



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Logistics Management and Operations Training Course

OVERVIEW



Logistics Management is an essential and integral component of supply chain management that strategizes, plans, implements, and controls the efficient, effective forward and reverse flow, storage of goods, facilities, and associated activities between the country of origin to the country of destination in order to meet customer requirements. Logistics Management represents activities that involve the flow of materials and products through the organizations supply chain to the market. It supports specifically, business logistics to manage efficient, effective flow and storage of goods, services, and related information in a supply chain. The key element of logistics includes logistics planning and strategy, customer service, procurement, transport, inventory, warehousing, and handling. This course would help in addressing challenges about logistics planning, selection of transport modes, vehicle routing, inventory policies, purchasing quantity and timing, and storage selection

This training course will empower you with an in-depth comprehension and knowledge on Logistics and Operations management. This course will be an enabler to navigate through complex challenges which you encounter in your day-to-day operations and will help to upscale your current capabilities, and further help to equip you better by teaching how to use analytical and logical strategies for smooth functioning of logistics operations.



Course Objectives

The main objective of this 'Logistics Management and Operations Certification Course' is to empower participants with:

- Knowledge and understanding of logistics principles
- It will provide an overview of the key activities performed by the logistics function including distribution, transportation, global logistics and inventory control
- Know that logistics is more than an operational function that passively executes a plan, but as a planned and strategic function that creates value and competitive advantage
- Support in expanding and using data analysis skills by analysing and using supply chain data to make better business decisions
- Identify current challenges faced by supply chain professionals and provide a basis for navigating through these challenges
- Relate to the concepts and best practices of Logistics and Operations Management
- Understand requirements for Transportation and International Logistics
- Develop best practices and standards to achieve improved business performance by integrating and optimizing the total logistics and supply-chain process

TRAINING METHODOLOGY

This interactive ‘Logistics Management and Operations Certification Course’ will comprise the following training methods:

- Presentation
- Assignments
- Case Studies & Functional Exercises
- Questionnaires





ORGANISATIONAL BENEFITS

By professionals taking this 'Logistics Management and Operations Certification Course', organisations will derive the following benefits:

- Support in creating visibility into the organisation's supply chain can further improve efficiency. It will help to use and process the available data and track movements of goods from a transportation management system for process optimisation and avoiding potential disruptions
- • Help in instituting seamless logistics management which is vital in successfully delivering products at the right place at the right time. A well organised and structured logistics helps ensures fast and safe shipping, warehousing, and delivery of products to customers by choosing an experienced team of professionals
- • Logistics is a critical element of a successful supply chain that assists in increasing the sales and profits of businesses that deal with the production, shipment, warehousing, and delivery of products. Furthermore, a reliable logistics service can boost and enhance business' value and assist in maintaining a healthy and strong bottom line
- • Help to sustain customer satisfaction by maintaining good logistics management which creates reliable strategies that help provide superior services to meet customer demand

PERSONAL BENEFITS

Professionals enrolling for this 'Logistics Management and Operations Certification Course' will benefit in the following ways:

- In-depth knowledge and understanding of logistics management and operations
- It Will help to keep up with challenges and trends of the market impacting the logistics management environment
- Support to roll out proper system implementation for enhancing smooth operations
- Use learnings to operate a seamless logistic operation in the most cost-effective manner
- Help in identifying opportunities to develop strategies for improving effectiveness by using the learnings and tactics to build increased efficiencies, lower costs, higher production rates, better inventory control, proper utilization of warehouse space, increased customer and supplier satisfaction, and an improved customer experience





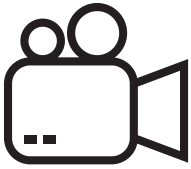
WHO IS THIS PROGRAMME FOR?

Logistics Management and Operations Certification Course is ideal for Supply chain management professionals who need to build on their knowledge in order to meet their day-to-day challenges and work effectively for overall improvement of the Organizations profitability. This certification course will help prepare aspiring personnel with essential management skills, strategies and knowledge required for today's ever-growing and complex Supply Chain Operations.

Typical participants include:

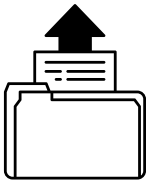
- Early or mid-career supply chain professionals who want to develop their knowledge
- Operations managers, Supply chain manager, Logistics Manager, Finance Managers, Contracts Manager, Procurement Manager
- Professionals wishing to further develop their role in their organizations
- Shipping company personnel wishing to upgrade their knowledge to support their customers

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



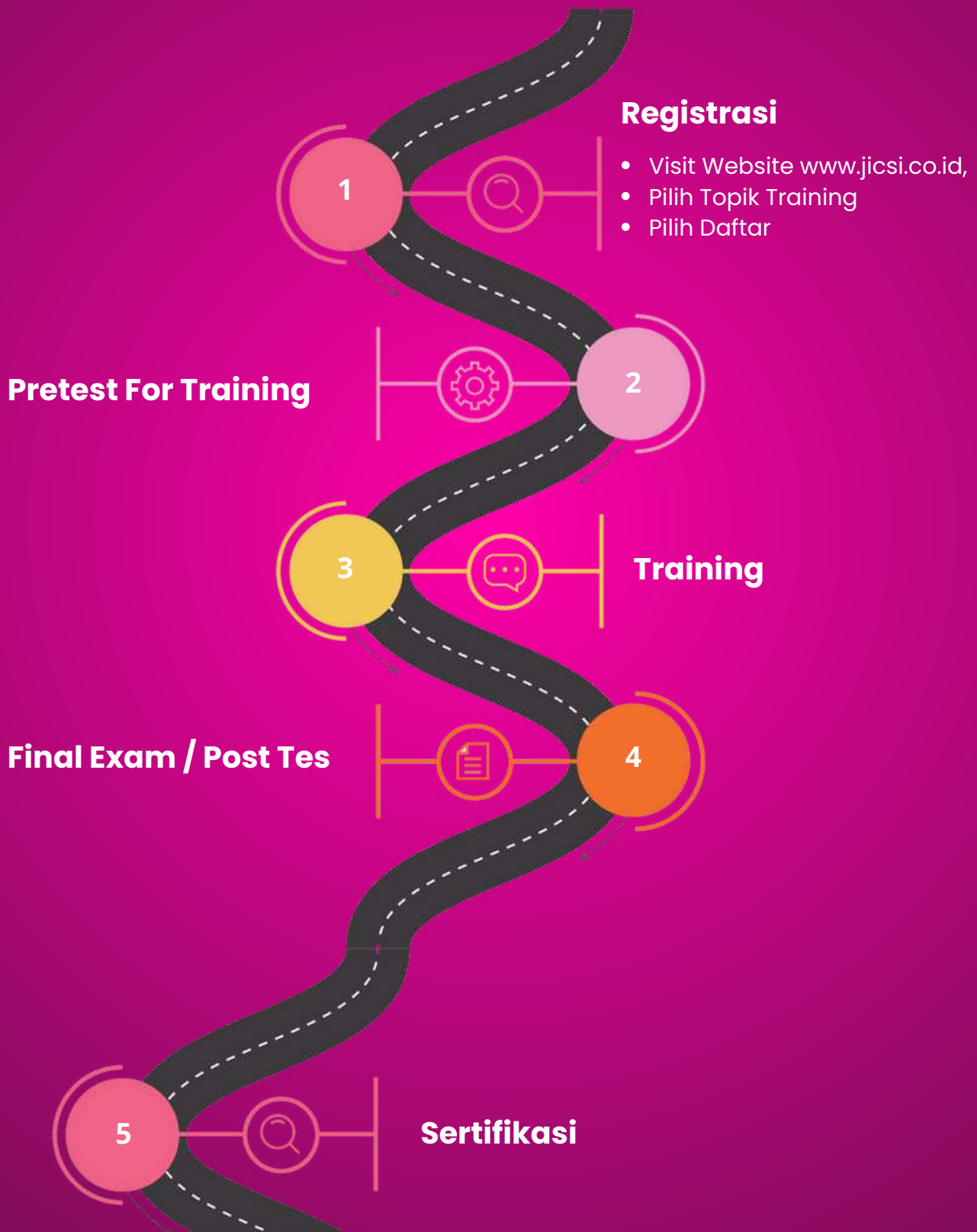
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to SCM and Logistics

Module 2 : Transportation and Distribution

Module 3 : Logistics Documentation and EXIM Procedures

Module 4 : Role of Logistics in Supply Chain

Module 5 : Operations Management

Module 6 : Transport Management

Module 7 : Logistics Trends and Practices

Module 8 : Performance Management in Logistics

Module 9 : Performance Management in Logistics



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





Jakarta International Customer Service Institute

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

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Citragran Cibubur

Kantor 2

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