



Supply Chain Management, Forecasting and Inventory Management Master Classes

Dates: January 28 through January 31, 2013

Venue: Hotel The Address, Dubai Marina, Dubai, UAE

IQ Services (www.IQservices.ae), in collaboration with Durlinger Consultancy, is organizing training seminars in Dubai in January 2013.

Being responsible as a manager, or managing staff, in the fields of Supply Chain and Inventory Management is not easy these days. Today more than ever, customers require higher service levels, more flexibility and reliable lead-times. Your company, shareholders and banks demand tightened control, reduction of working capital, reduction of operating cost and increase of ROI. Erratic demand, unreliable supply, the global economy and shortage of natural resources challenges the Supply Chain even more.

We have developed highly effective training seminars, attended by hundreds of (executive) managers from well know companies and non-profit organizations (e.g. Dutch Railways, Heineken, AkzoNobel, KLM, Caterpillar, Federal Belgium Police, Eaton Corporation, South African Breweries and many more), which will help you to successfully deal with the challenges you face today and will face tomorrow.

In January 2013 the following seminars will be held by IQ Services in Dubai:

- **Supply Chain Management for Senior Management** (January 28)
- **Master Class Inventory Management** (January 29 & 30)
- **Master Class Supply Chain Risk Management** (January 29)
- **Master Class Financial Supply Chain Management/SCM Cost Control** (January 30 & 31)
- **Master Class Forecasting** (January 31)

About the trainers:

Dr Paul Durlinger is the most well-known specialist in the fields of Inventory Management and Forecasting in the Netherlands and will teach you the tips and tricks to be implemented. Paul is connected to various European institutes and lectures at the Pretoria University, South Africa. He also is the author of many books, whitepapers and articles.

Niek Visarius is a Supply Chain executive with over 25 years of industry experience around the world (he has worked in the USA, various European countries, the UAE and Oman). He has consulted many companies in the field of Supply Chain Management, with a cross-over to ICT/ Finance/ Customer Service/ Shared Services.

Seminar details:

Supply Chain Management for Senior Management (January 28)

This unique one-day seminar is intended for senior managers and executives in General Management, Supply Chain Management, Inventory, Procurement, Purchasing, Sales and Finance.

The seminar will give you practical insight into the following topics:

- Inventory Management
- Inventory Costing
- The importance and benefits of Portfolio Management
- Supply Chain Risk Management
- Supply Chain Cost Management
- The top-line and bottom-line impact of SCM

Master Class Inventory Management (January 29 & 30)

This Master Class is intended for managers in Supply Chain, Inventory, Purchasing, Operations Management and Sales. In this 2-day Master Class you will learn how Inventory should be controlled, which inventory strategies can be applied and how (and when) to apply them. You will learn how to work with the Inventory Strategy Matrix (not all inventory items should be treated the same way). In addition, determination of batch/order sizes (purchasing and procurement) will be explained. The same holds for determining re-order levels in which the latest insights in service levels will be covered. Previous attendants managed to yield extra cash flows ranging from a few hundred thousand Euro's up to millions by decreasing inventory whilst increasing service levels to their customers. This Master Class is accredited by the Pretoria University of South Africa.

Master Class Supply Chain Risk Management (January 29)

This Master Class is intended for managers in Supply Chain Management, Procurement, Export, Sales and Finance and all other functions dealing with supply, demand, import/export and manufacturing and decision makers in these areas. You will be provided with insight into the risks associated with managing (global) supply chains and their impact on your manufacturing capability, procurement of materials and shipments of products to your customers. The world is changing, legislation changes, multiple natural resources are becoming scarce. Attending this Master Class will help you to identify the weak spots in your organization and will teach you how to address and to minimize the associated risks.

Master Class Financial Supply Chain Management/SCM Cost Control (January 30 & 31)

This Master Class, one of our most popular ones, is intended for Supply Chain Managers and senior Supply Chain staff and finance functions. It will provide you with practical and detailed financial insight into the build-up of SCM costs and other related value streams. You will be provided with the tools to financially manage and control your total Supply Chain, from purchase to customer delivery and return flows. As a Supply Chain Manager you can significantly impact the company's bottom line and in this Master Class you will learn how to do so. We will elaborate on methodologies and models such as the SCOR model, Activity Based Costing, the DuPont model, Lean Supply Chain Management and many more. This course has been developed in such a way that the learning can be applied in practice immediately. Prior attendants of this Master Class have reported back that they have achieved savings within their supply chain operations of up to 15%.

Master Class Forecasting (January 31)

"Forecasting is extremely difficult", "Every forecast turns out wrong", "Sales can never provide an accurate forecast". Yes, there is some truth in these statements, but still: every company needs a sales forecast. And it should be as accurate and reliable as possible. In the absence of a reliable forecast, S&OP processes will fail, Master Production Schedules and purchasing programs will be invalid thus causing many problems in the execution of your MRP and inventories will be unbalanced, causing widespread out-of-stocks or obsolesces. Forecasting should not be treated as a black-box approach, but as a professional process managed by knowledgeable executives. To provide reliable forecasts you must know about the nature of forecasts, the origin and value of historic (sales) data, the best way in which to calculate accuracies and how to use this information in the forecasting process. Managers don't need to know in depth how all the formulae work, but they must be able to value and weigh the outcomes. In this Master Class we will do exactly this. We will show you how to set up an efficient and effective forecasting process. We will also identify which key-staff must be involved. Finally, you will learn how to make sure you get the right data, how to organize this data and how to improve the sales forecast by use of smart performance indicators and feedback processes. Previous participants were able to considerably improve their forecast accuracy, and by doing so, significantly improved their performance towards their customers. This Master Class is certified by the University of Pretoria South Africa.

Participants of the IQServices Training and Master Classes will receive a Certificate.

Registration form

(please fill in the form, scan it and return by e-mail to info@IQservices.ae)

- Register before December 31, 2012 and receive a 10% early registration discount.
- Each additional participant from the same company will receive a 15% registration discount.

Selected program(s):

Company details:

Address:

City and Postal Code: Country:

Telephone number:

Invoicing address:

Participant(s) name(s):

Position(s):

E-mail:

Direct phone number:

Participation costs:

- | | |
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| • Supply Chain Management for Senior Management | USD 1500 |
| • Master Class Inventory Management | USD 1995 |
| • Master Class Supply Chain Risk Management | USD 1295 |
| • Master Class Financial Supply Chain Management / SCM Cost Control | USD 1995 |
| • Master Class Forecasting | USD 1295 |

Payment terms: directly upon receipt of invoice after registration.

Hotel accommodations: The Address Hotel, Dubai Marina (participants receive a preferred rate upon booking).

IQ Services can also cater for in-house Master Classes and training courses.

Please contact us via e-mail at info@iqservices.ae for information.



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