



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Supply Chain Risk Management Course

OVERVIEW



Modern supply chain management is a complex system that is intrinsically impacted by internal and external disruptions. Learning how to manage the risk within the supply chain is of utmost importance to managers, senior executives, and anyone in an associated role. This has never been more important than in recent times with the increasing global pressures such as increased competition, tighter margins, and shifting political environments. The ability to manage this risk effectively can have far-reaching effects on the growth and sustainability of a company so it is vitally important that your managers are trained in this area.

Are you aware of the level of risk currently posed by inefficiencies or disruption to your supply chain? Do you want to build a fully integrated risk management system that will reduce inefficiencies and improve profitability?

This training course will help you confidently analyse the expected impact of all potential risks and develop the necessary methodology to ensure a smooth and sustainable recovery plan for your organization.



COURSE OBJECTIVES

By completing this Supply Chain Risk Management Course you should be able to:

- Understand the complexities and impact of supply chain risk and be able to plan accordingly
- Implement a robust disaster recovery plan
- Utilize relevant technology or software for risk modelling and identification
- Recognize, assess and mitigate various types of risk throughout the supply chain
- Prepare in advance for external or political events that may impact supply chain management

TRAINING METHODOLOGY

This Supply Chain Risk Management Course will be taught as an interactive training program and will provide you with plenty of opportunities to learn from and engage with other learners. You will experience:

- Seminars and Presentations
- Lectures and guest lectures
- Group work and group discussions
- Graded assignments
- Case studies and real-world best-practice methodologies





ORGANISATIONAL BENEFITS

There are many distinct benefits for your organization in having relevant personnel attend this training course:

- Using risk modelling software to better understand and mitigate supply chain risks
- Greater control and flexibility in how to deal with anticipated risk
- Employees naturally will take risks of varying degrees, and organizations must be aware of this so that they can plan effectively
- Increased efficiencies and cost benefits within supply chain management
- Developing a strong recovery roadmap and disaster planning framework for the benefit of the organization

PERSONAL BENEFITS

There are also many Personal Benefits for delegates that undertake this Supply Chain Risk Management Training, including the following:

- A greater understanding of the processes involved in supply chain risk management
- Awareness of the greater impact of decisions at an organizational level
- Confidence in dealing with unexpected situations through extended risk modelling
- Case studies of potentially high-risk situations
- Understanding the role of software and technology within this process and becoming familiar with the reporting process
- A preventative disaster recovery plan that you can tailor for your own department



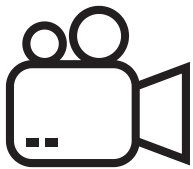


WHO IS THIS PROGRAMME FOR?

This Supply Chain Risk Management Course is of interest to a variety of personnel as we are all inherently involved in the management of risk, but particularly:

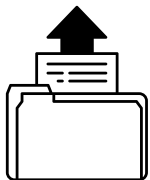
- Risk Management Team
- Supply Chain Managers
- Other Department Heads such as IT, Finance, Operations
- Human Resources Personnel
- Anyone involved in the supply chain including distribution and operations staff
- External consultants and business advisors
- Plant Managers and Senior Staff

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**



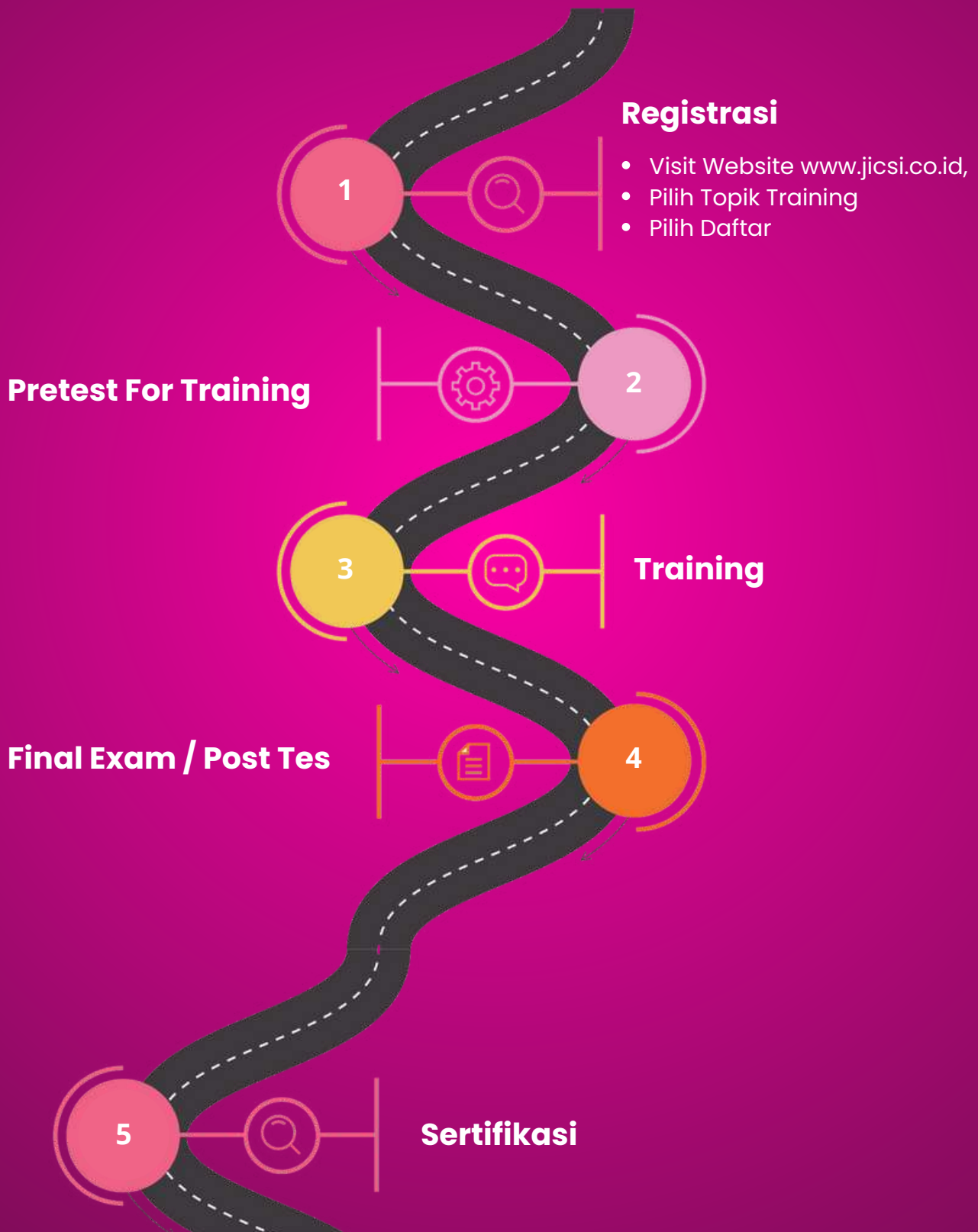
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Risk within Supply Chain Management

Module 2 : Understanding Risk Better

Module 3 : Understanding Risk Better

Module 4 : Evaluation of Key Risks

Module 5 : Effective and Appropriate Risk Response

Module 6 : Developing your own Risk Management Framework

Module 7 : Controlling Risk for the Future

Module 8 : Technological and IT Implications for Managing Risk



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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