



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Supply Chain Management Training Course

OVERVIEW



End-to-end in any process signifies a complete cycle of activities. What is end-to-end supply chain management? End-to-end in supply chain management involves the entire process of the supply chain, starting from procuring raw material from the supplier and ending at the delivery of the final product to the customer. It involves deep analysis and supervision of each step of the supply chain process. In current times of high demand and fast supply, businesses are changing their models to become more customer-centric. With prime focus on the end customer, end-to-end supply chain management with complete visibility from start to end is a mandate. Efficient supply chain management not only ensures client satisfaction through timely delivery of goods but also reduces costs for the manufacturer by minimising wastage. Because there are different entities involved in the supply chain at various timepoints, complete visibility and end-to-end management is required to ensure timely delivery of goods to the customer.

This training course will empower you with the entire gamut of skills required to effectively manage a supply chain end to end, having complete visibility of all stages with all entities involved.

Undertaking this course will enhance your skills and capabilities to independently handle the procurement, manufacturing and delivery processes of the supply chain for your organisation, thereby ensuring timely delivery of goods and customer satisfaction.

The knowledge and information gained through this Supply Chain Management Certification course will increase your confidence and capabilities to handle roles of higher responsibilities for your organisation.



COURSE OBJECTIVES

The main objective of this Supply Chain Management Certification Training Course is to empower professionals with:

- detailed information and knowledge of the entire supply chain, from start to end
- the skill and capabilities to not just understand various processes of the supply chain but also have complete visibility to prevent wastage of material and delay in supply of goods to customers
- the knowledge, confidence and experience to identify any gaps in the processes of the supply chain and act to resolve these to prevent impact to the end process of delivery in terms of timelines and quality
- the skillset, confidence and capabilities to undertake the responsibility of overseeing the entire supply chain, end to end, and successfully fulfil these, thereby demonstrating your potential for career progression
- the adequate ability to contribute to organisational growth and development through reduced costs because of lesser wastage and greater client satisfaction through timely delivery of quality goods
- the confidence and expertise to train other professionals on aspects critical for efficient supply chain management
- an enhanced skillset to work in any process of the supply chain, thus increasing dynamism as professionals

TRAINING METHODOLOGY

We offers training across a wide range of topics catering to a wide audience. The courses are completely customisable and are checked before each training course to ensure that the content is relevant to the intended audience. Lectures are delivered from audio-video presentations by a highly experienced professional.

Trainee participation is encouraged through group assignments, projects, and debates. Role-plays help relate practical application to the theoretical training content delivered through lectures. Case studies also add relevance to theoretical and practical scenarios.





ORGANISATIONAL BENEFITS

By professionals enrolling for this Supply Chain Management Certification course, organisations will derive the following benefits:

- Enhanced performance of various processes of the supply chain
- Increased visibility and transparency of the various entities and processes of the supply chain, from start to end
- Increased client satisfaction because of faster delivery of goods with higher quality
- Reduced manufacturing costs because of lesser wastage of raw materials
- Organisational growth and development as a result of increased client satisfaction and reduced costs
- Increased credibility and dependability, in turn, encouraging more investors to contribute to the business
- Regular training of other employees on critical aspects to ensure an efficient and effective supply chain
- Application of advanced tools and techniques for end-to-end supply chain management, including automation to reduce unnecessary time spent on manual interventions
- Better risk assessment and management because of increased visibility throughout

PERSONAL BENEFITS

Professionals enrolling for this Supply Chain Management Certification Course will benefit in the following ways:

- Thorough understanding and increased knowledge of all processes of the supply chain, from start to end
- Greater skill and experience to have visibility and monitor all steps involving various entities to ensure that there is no delay or compromise on quality
- Enhanced perspective and thought process to make use of the visibility from start to end to pre-empt challenges and address them so as to not affect the delivery of goods
- Increased knowledge and experience to reduce material wastes and thus costs incurred by the organisation, contributing to organisational growth
- Greater understanding and knowledge of advanced tools and techniques used in end-to-end supply chain management and applying those to improve the process for one's organisation
- Increased confidence and knowledge to train and upskill other professionals on various aspects of supply chain management
- Greater expertise in all processes across the supply chain, thus increasing one's avenues for career growth and progression and ensuring more opportunities for undertaking higher roles and responsibilities

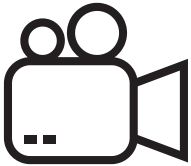




WHO IS THIS PROGRAMME FOR?

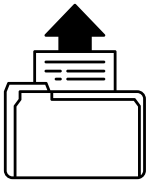
- All supply chain professionals involved in various cycles of the supply chain in an organisation who should understand other processes
- Vendors and other external stakeholders involved in the supply chain
- Top management of organisations who generally make strategic decisions for various phases of a supply chain
- Managers and supervisors responsible for overseeing the manufacturing process from start to end
- Quality checkers and auditors responsible for ensuring adherence and maintenance of quality standards through the process
- Investors and other potential financial stakeholders who need to understand the specifics of the entire supply chain to make effective investment decisions
- Any other professional who would like to know more about end-to-end 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**



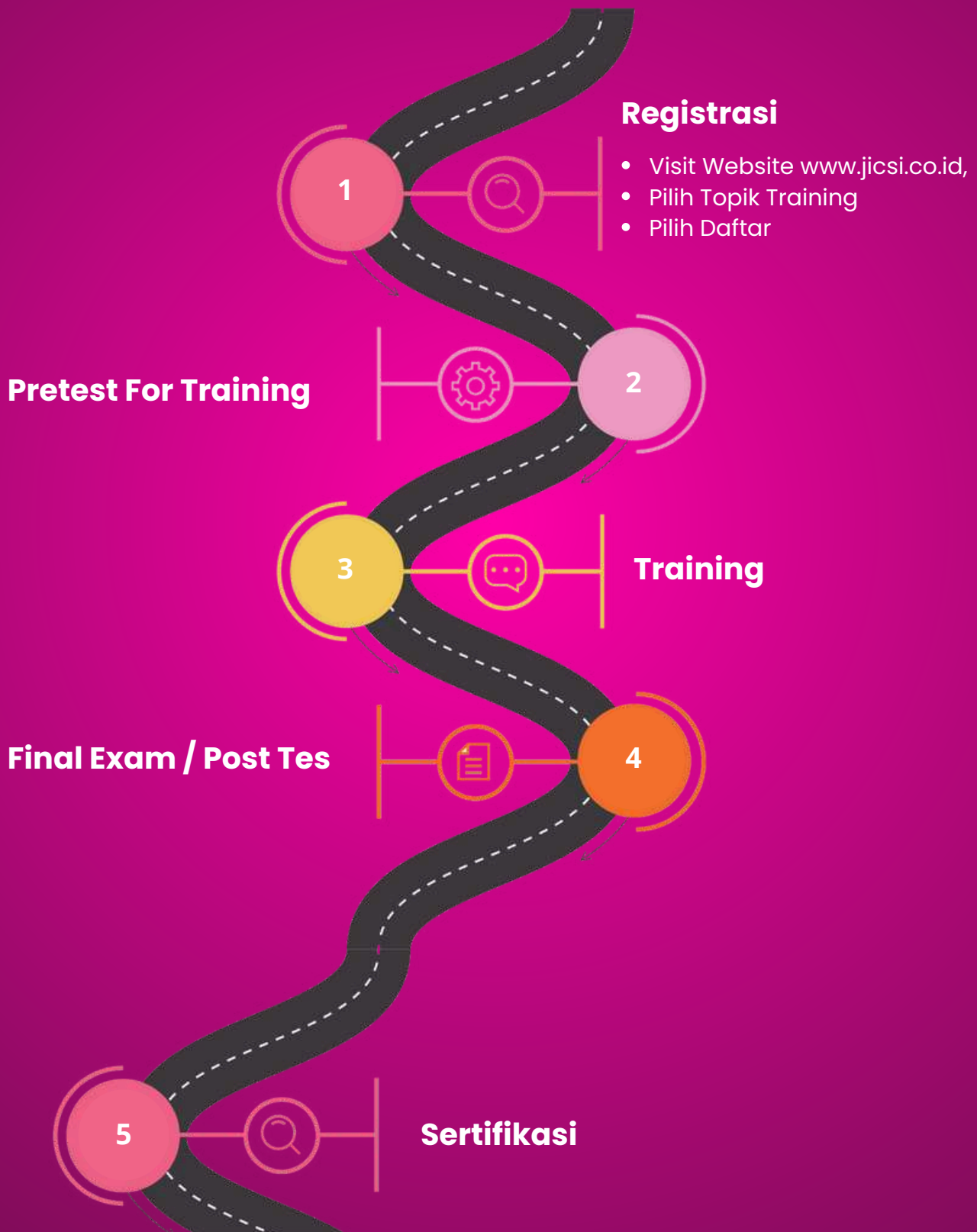
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Supply Chain Management Principles

Module 2 : Ways to Optimise End-to-End Supply Chain Management

Module 3 : Core Supply Chain Processes

Module 4 : End-to-End Supply Chain Operations

Module 5 : Triple 'A' Concept of Supply Chain Management

Module 6 : Supply Chain Areas Impacted by Transparency and Visibility

Module 7 : Advantages of Supply Chain Management

Module 8 : Supply Chain Challenges

Module 9 : Steps to Supply Chain Management Success



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**

LOKASI

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