



ITC

TRADE IMPACT  
FOR GOOD

50 YEARS

1964-2014

MODULAR LEARNING SYSTEM

# Supply Chain Management for export success



The business world has never been more global and more competitive. Enterprise dynamism and efficiency are today essential to success in the international marketplace. A vital element of this success is being able to cost-effectively manage business supply chain processes. This requires mastering the capabilities to:

- Secure reliable and timely access to essential inputs, including materials, components and services.
- Efficiently manage internal material flows and production processes.
- Deliver goods and services to customers on time and fully in tune with their requirements.
- Ensure flexibility and responsiveness, total quality and the lowest possible total cost.

Effective management of resources, processes and relationships with suppliers, contractors and customers is therefore an essential task for every business. This can mean the difference between profit and loss, between success and failure.

---

*“Consider all the products available in any supermarket: thousands of separate supply chains converge to give consumers the level of product availability they have come to expect. Logistics and supply chains are essential to any company’s competitive strategy and indeed its very survival. With trade facilitation, risk management, sustainability and job creation on top of the global agenda, logistics and [the] supply chain can play a key role in economic growth.”*

Global Agenda Council on Logistics and Supply Chain Systems 2012,  
World Economic Forum

---





## SUPPLY CHAIN MANAGEMENT CAN MAKE THE DIFFERENCE

Supply chain management (SCM) costs often make up as much as 80% of an enterprise's total expenditures. In this context, a 10% savings in supply chain operations can translate into a 60% increase in profit while maintaining or improving quality. Achieving this means having trained and competent managers and professionals to devise and implement required processes.

To help your business – large or small – to meet these challenges, a professional training and certification programme has been developed specifically to provide state-of-the-art solutions: the *Modular Learning System for Supply Chain Management* (MLS-SCM). Administered by the International Trade Centre (ITC) – a joint agency of the *United Nations* and of the *World Trade Organization* –

this course of study is delivered by ITC partner institutions in more than 40 countries.

## EXPERTISE TO HELP YOUR BUSINESS PROSPER

Developed by a team of international supply chain experts, *this programme* contains modules covering every stage of the purchasing and SCM process. Training sessions are engineered to ensure practical, high-quality learning, with each module containing up-to-date educational tools and content. Each component is updated regularly and new modules are being added in response to ever-changing requirements. Modules cover a broad range of topics from strategy-setting to managing relationships, operations and logistics. Understanding and applying these concepts can take your business to a higher level of performance.

*“The smarter supply chain of the future will be a rich source of insights that inform other business functions and strategic decision making. The Chief Supply Officer will be responsible for positioning the supply chain to make these critical contributions. He or she will need to be an expert at bringing together stakeholders ... and facilitating joint planning and risk mitigation. Negotiation and stakeholder management skills will be important complements to market knowledge and supply chain expertise.”*

“The Smarter Supply Chain of the Future – Global Chief Supply Chain Officer Study,” IBM Corp.

---

## KNOWLEDGE IS POWER

---

This programme can help you generate significant business improvements, such as increased market share and higher earnings. It can also improve your ability to meet growing demand for sustainability by taking key environmental, social and ethical considerations into account. Skills and competencies you will master include:

- Developing the right SCM strategies – including costing – for your business
- Tackling critical issues in your supply network
- Applying the best negotiation techniques
- Using the most suitable systems for managing operations and inventory
- Implementing effective purchasing, supply, logistics, and warehousing methods

Establishing your SCM credentials can be a stepping-stone to a satisfying career and enhances the corporate profile of companies of any size.

---

*“I achieved on average 17% savings for new cases [in 2010] compared to the overall budget, 70% higher than the original target. I was the star performer in the company. My immediate manager praised me for these great achievements.”*

Gu Tianming, Autotelematics, China

---

---

*“I was able to improve my negotiation skills by integrating negotiation variables and components learnt from Module 7 (Negotiating), like trade-offs with regards to payment terms, importation options et cetera that resulted in formalizing the agreement which allowed joint-cost reduction strategies.”*

Amina Sule, Deputy Purchasing Manager, Delta Afrik Engineering, Nigeria

---



## GLOBALLY RECOGNIZED CREDENTIALS

By completing specific modules and passing the corresponding exams, you can obtain an international certificate leading up to an international SCM diploma as part of the ITC professional certification programme. Course and exam fees, take account of local conditions to ensure affordability.

The ITC certification process consists of a flexible three-step approach that provides you with increasing professional recognition. It also offers the advantage of being recognised by other agencies operating globally such as the Institute for Supply Management (ISM) in the United States, which accepts the ITC diploma in SCM as equivalent to its CPSM certification under a reciprocity agreement with ITC.

International surveys have shown that business executives are most concerned about keeping costs in line, ensuring access to information, managing risks, strengthening their customer relationships, and sustaining growth. MLS-SCM addresses these issues and many more. So whether you're a long-time manager or just getting started, the flexibility of the MLS-SCM programme allows you to progress according to your own objectives, knowledge level and schedule.

The MLS-SCM is ISO 9001:2008 certified and this provides confidence and evidence to customers, partners and donors that it is managed in a professional and efficient manner and delivers a product that conforms to international standards.

The European Institute of Purchasing Management (EIPM) offers global add-on Master's Degrees for MLS-SCM Diploma holders.

---

*"To avoid time and cost, I made use of the supplier positioning model to manage the routine items. This greatly helped minimize our effort in re-tendering, evaluating and negotiating the contracts with many individual suppliers, and the cost associated with switching suppliers ... this is a big success to the procurement section in general and me in particular."*

Abrahaley Kidane Weldeab, procurement officer, Eritrea

---

*"I could move to a multinational company covering the procurement operations of 12 countries in Latin America. This company was bought by Hewlett Packard in 2008 but due to my training and experience, HP decided to keep me as global supply chain strategic manager and leader of the procurement operations in Colombia."*

Ricardo Donado Lopez, global supply chain services leader for Colombia and business relationship manager for Hewlett Packard Colombia

---

### Would you like to know more?

Ask about *MLS-SCM* at your local ITC partner institution. For more information on the *MLS-SCM* programme and a list of local partners, go to [www.scm-learningnet.org](http://www.scm-learningnet.org).

#### Mapics Consultancy Sdn Bhd

Address: YMCA Building, 211 Jalan Macalister  
10450 Georgetown, Penang, Malaysia  
Tel: +604-2273489 / Mobile: +6012-4272489  
Email: [mapics@mapics.com.my](mailto:mapics@mapics.com.my)  
Website: [www.mapicstraining.com](http://www.mapicstraining.com)



**Contact:** [mls-scm@intracen.org](mailto:mls-scm@intracen.org)  
**Street address:** ITC, 54-56, rue de Montbrillant, 1202 Geneva, Switzerland  
**Postal address:** ITC, Palais des Nations, 1211 Geneva 10, Switzerland  
**Internet:** [www.intracen.org/itc/exporters/supply-chain-management/](http://www.intracen.org/itc/exporters/supply-chain-management/)