to accommodate a range of learning styles. The courses are accessed through the Members' area of the web site and can be studied over a period of 3 months from the date of the first login.

#### Duration

Each course should take about 3 hours in total.

#### Cost

Each course costs £70

#### Customer Service

The fundamentals of good customer service are the delivery of high standards of service and being focused on and understanding of its customers needs. Good customer service is all about paying attention to the detail. It's about action not promises.

This course assists the learner in building relationships, effective communication, handling difficult situations as well as the elements of procedures and processes.

##### Target audience

- > everyone who has contact with both internal and external customers and suppliers

#### Leadership Skills

Many people make the mistake of thinking that leadership is something that only very senior people have to consider. In fact, leadership is a key skill that every manager needs to master.

This course helps learners to develop their leadership skills and use them to provide direction for their team.

##### Target audience

- > senior and experienced managers
- > new managers
- > those wishing to develop management skills

#### Effective Communication

The way you communicate can affect every aspect of your work. If you think you are not being taken seriously - your ideas and inputs are being lost - it may not be because of the standard of your work, but because of how you are putting yourself and your ideas across. To make an impact on your business, and to achieve business goals, communicating effectively is key.

This course helps the learner to master the aspects of communication that will make them successful in their organisation: how to listen, how to present, and how to write reports.

##### Target audience

- > people in all functions at all levels
- > those wishing to improve their overall effectiveness

#### Negotiation Skills

Negotiation is a key part of every professional's life. How long will it take? Who's going to do it? How much will it cost?

This course has, as its central premise, the idea that the best outcome for a negotiation is that both parties feel they have been successful. It helps the learner plan for negotiations, make sure the outcomes are successful and handle difficult situations when they arise.

##### Target audience

- > everyone who negotiates with suppliers, partners or customers

### Networking Skills

All professionals have a network, whether they focus on it actively or not. For some it is a source of specialist advice or a resource that can help them to meet their clients' needs. For others it is the source of new clients.

This course explains the key skills needed to make the most of a network, expand it, and ensure that it meets career and business needs. Practical exercises and activities make it easy for any professional to put the sound advice into practice.

#### Target audience

- > people in all functions at all levels
- > those wishing to improve their overall effectiveness

### Problem Solving

Every day in our working lives we encounter problems. Many are small and we overcome them easily, but some require more thought and can end up blocking our progress.

Successful businesses are able to solve problems as they arise in a timely and efficient way. This course provides a systematic approach to solving problems that will equip you to overcome barriers and move forwards.

#### Target audience

- > people in all functions at all levels
- > those wishing to improve their overall effectiveness

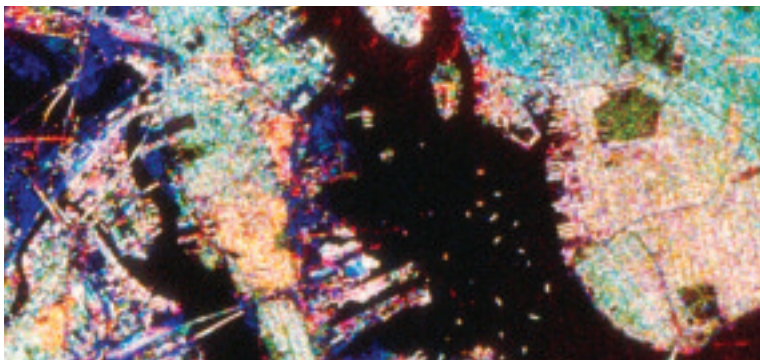
### Project Management

You may not be called a project manager, but that doesn't mean you don't need to manage projects. Much of what we do in our day-to-day roles is project management and this course will give you the skills and techniques to be able to handle a project successfully, ensuring deadlines are kept and objectives are met.

Managing projects of any size requires a very specific set of skills and knowledge and a defined approach - that's why there are so many project management methodologies out there. This course draws on some of the common principles in current project management thinking and takes you from how a project comes into existence through to what needs to be done once your project is complete. It will help you to ensure that the work you put in to your project results in lasting positive change.

#### Target audience

- > all staff who are responsible for projects



## DEVELOPMENT

### ACCREDITATION

In-company training can offer an excellent solution to some of your training and development needs. However it does not necessarily provide you and your employees with the recognition of the hard work and learning which has taken place in the workplace.

The CILT(UK) Company Accreditation Scheme offers an opportunity to accredit training which is already in place in an organisation. Accreditation can be benchmarked against quality standards for the training or against the key knowledge areas for our qualifications and standards for Membership and Chartered Membership.

The Institute can also work with those organisations without an existing scheme to develop a bespoke scheme which can then be accredited.

Having company training accredited by a professional body can help in the recruitment and retention of high quality employees. Accreditation of a company's training and development provides an independent quality mark and assurance of high standards.

### ACCREDITED PROFESSIONAL DEVELOPMENT SCHEME

Many organisations operating in the areas of supply-chain management, transport planning, and freight and passenger transport run Graduate Development Schemes to attract, train and retain new recruits. These schemes enable organisations to develop graduates, or staff of graduate calibre, from a variety of disciplines to meet company-set competencies.

An accredited Professional Development Scheme provides a direct route to Chartered Membership of CILT(UK). The Institute offers an accreditation service to employers who have a graduate company training scheme. CILT(UK) can also work with employers to develop a new scheme.

Entrants to the scheme will be graduates or graduate calibre staff employed by an organisation operating or intending to offer an in-house professional development scheme. For those involved in Transport Planning the scheme is based on new occupational standards developed by transport planners for transport planners.

### OPEN UNIVERSITY

CILT(UK) can offer customised training courses and programmes for organisations in partnership with the Open University Corporate and Employer Services. The courses feature the distinctive strengths of the OU from its years of expertise in work-based learning, normally condensed into approximately 20-30 hours of study and offering:

#### Courses available include:

##### Travel Plans

Introduction to Travel Planning  
Travel Plan Development

##### Food

From Farm to Fork (an overview of food production)  
Developing Food Science Skills: Preservation and Packaging  
Developing Food Science Skills: Food Composition and Analysis

##### Management Skills

Managing Performance Through People  
Effective Leadership Skills  
Managing Organisational Performance  
Leading Organisational Change  
Applying Strategic Thinking  
Becoming an Effective Project Manager  
Mentoring at Work  
Advancing your Personal Leadership

##### Marketing and IT

Marketing in Practice  
Integrating Software Systems for IT Professionals





## THE KNOWLEDGE CENTRE

CILT(UK) houses one of the largest collections of specialist logistics and transport information in the world to help you succeed in your studies, research, job and career.

Its traditional resources will give you access to the renowned John Williams Library and The Knowledge Bank will bring you a wealth of online information direct to your work or home PC, when you need it.

You will also have the opportunity to benefit from the Knowledge Centre's experienced and dedicated staff to give you help, advice and support.

#### Dissertation Research Classes

Come and spend a full day at The Knowledge Centre's John Williams Library where, under the guidance of our experienced staff, you will be given a personal overview of all of the Library's resources and research tools and discover search strategies that will help you get your research done effectively and efficiently.

Let us know your dissertation subject beforehand and, where available, we can source material prior to your visit.

#### Research Class Calendar for 2008:

5 March 2008  
7 May 2008  
9 July 2008  
10 September 2008  
5 November 2008

Individuals and groups of up to four are welcome.  
A buffet lunch will be provided.

Course costs: Individual £100  
Group (up to four) £75 per individual

To book your place or ask for further information contact  
The Knowledge Centre.  
Tel: 01536 740167  
Email: [knowledge@ciltuk.org.uk](mailto:knowledge@ciltuk.org.uk)

## MEMBER BENEFITS

Joining your professional Institute gives you privileged access to a unique range of benefits and services designed to support you, personally and professionally, throughout your career and help connect you with worldwide expertise.

#### Logistics & Transport Focus

Your renowned monthly membership journal of news, reports and in-depth case studies to keep you informed and updated, and, should the need ever arise, access to sector-specific jobs featured in the journal every year for you to apply for or use as a benchmark.

#### Recognition

Certain grades of CILT(UK) membership allow the use of internationally recognised designatory letters after your name. These prestigious quality benchmarks act as a clear signal to colleagues and employers of your skills, experience, knowledge, expertise and commitment.

#### Faculties, Forums and Regions

You have the unique opportunity to engage with the wealth of knowledge and information available within the membership for your benefit and, at the same time, help connect you with worldwide expertise, via the Institute's Faculty, Forum and Region framework.

#### Career Service

This offers a range of online and helpline services on an array of topics to help you find, apply and get the promotion or job that you are after - whether you are currently employed or looking to get back into the job market.

#### Webshop

Your Institute offers you the opportunity to purchase over 200 logistics, transport, business and management titles - all at preferential membership rates and all available via the Institute's web site.

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# Are you the chosen one?



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