



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



**Third Party Logistics (3PL),
Warehouse, Transportation
and Supply Chain
Management**

OVERVIEW



What is third-party logistics? Third-party logistics, often abbreviated as 3PL or TPL, refers to an organisation's use of third-party businesses or vendors to outsource some supply chain operations.

Third-party logistics providers are specialists in warehousing, transportation and other relevant services that can be scaled and customised according to customers' requirements, considering market conditions, to meet demands for their products and/or services.

Services offered by third-party logistics providers go beyond logistics to include value-added services related to production and procurement of goods and services. These days, third-party logistics software helps providers manage various supply chain processes of another organisation, making the process more efficient.

This training course will empower you with detailed knowledge of third-party logistics management. By undertaking this course, you will be able to spearhead various activities related to third-party logistics management, including critical decision making, thereby establishing your potential and credibility to undertake positions of higher responsibility and authority within your organisation, inadvertently fostering career growth and progression.



COURSE OBJECTIVES

The main objective of this Third-Party Logistics (3PL), Warehouse, Transportation and Supply Chain Management course is to empower professionals with:

- detailed information and knowledge about third-party logistics management
- the understanding and skillset to frame, negotiate and execute third-party logistics agreements successfully for the organisation
- the necessary confidence, experience and capability to manage third party logistics end to end for the organisation, spearheading all activities and demonstrating credibility and capability to undertake higher roles and responsibilities
- the perspective and exposure to various agreement-related challenges and risks and the ability to handle these effectively
- the ability to save time and costs for the organisation through effective long-term relationship building with third-party logistics providers
- the required skillset and capabilities to track, measure and correct third-party logistics provider performance through well-established, well-defined metrics
- the ability and potential to contribute to organisational growth and development as well as client satisfaction through trustworthy and strong relationships with third-party logistics providers
- the confidence and knowledge to train other professionals on effective third party logistics management

TRAINING METHODOLOGY

This training with a dual approach—practical and theoretical. A highly experienced professional delivers theoretical training using audio-visual presentations as reference. Trainee participation is facilitated by assigning them group projects and discussions, as well as role-plays, which encourage interaction and learning.

Case studies help relate the theory to relevant, well-known practical scenarios in order to enhance knowledge and learning. The trainer also encourages trainees to share practical challenges and issues they face at work, related to the topic of training, and these are discussed in detail to foster interaction and learning.





ORGANISATIONAL BENEFITS

By professionals undertaking this Third-Party Logistics (3PL), Warehouse, Transportation and Supply Chain Management course, organisations will derive the following benefits:

- Trained and experienced professionals to oversee and deliver efficient third-party logistics management
- More detailed and well-drafted third-party logistics agreements and contracts, with equal and rightful sharing of ownership and risks between both parties
- Faster and better delivery of products and services to customers, resulting in increased client satisfaction
- Effective negotiations and settlements of third-party logistics agreements and/or contracts
- Increased credibility and dependability because of better prediction and management of risks and challenges
- Organisational growth and development as a result of increased credibility leading to greater investments, increased client satisfaction, and reduced costs and risks
- Better market outreach and servicing because of leaner operations and good use of economies of scale
- Regular training of all staff related to third-party logistics management
- Performance tracking and correction of third-party logistics providers through effective performance management techniques
- More long-term, healthier relationships with third-party logistics providers, increasing the continuity and stability of the business

PERSONAL BENEFITS

Professionals enrolling for this Third Party Logistics (3PL), Warehouse, Transportation and Supply Chain Management course will derive the following benefits:

- In-depth understanding and knowledge of effective third party logistics management
- Increased skill and experience to draft and execute third-party logistics agreements or contracts
- Enhanced negotiation skills to enter into dialogue with the opposite party and convince the party for clauses to the benefit of the organisation and for clauses that are fair and balanced for both parties
- Greater confidence and experience to handle end-to-end third party logistics management for the organisation, thereby demonstrating one's talent and potential and facilitating further opportunities for career progression
- Enhanced foresight and strategic skills to identify risks and challenges and mitigate or share these between both parties to avoid too much ownership on one side
- Increased ability and skill to contribute to leaner and smarter operations by reducing time and costs of one's organisation, in turn resulting in organisational growth and development
- Increased ability to maintain good relationships with third-party logistics providers for long-term sustainability and dependability of the business
- Greater confidence and knowledge to train other professionals on best practices of third party logistics management

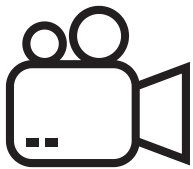




WHO IS THIS PROGRAMME FOR?

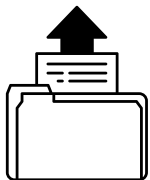
- Third-party logistics providers and other vendors responsible for providing one or more services in the supply chain
- Compliance officers responsible for audits to check adherence to universal standards for such arrangements
- Top management of organisations responsible for critical decision making
- Managers and supervisors as well as the various staff of multiple functions in the supply chain
- Policymakers, contract makers and legal representatives responsible for framing, negotiating and finalising contracts in adherence with the law
- Any other professional interested in knowing more about third party logistics 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**



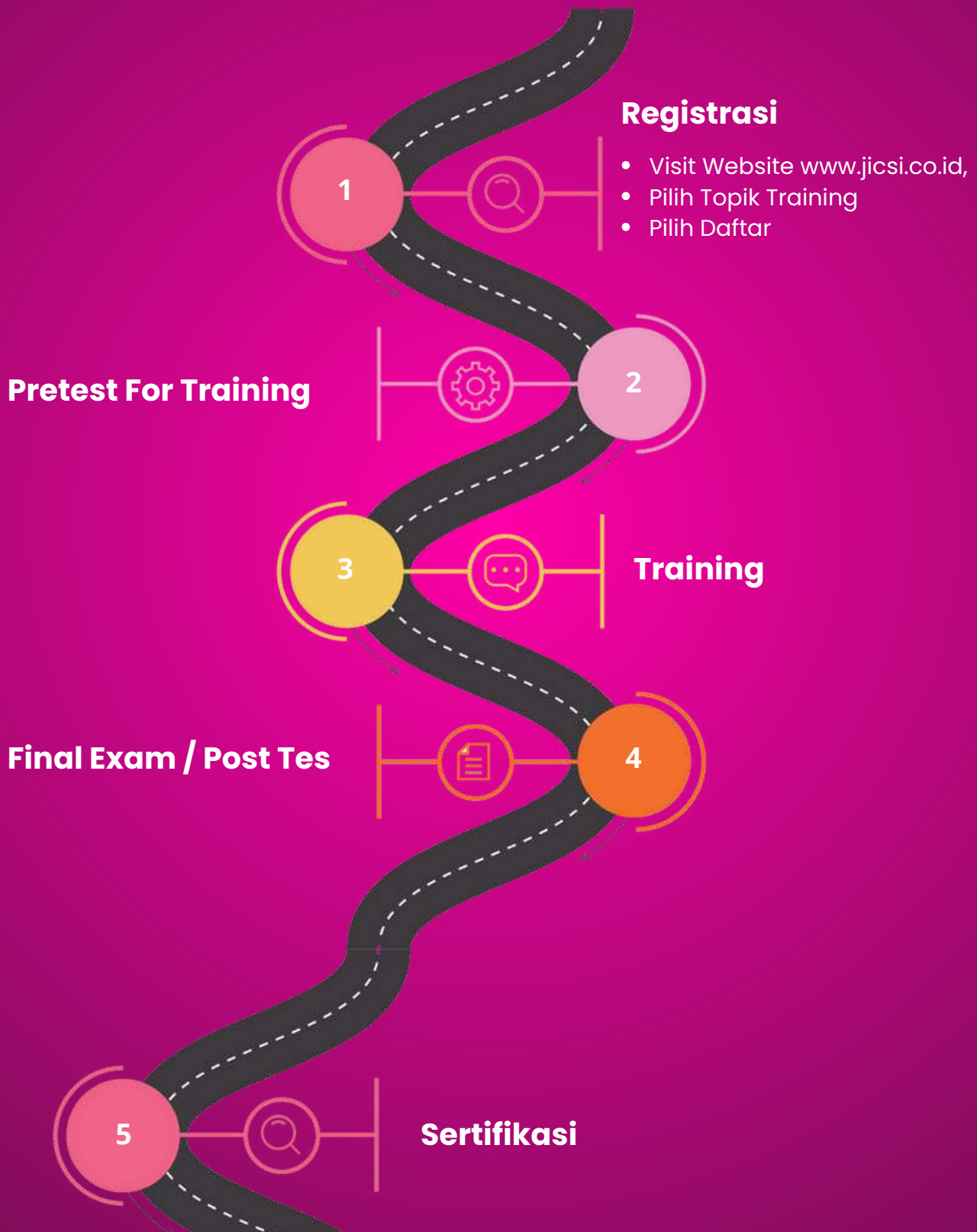
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Types of Third Party Logistics Providers

Module 2 : Advantages of Third Party Logistics

Module 3 : Disadvantages of Third Party Logistics

Module 4 : Successful Management of a Third Party Logistics Relationship

Module 5 : Performance Indicators for Managing Third-Party Logistics Performance

Module 6 : Challenges of Third Party Logistics Service Providers

Module 7 : Components of a Third Party Logistics Contract

Module 8 : Pitfalls in Third Party Contract Logistics Management



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.





**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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