

## **Module 1: Logistics and Supply Chain Overview**

- Section A: Logistics Fundamentals
- Section B: Logistics Strategy within the Supply Chain
- Section C: Lean Logistics

## **Module 2: Capacity Planning and Demand Management**

- Section A: Aligning Supply and Demand
- Section B: Translating Demand into Capacity Planning
- Section C: Demand Management
- Section D: Sourcing and Procurement of inventory

## **Module 3: Order Management**

- Section A: Customer Relationship Management (CRM)
- Section B: Order Management
- Section C: Customer Service Management (CSM)

## **Module 4: Inventory and Warehouse Management**

- Section A: Inventory Management in Logistics
- Section B: Inventory Management Methods
- Section C: Inventory Control
- Section D: Warehousing Strategy and Management
- Section E: Packaging and Materials and handling

## **Module 5: Transportation**

- Section A: Transportation Fundamentals
- Section B: Modes of transport
- Section C: Transportation Management

## **Module 6: Global Logistics considerations**

- Section A: Infrastructure and Systems
- Section B: Regulations
- Section C: Customs Clearing and documentation
- Section D: Finance and Payment options
- Section E: Currency and Tax Considerations

## **Module 7: Logistics Network Design**

- Section A: Facilities Planning
- Section B: Distribution Network Design
- Section C: Risk Management

## **Module 8: Reverse Logistics and Sustainability**

- Section A: Reverse Logistics
- Section B: Sustainability