Supply Chain Management and Logistics

SHORT COURSES | ADVISORY SERVICES

Shifting knowledge to insight
Shifting knowledge to insight

The rapid and vast changes we are beginning to experience in both our personal and professional lives call for a drastic shift in our thinking patterns and the way in which every industry will need to conduct business in the near future. Not only will business models in each and every trade need to transform in order to meet the growing needs and demands of consumers, but – more importantly – we will need to make a shift in the way we see and experience the world.

We currently live in a world governed by unprecedented technological advances – artificial intelligence, 3D printing and self-driving cars to mobile supercomputers, robotics and nanotechnology – that are all evidence of the significant change that is starting to happen around us right now.

We are on the brink of the Fourth Industrial Revolution that will no doubt change the way humankind lives, works and relates to one another. We are experiencing change at a speed unlike anything the world has experienced before, that compels us to live and create realities that were previously unthinkable.

As a means of contributing to the overall growth of the global market and anticipating future shifts in the way we have to do business, Enterprises University of Pretoria (Enterprises UP) provides specialised training programmes and short courses for skills development as well as research and advisory services for critical business insights to both our clients and individuals in South Africa and beyond.

What better way to remain on top of global changes in every walk of life and industry than through a partnership with a leading training and research provider that is backed by a solutions-driven approach and experts from the University of Pretoria.

We not only ensure that you increase productivity and enhance service excellence in your line of business, but also that you continuously engage in groundbreaking knowledge transfer in an ever-changing world by always shifting knowledge to insight.
Our solutions present a multifaceted value proposition aligned with organisational objectives, personal growth and skills development goals – either as a combination of Training Solutions and Research Solutions or as distinct solutions on their own. This also means that your company can optimise on B-BBEE scorecard points with a combination of our offerings that support the following outcomes:

1. **Work readiness development.**
   - Let entry-level employees acquire the right skills to help them integrate into the world of work more easily.

2. **Workplace Skills Plan (WSP) activation.**
   - Develop capacity and equip designated employees with professional skills aligned with industry needs.

3. **Community engagement.**
   - Ignite change in communities through experiential training and innovative business opportunities.

4. **Enterprise and supplier development.**
   - Invest in small business entities and start-ups that aspire to be more effective, efficient and sustainable.

**WHY PARTNER WITH US?**

- **A single point of entry for all training, research and advisory services.**
- **Access to all knowledge outputs from the University of Pretoria.**
- **Personalised services to achieve unique business and professional development goals.**
- **Innovative solutions for targeted training and critical business insight.**
- **An extensive international footprint spanning six continents.**
- **Draw from leading industry experts and South Africa’s finest thought leaders.**

**RESEARCH SOLUTIONS**

We provide a service offering that spans 50 plus areas of functional expertise and capability. Within each of these areas the total service offering is well balanced between applied research, advisory services and specialised business units. Most of our projects are highly customised and the solutions contained within each project draws on the latest best practice as informed by science and evidence.

Make business decisions informed by scientific evidence.

Science and scientific methods are embedded within our total solution offering.

Implement solutions that are shaped by and applicable to real-world challenges.

The strong symbiotic relationship between science and application enables us to generate solutions that are both innovative and practical.

Enrich your perspective by allowing multidisciplinary project teams to generate 360 degree insights.

We deploy various knowledge experts on the same project to generate enriched perspectives and diverse views.

Be a beneficiary of our creative journey with new ideas and solutions.

We are a breeding ground for new ideas, solutions and innovations – and only after they have been tested and applied do we put them into practice.

**SOLUTIONS-DRIVEN APPROACH**

Our solutions present a multifaceted value proposition aligned with organisational objectives, personal growth and skills development goals – either as a combination of Training Solutions and Research Solutions or as distinct solutions on their own. This also means that your company can optimise on B-BBEE scorecard points with a combination of our offerings that support the following outcomes:
For more information about our full range of available training programmes and short courses, visit www.enterprises.up.ac.za/training-solutions.

Also enquire with us about possible CPD points on any of our courses, or visit www.enterprises.up.ac.za/cpd-courses for an updated list.

See a range of relevant research and advisory services at the end of this section.
Most end-to-end steps in production, supply chain and business models – in most sectors of the economy – are changing as a result of disruptive and transforming technologies that are taking hold.¹ The goods and services that consumers demand, relevant factory processes and procedures, as well the management of global supply chains are being reshaped at an extraordinary pace and on an unparalleled scale. This growing trend will change the shape and form of globalisation – as more regional and local flows will become more important – and therefore also impact on the delivery of goods more and more on a glocal basis, resulting in greater spatial and temporal flexibility that will bring locations of production and sale closer together, and drive major changes in the design of future value and supply chains.

As the supply chain is the pipeline through which consumers and businesses get what they need – at the right place and the right time of course – the rise of eCommerce and the experience economy means that in today’s lean and highly demanding world, ensuring business continuity is key.² With our products and service offered in **Supply Chain Management and Logistics** you can be assured that you will be equipped with the right skills set and types of insights to apply the newest technologies and find answers to increasingly demanding customers and complex challenges in the widest variety of fields.

---


---

**85.5%**

The percentage of companies in the manufacturing and logistics industries worldwide that see positive effects from digital transformation.¹

**50%**

The percentage of procurement managers across the globe that foresee talent constraints as the biggest challenge in the industry.²
**Contract Management**

- **COURSE CODE**: P000287
- **MODE OF DELIVERY**: Contact sessions
- **DURATION**: 3 contact days
- **CERTIFICATE**: Successfully completed

The short course in **Contract Management** is ideal if you seek to acquire the necessary practical skills in effectively managing and administrating contracts for goods and services. Contract management refers to the process of systematically and efficiently managing contract creation, execution and analysis for the purpose of maximising financial and operational performance while minimising risk. Whether it is through great interpersonal and negotiation skills, or the ability to establish and maintain powerful business relationships, this course will equip you with an in-depth understanding of the industry and business in which you operate as contract or business manager.

*See also: Business Management and Entrepreneurship, Law and Human Rights*

**Customer Experience Practice**

- **COURSE CODE**: P003092
- **MODE OF DELIVERY**: Contact sessions
- **DURATION**: 3 contact days
- **CERTIFICATE**: Successfully completed

With the short course in **Customer Experience Practice**, you will be able to bridge the gap between theory and practice in the customer experience and service delivery arena by focusing on the implementation of customer experience principles. This course will ultimately enable you to identify needs and then develop and implement customer experience programmes that are relevant to your respective industry and/or workplace. Customer experience management (CEM) has gained popularity in recent years as an effective mechanism for retaining and promoting client loyalty, but many businesses are still struggling with the implementation of CEM principles in their specific business environments.

*See also: Business Management and Entrepreneurship, Marketing, Communication and Languages*

**Customer Experience Management**

- **COURSE CODE**: P002145
- **MODE OF DELIVERY**: Contact sessions
- **DURATION**: 4 contact days
- **CERTIFICATE**: Successfully completed

The **Customer Experience Management** short course specifically focuses on the development and execution of customer experience management (CEM) measurement, strategies and implementation, and will provide you with a deeper understanding of the essentials of CEM. Organisations are increasingly recognising that customer retention, growth and profitability rely heavily on the quality of customers’ interaction with their business environments. This course is designed to address one of the fastest growing needs in modern organisations and aims to help you increase customer retention, growth, loyalty and profitability where you will soon be on your way to become a customer experience specialist or manager.

*See also: Business Management and Entrepreneurship, Marketing, Communication and Languages*

**Customer Service Excellence**

- **COURSE CODE**: P001638
- **MODE OF DELIVERY**: Contact sessions
- **DURATION**: 3 contact days
- **CERTIFICATE**: Successfully completed

The short course in **Customer Service Excellence** will provide you with a comprehensive understanding of how the roles, attitudes and interactions of customer service consultants ultimately shape your clients’ perception and value assessment of your organisation in presenting a unique product and/or service proposition. The course specifically focuses on identifying and modelling customer service delivery from a best-practice viewpoint while it also looks at how to motivate and maintain the morale of customer service staff and/or teams. The course further looks at methods of inspiring others to always deliver consistently and with high-quality service excellence always top of mind.

*See also: Business Management and Entrepreneurship, Marketing, Communication and Languages*
Fleet Management

The short course in Fleet Management provides you with a basic understanding of the different elements of fleet management, while specifically focusing on vehicle utilisation, whole-life costs, tendering, vehicle maintenance and regulatory requirements. During the course, you will be able tap into a realistic business environment with sophisticated computerised simulations where your team will be challenged to run your business while trying to achieve determined business objectives and aligning supply, production, distribution and demand in the supply chain process. You will become familiar with the various role-players and stakeholders in the value chain and how to effectively manage your fleet.

Hands-on Supply Chain Management

The Hands-on Supply Chain Management short course provides you with a sound understanding of how a truly integrated supply chain creates value for your organisation, its supply chain partners and stakeholders. The course also takes a hands-on approach by employing sophisticated computerised simulations to tap into a realistic business environment that challenges you to run your own businesses effectively and achieve determined business objectives. During the course, you will gain the necessary know-how to align supply, production, distribution and demand, and then to run the supply chain process successfully while focusing on the management of inventory, purchasing, operations, warehousing and transport.

Introduction to International Logistics and Incoterms®

The Introduction to International Logistics and Incoterms® workshop provides you with essential knowledge of international cargo movements in relation to the International Chamber of Commerce’s (ICC) International Commercial Terms (Incoterms®). The efficient movement of goods between countries is the core focus of international logistics managers in many organisations, and this workshop will provide you with everything you need to know about cargo movement, cargo types and transport modes. You will also gain invaluable insights to transport infrastructure in southern Africa, the preparation of shipments for transit, cargo insurance, customs practice and the function of the shipping department of an organisation.

Negotiation Skills

The Negotiation Skills short course will equip you with an essential framework that forms the basis of any type of negotiation and its consequent employment in the business environment. During the course, you will have the opportunity to apply key negotiation principles in practice, while also observing and delivering critique on others during simulated negotiation settings. This approach specifically aims to build your confidence and develop your abilities to negotiate more successfully, but also to deliver measureable improvement in negotiation performance in the workplace by familiarising yourself with all the ins and outs of the negotiation setting for better results.

See also: General Management and Leadership Development
### PFMA Supply Chain Management Bid Committees Course

The **PFMA Supply Chain Management Bid Committees Course** provides you with the skills and tools needed to operationalise the legislative requirements – as stipulated in the Public Finance Management Act (PFMA), Preferential Procurement Policy Framework Act (PPFA) and Preferential Procurement Regulations – in order to help you successfully implement supply chain management systems in your municipality and/or organisation. In addition to various aspects of the concept of supply chain management, you will come to understand the delegations, roles and functions of various bid committees (including their meeting procedures), as well as the application of the preference point system and calculation of points.

**See also:** Public Administration and Management

---

### Process Modelling for Business Operations

The **Process Modelling for Business Operations** short course will introduce you to best-practice industry process modelling standards in order to equip you with a solid understanding of practical tools and techniques for business processes modelling in preparation of analysis and improvement of business process performance. Business process modelling is essential to business management success and documenting all the processes aids communication throughout an organisation. This has always been a key aspect of quality management programmes, business process re-engineering and ongoing improvement approaches. The course emphasises the importance of creating aligned viewpoints and context for process modelling in the business environment.

**See also:** Business Management and Entrepreneurship Information and Communication Technology

---

### Programme in Production and Operations Management

The **Programme in Production and Operations Management** provides you with key insights to the changes specifically taking place in the world of business, production and operations management. The programme will equip you with a sound knowledge base and basic skills in production and operations management. During the programme, you will gain a better understanding of developing a cadre of high-calibre production staff, the need for business and managerial excellence, establishing role-models in the manufacturing sector and enhancing personal leadership and interpersonal competencies. You will also be empowered to make a more effective contribution to the implementation of company-wide strategic management.
Intermediate Programme in Production and Operations Management

The Intermediate Programme in Production and Operations Management provides you with more sophisticated insights to the integrated supply chain aspects of production and operations management. The programme aims to develop your overall understanding of demand forecasting and management, master production scheduling, logistics management, supply-chain inventory management and project management. You will also become familiar with the intricate details of lean manufacturing principles, continuous improvement (Six Sigma), organisational change and using risk management tools for ensuring supply and operations continuity. The programme will also enable you to further contribute to the implementation of company-wide strategic management with more progressive operational skills.

Programme in Supply Chain Management for Junior Practitioners

The Programme in Supply Chain Management for Junior Practitioners provides you with a fundamental skills set in supply chain management and logistics that is specifically aimed at first-level or junior managers. During the programme, you will come to better understand terminology and methods in solving well-defined problems to successfully fulfil your particular management role within your organisation. You will gain practical experience in all areas of supply chain management, including warehousing, transport, inventory, materials management and purchasing. You will be able to apply your knowledge on an operational level. This programme is accredited with the European Certification Board for Logistics (ECBL).

Advanced Programme in Production and Operations Management

The Advanced Programme in Production and Operations Management provides you with a progressive platform to develop high-level skills towards a future leadership role within your organisation regarding the production and operations environment. This advanced programme provides you with key insights to the changes that are taking place in the world of business and production and operations management and address key areas critical to the future success of business operations. During the programme, you will be able to come to terms with the overall aspects of supply chain management, production and operations strategy, enterprise resource planning, financial management and change management.

Advanced Programme in Supply Chain Management for Senior Practitioners

The Advanced Programme in Supply Chain Management for Senior Practitioners provides you with more progressive skills in supply chain management and logistics that is specifically aimed at senior managers. The programme enables you to participate in an integrated supply chain management environment and helps you to effectively deal with the execution of logistics information systems, enterprise resource planning, procurement, human resources, transport, warehousing management, as well as manufacturing logistics. You will also be able to gain insights to the processes, elements and advanced principles on a functional level. This programme is accredited with the European Certification Board for Logistics (ECBL).
### Executive Programme in Supply Chain Management for Master Practitioners

**COURSE CODE**  
P000269

**MODE OF DELIVERY**  
Contact sessions

**DURATION**  
8 study blocks of 3–4 contact days each

**CERTIFICATE**  
Successfully completed

The Executive Programme in Supply Chain Management for Master Practitioners provides you with master knowledge as top-level manager and equips you with the necessary skills to participate in supply chain management within a multidisciplinary team. The programme seeks to provide you with high-level conceptual and strategic skills and will empower you to apply integrated supply chain management principles on a strategic level. The programme specifically looks into integrated logistics planning, procurement and supply, inventory and manufacturing, marketing, distribution logistics, facilities planning and warehousing, as well as reverse logistics. This programme is accredited with the European Certification Board for Logistics (ECBL).

### Total Quality Management

**COURSE CODE**  
P002019

**MODE OF DELIVERY**  
Contact sessions

**DURATION**  
3 contact days each

**CERTIFICATE**  
Successfully completed

The short course in Total Quality Management will introduce you to contemporary tools and techniques in quality control that will enable you to articulate and implement quality improvement processes in the workplace in line with the total quality management philosophy. In today’s world, customer satisfaction and competitiveness are a function of quality levels, and individuals with the capacity to successfully implement total quality management are becoming indispensable assets to any organisation. Total quality management is based on the principle that every member of staff must be committed to maintaining high standards of work in every aspect of an organisation’s operations.

See also: Business Management and Entrepreneurship

### Supervisory Management Skills

**COURSE CODE**  
P001481

**MODE OF DELIVERY**  
Contact sessions

**DURATION**  
3 contact days each

**CERTIFICATE**  
Successfully completed

The short course in Supervisory Management Skills provides you with the necessary knowledge and insights to become successful in any supervisory position by focusing on and improving important managerial skills. As manager or supervisor, you often have to manage various operational aspects as well as the people side of business simultaneously, which can lead to situations of great stress or anxiety. During the course, you will acquire the requisite skills to make sound (yet creative) decisions, develop techniques to communicate better, manage and organise your time optimally, manage staff and conflict situations, improve productivity and implement total quality control measures.

See also: General Management and Leadership Development  
Human Capital Management
We deploy multifaceted teams of experts that provide customised and innovative research and advisory services for a competitive edge shaped around our ability to put science into practice.

Our operating paradigm is shaped around solutions applications in relation to real-world challenges experienced by our clients, as well as daily challenges in our communities and society. With this in hand, we offer a diverse range of empirical, business-to-business Research Solutions across the full lifecycle of projects.

- Logistics, warehousing and transport management
- Procedure and process development
- Procurement implementation
- Procurement management
- Procurement policy development
- Relationship management and resilience
- Risk and operations management
- Supply chain design and networks
- Supply chain integration and resilience
- Supply chain strategy

For more information about our full offering of research and advisory services, visit www.enterprises.up.ac.za/research-solutions
The following credit-bearing courses provides you with an entry point to formal degree programmes exclusively presented by the University of Pretoria (with credits afforded towards the specified degree modules):

### Faculty of Economic and Management Sciences

<table>
<thead>
<tr>
<th>Module code and credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty of Economic and Management Sciences</td>
</tr>
<tr>
<td>Advanced Programme in Labour Relations Management ABV700</td>
</tr>
<tr>
<td>Basic Course in Financial Investigation FRA710 (20 credits)</td>
</tr>
<tr>
<td>Economic Crime Schemes FRA701 (20 credits)</td>
</tr>
<tr>
<td>Fraud Risk Management FRA702 (20 credits)</td>
</tr>
<tr>
<td>Interviewing Skills for Fraud Examiners and Auditors FRA708 (20 credits)</td>
</tr>
<tr>
<td>Investigation and Management of Cyber and Electronic Crime FRA707 (20 credits)</td>
</tr>
<tr>
<td>Investigation of Financial Crime FRA703 (20 credits)</td>
</tr>
<tr>
<td>Labour Relations ABV320 (20 credits)</td>
</tr>
<tr>
<td>Law for Commercial Forensic Practitioners FRA704 (20 credits)</td>
</tr>
<tr>
<td>Module in Advanced Module in Basic Taxation (Graduate Level) BEL300 (40 credits)</td>
</tr>
<tr>
<td>Module in Advanced Module in Basic Taxation (Postgraduate Level) BEL751 (40 credits)</td>
</tr>
<tr>
<td>Module in Basic Taxation BEL200 (40 credits)</td>
</tr>
<tr>
<td>Module in Advanced Module in Basic Taxation Money Laundering Investigation and Detection FRA705 (20 credits)</td>
</tr>
<tr>
<td>Prevention and Detection of Procurement and Contract Fraud FRA709 (20 credits)</td>
</tr>
<tr>
<td>Programme in Empowering Responsible Leaders in Local Government OBS781 (20 credits)</td>
</tr>
<tr>
<td>Faculty of Health Sciences</td>
</tr>
<tr>
<td>Online Course in Exercise Science and Personal Training FLG331 (18 credits)</td>
</tr>
<tr>
<td>Online Course in Neuroscience Visual Skills Testing and Training FLG211 (12 credits)</td>
</tr>
<tr>
<td>Online Course: Introduction to Neuroscience Coaching FLG327 (30 credits)</td>
</tr>
<tr>
<td>Faculty of Humanities</td>
</tr>
<tr>
<td>Advanced Course in Employee Assistance Programmes UPO923 (15 credits)</td>
</tr>
<tr>
<td>Cross-Cultural Communication LCC715 (20 credits)</td>
</tr>
<tr>
<td>Sport Facilities and Events Management MBK709 (27 credits)</td>
</tr>
<tr>
<td>School of Public Management and Administration (credits towards enrolment in the Master's in Public Administration [MPA])</td>
</tr>
<tr>
<td>Strategic Capability and Leadership for Senior Managers PAD803 (20 credits)</td>
</tr>
<tr>
<td>Programme and Project Management for Senior Managers PAD804 (10 credits)</td>
</tr>
<tr>
<td>Public Financial Management for Senior Managers FHB800 (20 credits)</td>
</tr>
<tr>
<td>People Management and Empowerment for Senior Managers HPB801 (20 credits)</td>
</tr>
<tr>
<td>Public Policy, Problem Solving and Analysis for Senior Managers OXA800 (10 credits)</td>
</tr>
</tbody>
</table>

Successful completion of credit-bearing short courses entails that a candidate who otherwise complies with all the admission requirements for corresponding formal degree programmes – as published annually in the respective year faculty year books of the University of Pretoria – may upon registering for the formal programme obtain credits for the corresponding degree modules. Normal application processes for admission to formal programmes at the University of Pretoria must be followed. Certificates of successful completion of credit-bearing short courses issued by Enterprises University of Pretoria must be submitted during the application for recognition of allocated credits.

### Licensed content

- **CCNA® and CCNP®** are registered trademarks and used under licence of Cisco Systems, Inc. ([https://www.cisco.com](https://www.cisco.com)).
- **BABOK® Guide** is a registered trademark and used under licence of the International Institute of Business Analysis ([http://www.iiba.org](http://www.iiba.org)).
- **Herrmann Whole Brain® Thinking System, Thinking Accelerator®** and **HBDIinteractive®** are registered trademarks and used under licence of Herrmann International ([http://www.herrmannsolutions.com](http://www.herrmannsolutions.com)).
- **Incoterms®** is a registered trademark and used under licence of the International Chamber of Commerce (ICC) ([https://iccwbo.org](https://iccwbo.org)).
- **JBC®** is a registered trademark and used under licence of the Joint Building Contracts Committee® NPC ([http://www.jbcc.co.za](http://www.jbcc.co.za)).
- **PMP®, PMI® and PMBOK® Guide** are registered trademarks and used under licence of the Project Management Institute, Inc. ([http://www.pmi.org.za](http://www.pmi.org.za)).

---

**ENTERPRISES University of Pretoria**

Copyright © 2019 Enterprises University of Pretoria (Pty) Ltd

All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means, including photocopying and/or digital reproduction, or by any information storage and retrieval system, without the copyright owner’s permission.
Shift to training and research solutions made to measure.

Partner with Enterprises University of Pretoria to make the shift towards integrated training, research and advisory services by collaborating with world-class experts to create all-inclusive corporate solutions.

**TRAINING SOLUTIONS**
- Training programmes and short courses
- Online and CPD courses
- Customised courses for corporate training
- Earn a certificate from the University of Pretoria

**RESEARCH SOLUTIONS**
- Applied research
- Advisory services
- Specialised business units
- Direct access to experts from the University of Pretoria

You have a plan. We have a way to make it happen. Ask us how.