

## ΥΛΗ ΕΚΠΑΙΔΕΥΣΗΣ

### ■ Basic Principles

*Logistics economics, P&L, 4pl value, Benchmarking and performance management, NPV, budget control, business plan, pricing strategy, outsourcing strategies, performance scorecard, organization structure, etc*

### ■ Management skills

*Own and Team development, change management, communications, decision making, chairing meetings, team management, situational leadership, MBO, etc*

### ■ Process management

*Trade-offs, value-chain, demand variability, lean and agile supply chain, total SC costs, value stream mapping, problem solving techniques, reverse logistics, KPIs, process improvement opportunities, options modelling, etc*

### ■ Project management

*Business case, project objectives, project plan, project tools, change management, governance structure, life-cycle cost, gate process, cost management, quality management, performance vs acceptance, etc*

### ■ Demand, Production & Distribution

*Inventory replenishment models, stock ageing, products to orders allocation, ABC analysis, forecasting methods, “available to promise” concept, planning techniques, inventory optimization, collaborative forecasting, push/pull planning, safety stocks, vendor management inventory, risk management etc*



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### ■ Warehousing

*Order picking strategies and methods, layout design, packing optimization, hazardous goods, service providers, safety procedures, WMS, etc*

### ■ Transportation

*Routing and scheduling, transport procurement process, transport cost elements, European transport legislation and policies, TMS, design a distribution network, etc*

### ■ Sourcing

*Procurement process, supply market analysis, purchasing approaches, supplier certification, supplier evaluation and selection criteria, negotiation strategies, supplier performance, KPIs, e-procurement, collaborative supplier relationships, etc*

### ■ Customer service

*KPIs, Customer Relation Management-CRM, multi-channel communication, customer service policy, etc.*





## ΥΛΗ ΕΞΕΤΑΣΕΩΝ

### EJLog

| Blocks                             | Modules   | Certification tool |                     |
|------------------------------------|---|--------------------|---------------------|
| Business Principles                | Business Principles                                       | compulsory         |                     |
|                                    | Core Management Skills                                    | compulsory         |                     |
| Logistics & Supply Chain Design    | Proces Management   | compulsory         |                     |
|                                    | Project and Change Management                             |                    |                     |
| Logistics & Supply Chain Planning  | Demand, Production and Distribution Requirements Planning | optional           | Choise of 2 modules |
| Logistics & Supply Chain Execution | Warehousing   | optional           |                     |
|                                    | Transportation  | optional           |                     |
|                                    | Sourcing  | optional           |                     |
|                                    | Customer Service  | optional           |                     |

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