

Introduction to: DEMAND PLANNING & MANAGEMENT

Now more than ever, accurate and timely demand plans are critical for the operation of an efficient and effective supply chain.

Due to Supply Chain complexities and cost pressures, it is absolutely crucial to keep the minimum amount of cash tied up in inventory, while satisfying the customer to the maximum. Inaccurate demand forecasts can result in imbalances in supply, reductions in customer service levels or possibly inflated stock levels.

This workshop will provide you with insight into best-practice tools and techniques. By understanding the tools available, the obstacles in the process and the outcomes that can be expected, you can stay ahead of the pressure that is part and parcel of the job of being a demand planner or manager.

This workshop has been designed for introductory level.

COURSE CERTIFICATES

Measurement and achievement are both as much a part of any training initiative as the training itself.

It is imperative for each individual as well as each organization to be able to measure an individual's understanding and retention of the course material.

An online test has been created for each Workshop-in-a-Box and is accessible through the course DVD.

Certificates of Competence and Certificates of Excellence are awarded to individuals accordingly by Vicenda,

Workshop-in-a-Box is a self-contained multimedia product that offers all the elements of a traditional workshop with the convenience of training where and when you want.

WORKSHOP
IN-A-BOX 

Content is presented by experienced supply chain practitioners and trainers. Information is delivered in a clear and concise manner. This format is not only cost effective & time efficient but also allows you to train unlimited numbers of staff at a fraction of the cost of a traditional workshop. An interactive element has been introduced to encourage users to ask questions on the course material and also learn from other users' Q&A's.

Workshop Objectives:

- Introduction to processes to manage demand and the role of forecasting in the supply chain
- To understand the complexities of Demand Planning & Management
- Provide knowledge of the different methods of forecasting
- Offer an understanding of the tools and resources required to achieve significant savings on inventory cost while keeping high customer service levels



Demand: A moving target

- What causes demand variability?
- How can supply chains reduce variability?
- How can organizations improve demand forecasts (which are always wrong)?
- How can supply chain partners collaborate on demand planning?

Developing and managing the forecasting process

- Framework for developing a forecasting process
- Process design factors and considerations
- Organisational design factors
- Management support and participation
- Functional support and participation
- Forecasting philosophies
- Process risks
- Data collection considerations

Successful forecasting process and function

- Critical success factors
- Goals and objectives
- Process management
- Forecast model development
- Forecast error tracking and analysis
- Communication in the process
- Commitment and management support
- Continuous improvement of the process

Sales and Operations Planning (S&OP)

- What is S&OP?
- S&OP Goals and Objectives
- S&OP Input and Output
- S&OP Best Practices
- Obstacles in the S&OP Process
- Essential ingredients in the S&OP process
- S&OP meeting activity

Collaborative Planning

- Types of collaboration
- Collaborative Forecasting
- Collaborative Planning, Forecasting and Replenishment (CPFR)
 - What is CPFR?
 - Why do we need it?
 - How does it work?
 - Ingredients of a successful CPFR process

Forecast Accuracy

- Addressing the issue of forecast accuracy
- Forecast bias
- Forecast error
- Handling outliers
- Leveraging information to improve forecast accuracy
- Impact of trading days and moving holidays on time series data



Product life cycle and forecasting

- Categorisation
- Product introduction
- Product phase-out
- Product replacement
- Cannibalisation
- Sources of information

Forecasting models: Quantitative and Qualitative

- Statistical Forecasting
- Time Series models
 - Inherent assumptions
 - When they work and when they don't work
 - Time series elements
 - Time series model types
- Cause and effect models
 - Regression models
 - When to use regression models
 - Steps in development
 - Key assumptions
 - Regression model issues

Forecast model selection and management

- Selection criteria
- Data collection and analysis
- Data pattern
- Time horizon
- Forecasting model run
- Ongoing monitoring and improving of model performance

Forecasting systems and software packages

- Software project initiation factors
- Relationship of forecasting problem to software selection
- Desirable features
- Summary of software availability
- Criteria for evaluating software packages

Forecasting Best Practices

- Process
- Data Collection and Analysis
- Methods and Models
- Software and systems
- Communications
- Importance of People
- Worst practices in forecasting

TOTAL PRESENTATION TIME: 5 hours 30 minutes

WORKSHOP PRESENTER



Liezl Smith B.Eng, CPIM, CIRM, CSCP, CPF

Liezl Smith is a specialist consultant and training provider. She is an Industrial Engineering graduate with a passion for Supply Chain and Operations Management, both from a process and an education point of view.

She has worked in a variety of industries where she gained valued experience in the pursuit of optimal supply chain solutions.

She currently serves on the Board of Directors of SAPICS, the Association for Operations Management in Southern Africa. She continues to further her education, having already completed the CPIM, CIRM and CSCP certifications successfully through APICS, as well as the CPF through the Institute of Business Forecasting.



All Workshop-in-a-Box topics are backed by a 30 day Money-Back guarantee.

If you are not satisfied with either the content or the format, Vicenda will be pleased to offer a full refund.

WHAT'S THE COST?

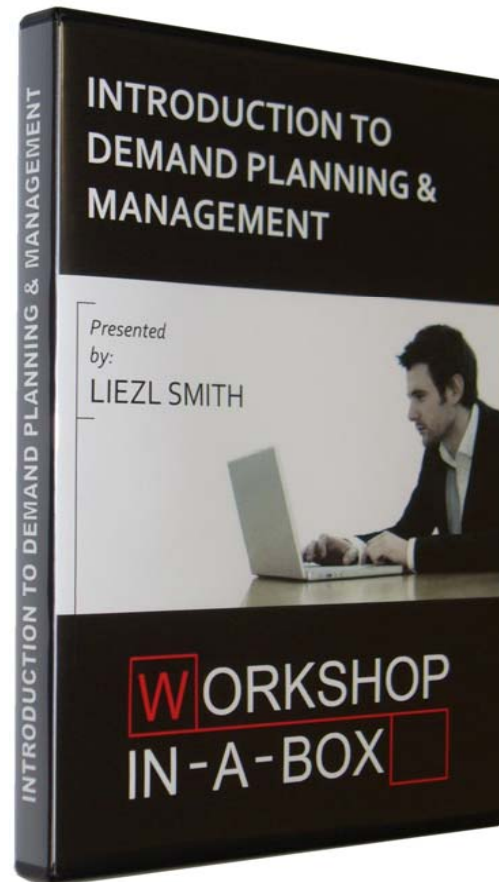
The cost for a single copy of Introduction to Demand Planning & Management is **R 1250 + vat.**

Additional copies of the same title can be purchased at 50% of the original cost at **R 625 + vat.**

Purchase of a Workshop-in-a-Box entitles you to:

- Unlimited usage of the workshop
- Unlimited access to view and learn from online Q&A's on each session
- The opportunity to post questions online to presenters on any part of the course material for three months from receipt of workshop

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011 021 5411/2/3 or email: carmen@vicenda.co.za

FREQUENTLY ASKED QUESTIONS

WORKSHOP-IN-A-BOX is an innovation in supply chain training and content delivery. It offers a cost effective and time efficient way to train your supply chain staff by including all the elements of a traditional workshop:

- The factual and structured content
- An experienced presenter
- The ability to ask questions and also learn from answers to other delegates' questions

HOW DOES IT WORK? Simply insert the course DVD Rom into your computer / laptop (no additional software is needed). All sessions are loaded on the DVD Rom and can be accessed from the main menu. Each session combines video of the presenter together with the course content delivered clearly and timeously. This format is not only cost effective & time efficient but also allows you to train unlimited numbers of staff at a fraction of the cost of a traditional workshop. Content is presented by experienced supply chain practitioners and trainers.

WORKSHOP-IN-A-BOX is not online training but an interactive element has been introduced to encourage users to ask the presenters questions on the course material and also learn from the answers to other users' Q&A's.

FUNCTIONALITY: To enhance the learning experience, we have built additional functionalities into this product:

- Pause, forward and rewind any presentation
- Print copies of the presentation slides
- Post questions to presenters online
- View other "delegates" Q&A's on each session

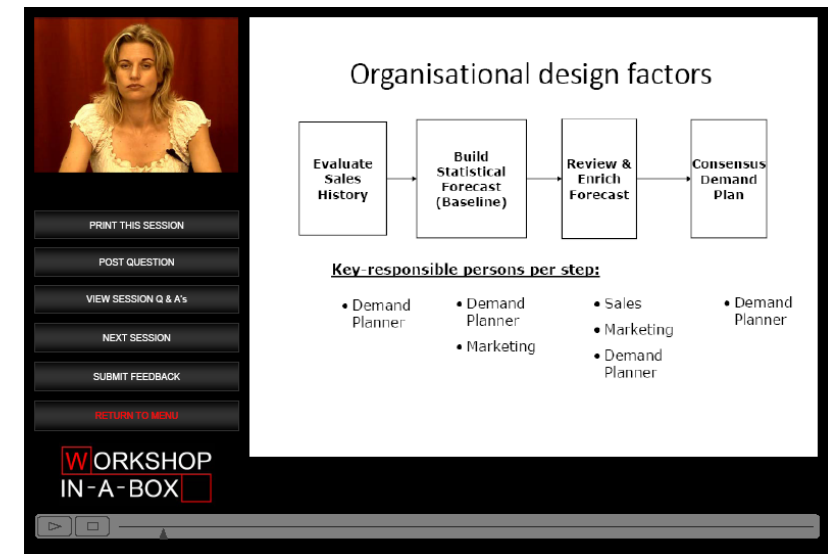
SESSION Q&A's: Most of our presenters are practitioners and consultants. Although presenters have committed to answering all questions posted in a reasonable amount of time, the response will not be immediate. Each answer to a posted question is e-mailed directly to the user and posted on the site for the benefit of all users.

SYSTEM REQUIREMENTS: The DVD Rom requires no additional software to run. Screen size and resolution has been optimised for 1024 X 768. This is a common screen size for laptops and desktop screens and also the most common resolution for data projectors.

ACCESS CODES: Each unit comes with a unique code that is printed on the back of your DVD box. This code will allow the user access to the interactive Q&A's.



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