



Fulfillment Operations Management

Overview

This program provides a primary understanding of end-to-end fulfillment operations within firms, from forecast development through successful delivery to customers. Basic terminology and underlying processes will be identified and explained, and best practices will be integrated to highlight effective fulfillment management.

Who Should Attend

This introductory-level program is for anyone who is new to the fulfillment process as well as experienced managers seeking new ideas and methods to improve processes. Titles of participants have included:

- Distribution Manager
- Buyer / Inventory Supervisor
- Weapon Systems Officer
- Program Manager / Supply Planner

Program Benefits

Improve your ability to:

- Develop forecasts within your firm and with customer partners
- Design strategic fulfillment networks
- Navigate carrier economics, pricing, and the legal environment within the carrier industry today
- Use quantitative financial models to identify the cost and service implications of fulfillment decisions
- Implement best practices utilized by other organizations in various industries

At Penn State

2-Day Short Course

Location: University Park, PA

This course fulfills a requirement for the Professional Certificate in Supply Chain Operations

Please see our Schedule on the web for current dates.

Value For You & Your Organization

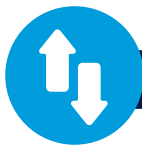
Fulfillment Operations Management will provide attendees with practical information to better manage fulfillment operations. Content will help improve process design and the quantification of cost and service decisions in fulfillment. Quantitative techniques will be introduced to identify the financial or cost implications of fulfillment decisions.

“The content and topics were right on target. I enjoy the openness of these excellent classes and the ability to allow the participants to guide the learning. The instructors are always willing to use real-life cases and help individuals in the class solve their issues with the group.”

Timothy Malloy
BU Raw Material Manager
Sartomer (Arkema Group)

Program Content

This program is taught by the very best business faculty and experienced practitioners from top organizations who will help you tie critical new perspective, concepts, and techniques to immediate application in the workplace.



Order Management

- Customer Relationship Management
- Activity-Based Costing
- Order execution
- Measuring the order management process



Distribution Management

- Roles of the distribution center
- Strategic distribution decisions
- Facility design principles
- Warehouse Management System (WMS)
- Calculating labor and space costs in the distribution center



Inventory Management

- Calculating inventory carrying cost
- Calculating safety stock levels
- Functional approaches to managing inventory
- Classifying inventory



Transportation Management

- Mode overview/market analysis
- Financial impact of transportation
- Carrier economics/pricing
- Anti-trust laws in transportation
- Carrier liability

Pricing

- **\$2,150** covers tuition, materials, lunch, breaks, and the group dinner only (you are responsible for lodging, travel, and “on your own” dinners)
- **\$2,600** includes above plus meals and lodging at the Nittany Lion Inn or The Penn Stater (you are responsible for travel)

Discounts

A 20% discount is available for:

- DoD or government employees
- Penn State Alumni
- Teams of three or more attending this program from one company
- CSCR Corporate Sponsors & other affiliated groups

Earn a Professional Certificate

Grow your career and increase the value you bring to your organization. Earn a Professional Certificate in Strategy and Organizational Performance or Supply Chain by taking a series of three programs, in any order, over any period of time. Visit our website for full details.

Custom Learning Solutions

We work with organizations to create custom learning solutions focused on your unique goals, challenges, and performance needs. Your solution may be a single intervention, a virtual experience, or a multi-session program supporting long-term change initiatives. Please call us to learn more.

Our Learning Solutions Associates are ready to assist you with course reservations or additional details. For information on our full portfolio of offerings—including custom learning opportunities—call or visit us on the web.

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