



Supply Chain Management Integrating Lean, Six Sigma and SCOR

Increased competition, shorter product life cycles, and heightened customer expectations have led many companies to embrace a more comprehensive focus on Supply Chain Management versus the traditional physical logistics emphasis. Companies have worked for years to improve their internal processes, especially in production. It has become clear that many companies have reduced manufacturing costs to a practical minimum, leaving supply chain management as the effective way to further reduce cycle times and costs. A Supply Chain Management tactic can also improve customer service and satisfaction and may be a differentiating factor between you and your competitors. Refer to [Figure 1](#) for a simplified view of the supply chain.

When looking at the Supply Chain, there are many important questions to ask, “Do you know your material costs as a percentage of sales or cost of goods sold?” We might also ask “How does my Supply Chain costs compare with my competitors?” Do you know how your supply chain performance stacks-up against your competitors in areas such as delivery reliability, responsiveness, flexibility, or asset management efficiency?

Supply Chain Management’s primary goal is the integrated management of material and information flows within the business and ultimately between you and the businesses of your customers, suppliers, and partners. Some typical goals are *to improve resource utilization and efficiency, optimize inventory levels, improve speed for processes such as material procurement, order processing, and distribution, and improve cash flow by reducing the order-to-cash cycle.*

How can Supply Chain Excellence be used to improve the Supply Chain? The key is to approach Supply Chain activities as a process that can be improved through the use of the Supply Chain Operations Reference (SCOR) model, Six Sigma, and Lean.

THE COURSE WORK

Supply Chain Excellence is based on a proven roadmap that can be tailored for your individual strategic business needs. The foundation of a supply chain focus is the use of the SCOR model to map the supply chain and identify important performance gaps which can then be translated into actionable project work. The DMAIC and Lean tools are the backbone of the curriculum and are focused on material and information flows both internal and between you and your sub-suppliers and customers.

In addition, there is a supplemental class track focused on Strategic sourcing and supply base management. This class track is focused on deploying or enhancing a supply management process including the use of sourcing teams to drive material and service cost reductions as well as supplier performance improvements. Strategic Sourcing tools address issues that are central to strategic supply management and to sourcing of material and services. These tools include topics such as a commodity team process, supplier evaluation and selection, material approval, process change management, supplier performance scorecards, among others. When needed, these tools will be integrated to address your specific customer and business needs.

The perfect foundation to the Supply Chain Six Sigma approach is the Business Process Management methodology supported by the SCOR framework. This approach should be used to initiate the Supply Chain deployment due to the cross-functional nature of most supply chain projects. The BPMS process will enable you to analyze and prioritize your key business opportunities, define metrics, establish score cards to track your improvements, and identify specific supply chain projects.

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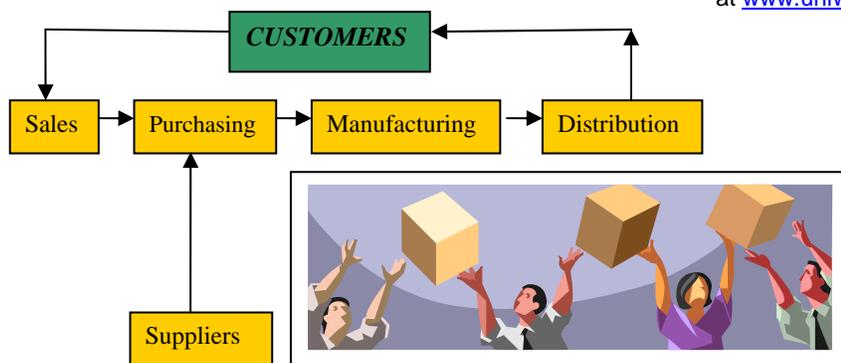


Figure 1: A Simplified Supply Chain Flow