



DC/DBI/PGD/SCM/2024

January 14, 2024

Subject: Postgraduate Diploma (PGD) in ‘Supply Chain Management’, jointly with Daffodil International University (DIU).

Business Institute (DBI) is offering a 6 month long **Postgraduate Diploma (PGD) in ‘Supply Chain Management (SCM)’**, scheduled to be held on **January-June 2024**, jointly with **Daffodil International University (DIU)**. Total **24 (twenty four) daylong classes** each 6 hours will be held on **Friday from 10:00 AM-5:00 PM** in 6 months at DBI, Dhaka Chamber Building (11th floor), 65-66 Motijheel C/A, Dhaka-1000.

Course overview in brief: In modern day dynamic and competitive business environment we are faced with numerous challenges. Companies and enterprises have to deal with manifold impediments in the supply chain to satisfy their customers, to make desirable profits, survive in the competition, grow their business and lead in the market. SCM has allowed company to rethink their entire operation and restructure it so that they can focus on its core competencies and outsource processes that are not within the core competencies of the company. Recent pandemic situation is another eye-opening phenomenon and it has taught us lessons once for all as to why and how to manage our supply chain.

Supply Chain Management is a biography of a product and service from its inception to beyond consumption leading to disposal. It is an evolving management of flows of materials, funds, information and technology across the channel partners. Supply Chain Management is a holistic approach that involves all activities, people, process, systems, procedures, organizations functioning as an integrated network to create customer satisfaction. It covers the entire gamut of business starting from extraction of **raw materials following sourcing, manufacturing, inventorying, warehousing, distribution, retailing, sales and disposal of product and services.**

Today’s managers in business organizations must have sufficient knowledge, appropriate set of skills and right kind of attitude in Supply Chain Management perspectives. They must understand the intrigue issues, theories, systems, tools of Supply chain management and develop skills to implement them in current situation. A relevant and exclusive training in Supply Chain management is imperative to serve this purpose.

DBI & DIU has designed and developed a newer version of training package in **Supply Chain Management**. The institution has introduced a very attractive and promising **‘Post Graduation Diploma (PGD)’** Programme offering six months exclusive training in Supply chain Management. It is expected that inclusion of contemporary thoughts, conversations, practices and developments in the discipline of Supply Chain management will be able to meet the current and future market demand. We are sanguine that the newly syllabus and compiled text of the PGD in Supply Chain Management program will be able to satisfy our current and potential supply chain practitioners and learners.

Objectives. The objectives of this training are to provide the recent and updated perspectives of supply chain management so that supply chain practitioners in various organizations can develop and improve their knowledge, skills and aptitude to develop and direct more “Customer- Centric” management approaches to make their respective organization an ethical profit-Centre.

Course Title: The PGD entails following four (04) Courses to sufficiently cover the core components of Supply Chain Management:

Course # 1: Fundamentals of Supply Chain Management,

Course # 2: Procurement and Supply Management in the Supply Chain,

**Course # 3: Operations Aspects in the Supply Chain Management,
Course # 4: Distribution and Logistics in Supply Chain Management: and
Workshop on Supply Chain Management of Readymade Garment (RMG) Industries of
Bangladesh.**

Who can Attend: This SCM course is particularly suited for present and future Facilities Managers, Warehouse Operation Managers, Inventory Managers/ Specialists, Fleet/Transportation Managers, Supply Chain Managers, Supply Chain System Managers, Procurement Analyst/ Purchase Managers, Project Manager, Director of Client Management, Account Managers/ Supply Chain Sales, Customer Relationship Managers, Supply Chain Analysts, Supply Chain Consultants, Process Engineers, Analysts/ Managers of Business Enterprises, Large Corporations, Govt., International, Multinational, Foreign and Local Organizations; The SMEs, Entrepreneurs, Job-Seekers and Graduate/ Postgraduate Students and other Graduate persons having special interest in Supply Chain Management could participate in this Programme.

Facilitators: Highly qualified, professionally trained, reputed and experienced resource persons in the related areas, having ample theoretical and practical knowledge from home and abroad, with current information, has been invited to conduct respective sessions.

Fee: Tk. 60,000/- payable in favour of 'Dhaka Chamber of Commerce & Industry' by BEFTN/ Pay Order/ Cheque/ Cash Deposit. It could also be paid through bKash merchant number **01766018659** (Payment) with bKash charge. Fee includes cost of tuition, course materials, exams, certificate, refreshments & lunch and excludes VAT & Tax.

Discount: 10% for (one option applicable) DCCI Members, DBI & DIU Alumni, Women, Defence Forces, Three (3) or more participants from one organization; and **Corporate Discount 15%** for nomination of 10 or more participants from one organization.

Certification: On successful completion participants will get a certificate signed by the Representative of DBI and DIU.

Admission Procedure: The intending candidates may collect Registration Form from DBI Office for submitting to DBI after filling up duly or log on to <https://forms.office.com/r/Y8W6BhTW2e> for admission. Admission would be confirmed to candidates on payment of course fee.

Admission Deadline: 25th January 2024. Seats are limited. First Come First Served.

Contact: For more information, please contact to DBI, Phone: 02 47122986 (Hunting) 124/137/281; Mobile: 01913745062/ 01766018659, E-mail: dbi@dhakachamber.com.



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**Postgraduate Diploma in
Supply Chain Management'
Jointly Organized by DBI & DIU
Session: January-June 2024**

Programme Structure

Sl.	Title of Courses	No. of Sessions	No. of Day
1	Fundamentals of Supply Chain Management	16 Sessions	04 Day-long
2	Procurement and Supply Management in the Supply Chain	32 Sessions	08 Day-long
3	Operations Aspects in the Supply Chain Management	16 Sessions	04 Day-long
4	Distribution and Logistics in Supply Chain Management	32 Sessions (Including Workshop on RMG)	08 Day-long
Total	04 Courses	96 Sessions*	24 Day-long

*Each session 1.5 hours.



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Programme Outline & Syllabus

Course # 1: Fundamentals of Supply Chain Management

Chapter 1: Definition and Concepts of Supply Chain

- 1.1 What is Supply chain
- 1.2 Generic Supply Chain Model
- 1.3 Key Players/Drivers of Supply Chain
- 1.4 Key Stages of Supply Chain
- 1.5 Upstream and Downstream Activities of supply Chain
- 1.6 Different Flows in Supply Chain
- 1.7 The objective of Supply Chain
- 1.8 The importance of supply Chain Decisions
- 1.9 Process Views of a Supply Chain
- 1.10 Characteristics of good Supply Chain
- 1.11 Types of Supply Chain models
- 1.12 The Beer game Supply chain Theory
- 1.14 Examples of Supply Chains

Chapter 2: Understanding Supply Chain Management

- 2.1 Definitions of Supply Chain Management
- 2.2 Supply Chain management Conceptual Model
- 2.3 Historical Perspective and Evolution of Supply Chain management
- 2.4 Features of Supply Chain Management
- 2.5 How Supply chain management functions: SCOR model
- 2.6 The Objective of a Supply Chain Management
- 2.7 The Importance and role of Supply Chain management
- 2.8 Types of Supply Chain management: Horizontal and Vertical Integration
- 2.9 Development trends

Chapter 3: Foundations of Supply Chain Management

- 3.1 Porter's value chain and its implication in supply Chain management
 - 3.1.1 How value is created in organization?
 - 3.1.2 What s Porter's Value Chain Analysis?
 - 3.1.3 Elements in Porter's Value Chain
 - 3.1.4 Implications of Porter's Value chain analysis
 - 3.1.5 Using Porter's Value chain
- 3.2 Key decisions in Supply Chain Management
 - 3.2.1 Who are the key supply chain members with whom to link processes?
 - 3.2.2 What processes should be linked with each key member?
 - 3.2.3 What level of integration and management should be applied to each process linkage?

3.3 The Foundations of Supply Chain Management

- 3.3.1 Supply Elements
- 3.3.2 Operations Elements
- 3.3.3 Logistics Elements
- 3.3.4 Integration Elements

3.4 Current Trends in Supply Chain Management

- 3.4.1 Use of Supply Chain Analytic
- 3.4.1 Improving Supply Chain Sustainability
- 3.4.1 Increasing Supply Chain Visibility

Chapter 4: Global Supply Chain Operations

4.1 Global Business Environment

- 4.1 Border-less
- 4.2 Cyber-connected
- 4.3 Deregulated
- 4.4 Environmental Consciousness
- 4.5 Social Responsibility

4.2 Strategic Challenges

- 4.2.1 Market dimension
- 4.2.2 Technology dimension
- 4.2.3 Resources dimension
- 4.2.4 Time dimension

4.3 Response Strategies of Global Supply Chain

- 4.3.1 Collaboration
- 4.3.2 Supply chain Integration
- 4.3.3 Divergent Product portfolio
- 4.3.4 Blue Ocean strategy
- 4.3.5 Pursuing world Class Strategy

4.4 Current Trends in Global Supply Chain Management

- 4.4.1 Rise of Supply Chain Volatility and Market Uncertainty
- 4.4.2 Market growth increasingly depends on global customers and suppliers' networks
- 4.4.3 Inclines more towards cost-optimized supply chain configuration
- 4.4.4 Risk Management involves end-to-end supply chain
- 4.4.5 More emphasis on supply chain integration and empowerment

Course # 2: Procurement and Supply Management in the Supply Chain

Chapter 1: Procurement Management

- 1.1 The make and Buy Decision
- 1.2 Definitions and Types of Procurement
- 1.3 Basic Aims of Procurement – The Seven R's of Procurement
- 1.4 Procurement Principle
- 1.5 Centralized and Decentralized Purchase
- 1.4 Procurement Cycle
- 1.5 Procurement in Public and Private Sectors
- 1.6 Methods of Procurement
- 1.7 Buyer-Suppliers relationship Continuum

Chapter 2: Supply Strategy Formulation

- 2.1 What is Supply Strategy?
- 2.2 Types of Purchasing Item: Kraljic Matrix
- 2.3 Improving Supply position of the Purchasing Organization
- 2.4 Supply Strategies for Routine, Leverage, Bottleneck and Strategic items
- 2.5 Supply Strategies for Commodities

Chapter 3: Procurement and Supply Planning

- 3.1 Setting Supply Objectives
- 3.2 Supply Policies
- 3.3 Specification of Goods, Services & Works
- 3.4 Requisitions
- 3.5 Standardization
- 3.6 Preparation of Annual Procurement Plan
- 3.7 Emergency Purchase

Chapter 4: Sourcing

- 4.1 Overview
- 4.1 Identifying Suppliers
- 4.1 Market Research
- 4.1 Advertisement of Business Opportunities: Request for information (RFI), Request for Expression of Interest (EOI)
- 4.1 Pre-qualification of vendors
- 4.1 Creation of Short lists of Suppliers

Chapter 5: Solicitation Methods and Management of Submissions

- 5.1 Overview
- 5.1 Solicitation Methods
- 5.1 Solicitation Documents
- 5.1 The use of 'Incoterms'
- 5.1 Management of Submissions
- 5.1 Rejection of Submission

Chapter 6: Evaluation of Submissions/Tenders

- 6.1 Formation of Evaluation Team
- 6.1 Establishing Evaluation Criteria & Evaluation Methodology
- 6.1 Preliminary Screening
- 6.1 Technical Evaluation & Financial Evaluation
- 6.1 Justification of Reasonableness of Price
- 6.1 Further Aspects of Evaluation
- 6.1 Complaints and Representations
- 6.1 Indications of potential Proscribed Practices
- 6.1 Best and Final Offer (BAFO)

Chapter 7: Post Tender Negotiations

- 7.1 Definition and Objectives of negotiation,
- 7.1 Developing Negotiation Strategies
- 7.1 Conduct of Smart Negotiation
- 7.1 Competitive and cooperative negotiation techniques
- 7.1 Negotiation Tactics
- 7.1 Negotiation pitfalls
- 7.1 Notification of Award
- 7.1 Debriefing of Unsuccessful Bidders

Chapter 8: Preparation of Contract

- 8.1 Definition and Importance of contract
- 8.1 The Key Requirements of s of procurement contract
- 8.1 Types of contracts
- 8.1 The Key Elements of standard Contract

Chapter 9: Contract Management

- 9.1 Suppliers Performance Monitoring: Goods, Services & Works
- 9.1 Inspections
- 9.1 Acceptance of the Final Product
- 9.1 Supplier Performance Evaluation
- 9.1 Termination
- 9.1 Dispute Resolution
- 9.1 Payments
- 9.1 Amendments, Extensions and Renewal
- 9.1 Contract Completion
- 9.1 Record Management

Chapter 10: Ethical Standards

- 10.1 Ethics in Dealing with Suppliers
- 10.1 Standards of Conduct
- 10.1 Conflict of interest for Company Personnel
- 10.1 Gifts and Hospitality
- 10.1 Ethical Behaviour of Suppliers
- 10.1 Proscribed Practices by Suppliers and Vendor Sanctions
- 10.1 Sanctions and Penalties

Chapter 11: Creating and managing Supplier's Relationship

- 11.1 Developing Suppliers relationship
- 11.1 Suppliers Performance Evaluation and Certification
- 11.1 Suppliers development
- 11.1 Suppliers Recognition Programs
- 11.1 Suppliers Relationship management

Course # 3: Operations Aspects in the Supply Chain Management

Chapter 1: Demand Forecasting

- 1.1 Importance of demand forecasting in Supply Chain Management
- 1.2 Demand Forecasting Techniques and methods: Qualitative and Quantitative
- 1.3 Useful Forecasting Websites and Software
- 1.4 Artificial Intelligence and Machine Learning in Demand Forecasting

Chapter 2: Resource Planning Systems

- 2.1 Operations Planning
- 2.2. The Aggregate Production Plan
- 2.3 The Master Production Schedule
- 2.4 Bill of materials
- 2.5 The Material Requirements Plan
- 2.6 Capacity Planning
- 2.7 Manufacturing Resource planning
- 2.8 The Development of Enterprise Resource Planning Systems
- 2.9 Enterprise Resource Planning Software Applications
- 2.10 The Distribution Requirements Plan

Chapter 3: Inventory Management

3.2 Strategic Inventory Choices

- 3.2.1 Inventory in the supply chain
- 3.2.2 Concepts and Implication of Cross docking Operations
- 3.2.3 Bullwhip Effect
- 3.2.4 Lead time Management

3.3 Inventory Planning

- 3.3.1 Service level Policy and Safety stock
- 3.3.2 Inventory categorization and Control Strategies
- 3.3.3 Inventory Tracing and Variety reduction
- 3.3.4 Inventory coding systems
- 3.3.5 Stocktaking
- 3.4.1 Measuring inventory and warehouse performance
- 3.4.2 Developing an Inventory Management Plan

3.4 Inventory Operations

- 3.4.1 Monitoring Movements
- 3.4.2 Inventory Measurement and Valuation
- 3.4.3 Receipt and issue of stock
- 3.4.4 Inventory Replenishment

Chapter 4: Process Management - Lean and Six Sigma in the Supply Chain

4.1 Product and Service Design

- 4.1.1 The Basic Transformation Model
- 4.1.2 Product life cycle
- 4.1.3 Product Development
- 4.1.4 Manufacturing processes
- 4.1.5 Service processes

4.2 Lean Thinking and Supply Chain Management

- 4.2.1 Lean Production and the Toyota Production System
- 4.2.2 The Elements of Lean
- 4.2.3 Lean Systems and the Environment

4.3 The Origins of Six Sigma Quality

- 4.3.1 Six Sigma and Supply Chain Management
- 4.3.2 The Elements of Six Sigma
- 4.3.3 The Statistical Tools of Six Sigma
- 4.3.4 Comparing Six Sigma and Lean

Course # 4: Distribution and Logistics in Supply Chain Management

Chapter 1: Aspects of Logistics

- 1.1 Definition and Concepts of Logistics
- 1.2 Development of Logistics
- 1.3 Role and Function of Logistics in an Organisation
- 1.4 Logistics Fields in in supply Chain management
- 1.5 Principles, Activities and Classification of Logistics
- 1.6 Outsourcing Logistics in Supply Chain management: 3PL & 4PL
- 1.7 Logistics Technology

Chapter 2: Warehouse Management

- 2.1 Definition and Concepts of warehouse
- 2.2 Importance, Benefits and
- 2.3 Types of warehouses
- 2.4 Various types of Operations
- 2.5 Functions of Warehouse
- 2.6 Warehouse Location Decisions and Design Consideration
- 2.7 Safety and Security of Warehouse

Chapter 3: Transportation Management

- 3.1 Role of Transportation in Supply Chain Management
- 3.2 Challenges to carrying out transportation's role
- 3.3 Legal Forms of Transportation
- 3.4 Modes of Transportation & Modal Characteristics
- 3.5 Modal Selection Criteria & Carrier Selection Trend
- 3.6 Transportation Pricing
- 3.7 Other Transportation Intermediaries
- 3.8 Preparing Shipments for Transportation
- 3.9 Freight Documents & Freight claims form
- 3.10 Transportation Performance Metrics
- 3.11 Transportation Management System (TMS)

Chapter 4: Material Handling

- 4.1 Definition of material and Concepts of Material handling
- 4.2 Challenges faced by material handling companies
- 4.3 Objective and Importance of Material handling
- 4.4 Principles of Material handling
- 4.5 Unit Load concepts
- 4.6 Classification of Materials Handling Equipment
- 4.7 Organization, Maintenance and Safety
- 4.8 Guidelines for effective utilization of MHE

Chapter 5: Packaging

- 5.1 Definition and Concepts of Packaging
- 5.2 Packaging across Supply Chain management
- 5.3 Functions of packaging
- 5.1 Types of Packaging
- 5.1 Packaging Considerations
- 5.1 Packaging/Packing Materials & Components
- 5.1 Packaging Economics
- 5.1 Labelling and traceability
- 5.1 Packaging and sustainability
- 5.1 Packaging Industry Process and developments

Chapter 6: Customer Relationship Management

- 6.1 Definition and Concepts Customer Relationship Management
- 6.2 CRM's Role in Supply Chain Management
- 6.3 CRM Architecture
- 6.4 Key Tools and Components of CRM
- 6.4 Designing and Implementing a Successful CRM Program
- 6.5 Trends in CRM

Workshop on Supply Chain Management of Readymade Garment (RMG) Industries of Bangladesh

- History and Evolution of RMG Industry of Bangladesh of RMG industries in Bangladesh
- Theoretical Analysis of RMG Industry of Bangladesh
- Present state of RMG Industries in Bangladesh
- Sources of Competitiveness in the RMG Industries
- Main features and their interdependence in RMG business
- Supply Chain Activities of RMG: Macro level Activities, Pre-production Activities and Post production Activities
- Problems facing by RMG Sector of Bangladesh
- How to overcome Challenges and Way forward

DCCI Business Institute (DBI)



The first ISO certified Chamber in Bangladesh

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