



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



**Purchasing, Logistics
Operations, Inventory &
Supply Chain Management**

OVERVIEW



Supply chain management involves end-to-end management of various functions/processes in the transformation of raw material into finished products delivered to customers. The purchasing function of the supply chain has evolved into a cost-saving function.

Cost-saving in this process is achieved through process, product and supplier relationship developments. Purchasing has become a core competency for any organisation. Logistics management helps meet customer expectations through planning, execution and control of movement and storage of goods, information and services from origin to destination.

Material management, on the other hand, includes planning, controlling and directing those activities concerned with material and inventory requirements. A supply chain management system includes software solutions that help in managing and overseeing the flow of data, goods and finances from the point of origin to the destination.

This training course will empower you with detailed knowledge of all aspects of the supply chain, thereby building your capabilities to manage all functions effectively. Further, by undertaking this course, you will be able effectively work with supply chain management systems to improve functions and operations across the supply chain, in turn increasing your credibility to handle complex functions and processes of the supply chain.



Course Objectives

The main objective of this Purchasing, Logistics Operations, Inventory & Supply Chain Management course is to empower professionals with:

- detailed understanding and knowledge various supply chain functions, specifically purchasing, logistics and material management
- the required skill and understanding to work with advanced supply chain management systems to improve the efficiency and productivity of supply chain operations
- the necessary confidence and experience to undertake multiple roles in supply chain management, demonstrating potential and securing higher growth opportunities
- the confidence, experience and knowledge to undertake responsibilities of training and upskilling other professionals in specific supply chain functions
- the ability to contribute to organisational growth and development through smarter and better operations as well as client satisfaction through superior quality goods
- the confidence, experience and exposure to effectively manage change in existing systems to smarter and better systems across the various supply chain processes, including automation through supply chain management systems
- the knowledge and capability to make use of data provided by software applications to enhance operations and mitigate risks

TRAINING METHODOLOGY

Trainee participation is encouraged through group activities and assignments as well as role-plays. Case studies help enhance relevance to the training content.





Organisational Benefits

By professionals enrolling for this Purchasing, Logistics Operations, Inventory & Supply Chain Management course, organisations will derive the following benefits:

- Increased efficiency and productivity of the various supply chain processes because of trained and experienced professionals handling these
- Application of supply chain management systems for faster and more accurate management of data, goods and services
- Detailed analyses of data provided by software applications for trend analyses for better decision making
- Better risk predictions, assessment and mitigation because of detailed analyses of data provided by the software systems
- Higher client satisfaction because of timely delivery of superior quality goods
- Organisational growth because of greater credibility and higher client satisfaction
- Reduced costs and higher profits because of well-managed systems and thoughtful purchase decisions

PERSONAL BENEFITS

Professionals enrolling for this Purchasing, Logistics Operations, Inventory & Supply Chain Management course will derive the following benefits:

- Detailed understanding and knowledge of various supply chain processes, mainly purchasing, logistics and material management
- • Increased knowledge and experience to work with supply chain management systems to increase efficiency and accuracy of supply chain functions
- • Enhanced skillset and experience to manage multiple functions simultaneously, thus inviting opportunities for higher roles and responsibilities, contributing to career growth
- • Increased knowledge and confidence to train other professionals on various supply chain functions as well as supply chain management systems
- • Greater ability and understanding to conduct trend analyses of the data and information provided through the software to make better decisions and mitigate risks
- • Greater satisfaction contributing to client satisfaction and organisational growth
- • Increased confidence and experience to effectively manage change of existing systems to more advanced and better systems of supply chain management

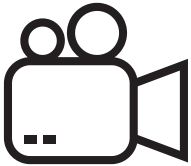




WHO IS THIS PROGRAMME FOR?

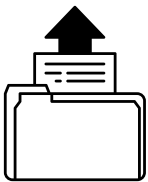
- Managers and supervisors involved in the various functions of the supply chain, particularly purchasing, logistics and material management
- Staff involved in performing activities in the various functions of the supply chain
- Senior management of an organisation responsible for strategic decision making and supervision of the supply chain
- Quality checkers responsible for checking quality standards of goods and services offered during the supply chain
- Compliance officers responsible for checking adherence to set standards and benchmarks
- Members of the information technology teams of organisations responsible for implementing and managing software installed for supply chain operations
- Any other professional interested in knowing more about supply chain management

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**



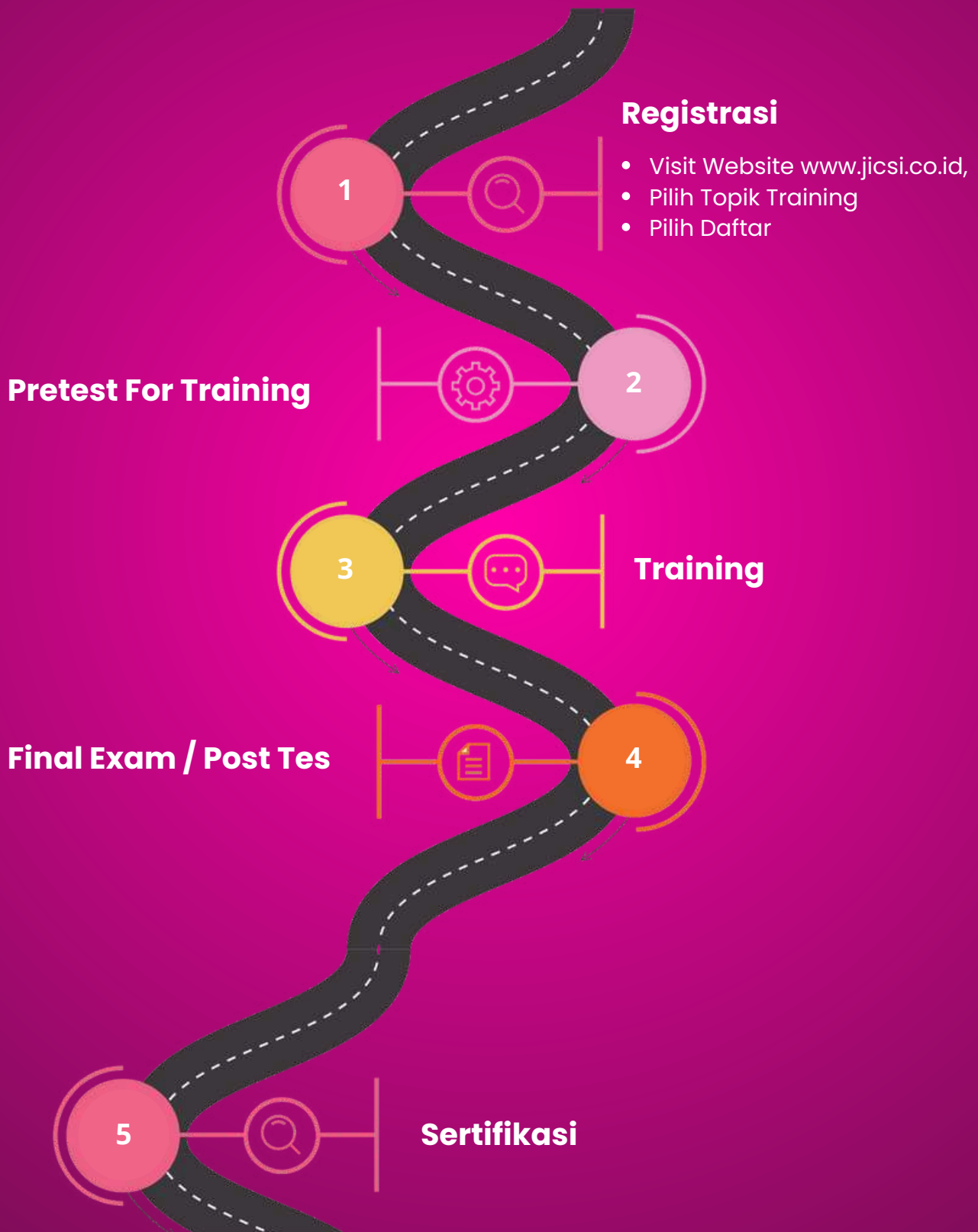
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Objectives of Purchasing

Module 2 : Functions of Purchasing

Module 3 : Steps in the Purchasing Process

Module 4 : Types of Purchasing

Module 5 : Elements of Logistics Management

Module 6 : Logistics Management Activities

Module 7 : Types of Logistics

Module 8 : Importance of Logistics Management

Module 9 : Material Management Objectives

Module 10: Material Management Functions

Module 11 : Material Management Elements

Module 12: Benefits of Supply Chain Management Systems

Module 13: Cloud-Based Supply Chain Management System
Components



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. Adapaun 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**

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