



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Simulation in Supply Chain Management

OVERVIEW



Within this unique and innovative course, we will be using the 'SimFirm' simulation software by Cesim to replicate real-life scenarios faced by managers within the Supply Chain function.

The software integrates with all necessary departments such as logistics, production and distribution and allows you to recreate real-life situations and test out your decision-making capabilities with much lower stakes.

By incorporating the macro factors such as competitors, industry changes and financial constraints, this simulation provides a unique opportunity to investigate and understand the varied approaches to supply chain management.

Are you responsible for effective decision making relating to Supply Chain Management within your organisation? Do you want the opportunity to explore options for improving your process and understanding the real-world implications of any changes that you make?

This training course is a modern way to address an age-old problem and will allow you to develop ideas, consider strategies and implement changes at a grand scale that you would not feasibly be able to test in your company in real life. This unique insight is a powerful tool and one that will be of great benefit to your future growth.



COURSE OBJECTIVES

Upon successful completion of this Simulation in Supply Chain Management course, you should be able to:

- Create and develop a solid Supply Chain Management strategy for your organization that is a much lower risk since considering all the variables within the simulation
- Inspire and motivate others within your supply chain to make changes based on your findings that would otherwise have been uncertain risks
- Develop your forecasting and budgeting skills and use real-world examples to test out the efficacy of your decision making
- Analyse the impact of different factors such as customer behaviour, market conditions, and even global crises and market crashes
- Understand much better how your organization fits into the wider industry and supply chain environment
- Prepare strategies for an ever-changing marketplace and ensure that you remain ahead of the curve, and one step ahead of your competitors

TRAINING METHODOLOGY

This Simulation in Supply Chain Management course relies heavily on the use of the simulation software but will also include engagement with other learners. You will experience:

- Interaction with other course attendees through the use of teams within the software
- Guided demonstrations through several different scenarios
- One on one personal advice and coaching on your decision making
- Tutorials, lectures and case studies based around each topic





ORGANISATIONAL BENEFITS

By encouraging your employees to participate in this course you will be impacting your organization in the following positive ways:

- Being able to project into the future is a fantastic tool to inspire and motivate your employees
- A greater understanding of the implications of their roles on the wider supply chain and how they fit into The larger ecosystem
- Increased speed of decision making due to awareness of potential outcomes
- Aligned workforce focusing on a common goal and understanding better how to achieve that

PERSONAL BENEFITS

By taking part in this Simulation in Supply Chain Management course, you will personally experience the following benefits:

- Increased ownership and autonomy over your day to day responsibilities
- Greater awareness of the consequences of certain decisions, therefore allowing for a healthy approach to supply chain risks and reduced stress from larger decisions
- The chance to interact and learn from other course attendees and observe their strategies and results
- Being able to keep much more up to date with a rapidly changing industry and feel ahead of the curve on a lot of the upcoming changes
- A structured approach to implementing changes and the chance to test out cost efficiencies and improve the process overall, making your job more streamlined
- Improvement in personal skills such as critical thinking, sales and decision making



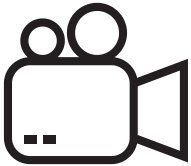


WHO IS THIS PROGRAMME FOR?

While this Simulation in Supply Chain Management course is very much centred around Supply Chain Management, it is useful and interesting for a whole range of professionals:

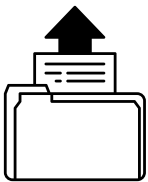
- Supply Chain Managers
- Senior employees working within the supply chain function
- Business support managers
- Anyone involved in the decision-making process that affects the supply chain
- Department Heads responsible for strategy
- Senior Executives who want to learn more about potential innovations in Supply Chain logistics
- Anyone with an interest in pursuing a career within this field

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**



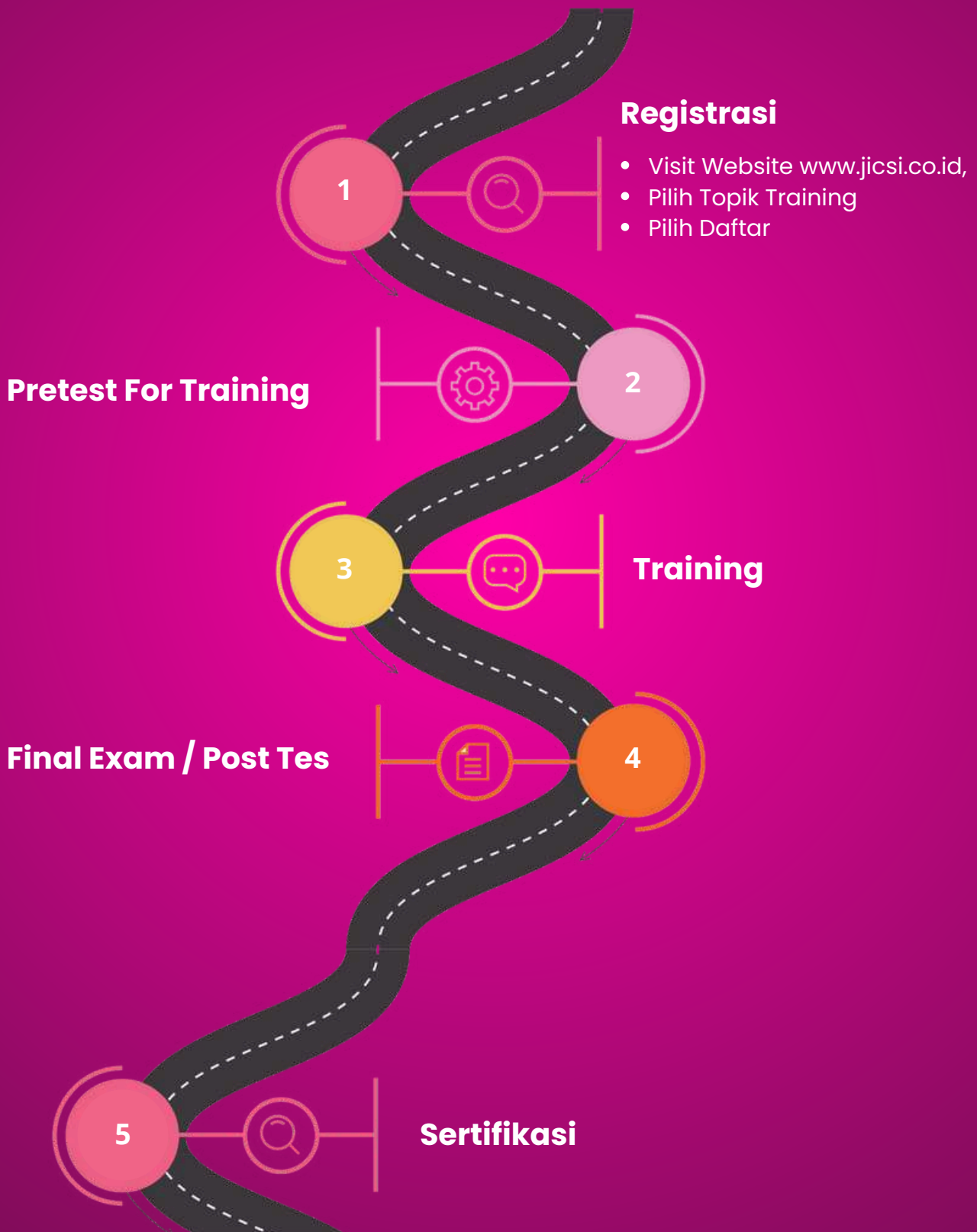
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Simulation Software

Module 2 : Entering the Simulation

Module 3 : External and Internal Factors

Module 4 : Strategy and Vision

Module 5 : Sales and Marketing

Module 6 : The Product Life Cycle

Module 7 : Decision Making

Module 8 : The Real World



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)



SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

Name xxxxx

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh
Jakarta International Customer Service Institute (JICSI) bersama
Customer Service Experience Association Indonesia (CSEAI)

Simulation in Supply Chain Management

Rudyanto H.P Manullang, Ph.D, M.P.H

Founder JICSI

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 keluh 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

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
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Jakarta Barat

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