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COURSE BROCHURE

# Supply Chain Operational Excellence and Daily Performance Training Course

14 – 18 March 2027
Amman

# Supply Chain Operational Excellence and Daily Performance Training Course

**Ref:** 3134_119012 **Date:** 14 – 18 March 2027 **Location:** Amman **Fees:** 3300 GBP

Supply Chain Operational Excellence and Daily Performance is a 1-week training course for supply chain managers, operations supervisors and improvement leads who want steadier flow across planning, warehousing and transport, ending with a site daily performance board and improvement pipeline. Service failures and rising handling costs now expose every hidden delay between order and delivery. Jupiter Prime Training runs this course on supply chain operational excellence.

## Why Supply Chain Operational Excellence Matters Now

Three forces shape supply chain operational excellence today. Customers expect shorter, more reliable lead times, so a missed dispatch cut-off travels quickly into lost orders. Labour turnover in warehouses and fleets means routines must survive new starters rather than rely on a few experienced hands. An organisation that handles this well finds problems while they are small and fixes their causes; one that handles it badly fights the same fires every shift.

## Who Gains Most from Supply Chain Operational Excellence

- Leaders accountable for order-to-delivery service levels and cost per order
- Supervisors running receiving, put-away, picking and dispatch shifts
- Planners who balance replenishment, capacity and promised dates
- Transport coordinators responsible for loading, routing and carrier punctuality
- Improvement specialists who coach teams and select the next projects

A site leadership group gains most when its warehouse, planning and transport supervisors attend together and agree one shared view of flow.

## Supply Chain Operational Excellence Capabilities

Participants turn scattered firefighting into visible flow and fixes that hold between shifts.

- Map the end-to-end flow of an order and locate queues and handoffs — site leadership priorities
- Classify waste in picking, storage and transport and size its effect — cost reduction choices
- Design standard work and visual controls for repeatable tasks — shift supervisors
- Apply structured root cause problem solving to recurring service failures — corrective action owners
- Build a tiered daily performance meeting with clear escalation rules — operations managers
- Weigh candidate improvement projects by effort, benefit and risk — the site improvement pipeline

## Key Supply Chain Operational Excellence Terms

- Flow — the steady movement of orders and goods through each step without waiting, rework or unnecessary handling.
- Waste — any activity, delay or movement that consumes time or cost without adding value the customer would pay for.
- Standard work — the agreed best current sequence, timing and quality checks for a task, written so anyone can follow it.
- Demand pace — the rate of work needed to meet customer orders, found by dividing available time by required units.
- Tiered meeting — short daily stand-up reviews held at team, area and site level, each escalating unresolved issues upward.
- Root cause — the underlying condition that, once removed, stops a problem from returning rather than just treating its symptom.

## Supply Chain Operational Excellence Day by Day

### Day 1: Seeing the Flow from Order to Delivery

- Order-to-Delivery Flow Map — Where Queues and Handoffs Delay Service
- Lead Time and Touch Time Comparison — Size of the Improvement Gap
- Customer Service Promises — Which Delivery Measures Matter Most
- Floor Walk Across Warehouse and Yard — Observed Versus Reported Performance
- Flow Measure Baseline — Starting Point for Every Later Change

### Day 2: Removing Waste in Planning, Warehousing and Transport

- Eight Waste Categories in Logistics — Prioritising the Costliest Losses
- Slotting and Travel Distance Analysis — Pick Path and Storage Layout Choices
- Replenishment Trigger Review — Balancing Buffer Stock Against Shortage Risk
- Load Fill and Empty Running Review — Fleet Utilisation Decisions
- Waste Walk Findings Log — Quick Fixes Versus Longer Projects

### Day 3: Standard Work and Visual Control

- Standard Work Sheets for Picking and Dispatch — Consistent Shift Performance
- Demand Pace and Staffing Balance — Labour Planning per Shift
- Workplace Organisation and Labelling — Search Time and Error Reduction
- Visual Status Boards — Making Abnormal Conditions Visible Within Minutes
- Training Matrix for Multi-Skilled Teams — Cover for Absence and Turnover

### Day 4: Problem Solving and Daily Performance Meetings

- Repeated Why Questioning and Cause Diagram — Locating Recurring Failure Causes
- Problem Statement and Containment Steps — Protecting Customers While Fixing
- Tiered Daily Meeting Design — Escalation Path from Team to Site
- Leading and Lagging Shift Measures — What Supervisors Review Each Morning
- Action Tracker With Owners and Due Dates — Closing Issues Reliably

## Day 5: Practising the Daily Performance Board and Improvement Pipeline

- Flow Map Refresh for a Case Site — Applying the Baseline Measures
- Improvement Project Scoring Matrix — Effort, Benefit and Risk Trade-Offs
- Standard Work Audit Routine — Sustaining Gains After Each Change
- Root Cause Case Clinic — Retail and Industrial Distribution Examples
- Site Daily Performance Board and Improvement Pipeline — Final Team Deliverable

## Applying Supply Chain Operational Excellence After the Course

- Lead a two-week trial of the tiered daily meeting in one warehouse area, using the escalation rules built during the course.
- Run a waste walk with planners and transport coordinators, then score the findings to choose the first two improvements.

## Supply Chain Operational Excellence Questions FAQ

### What is supply chain operational excellence and why does it matter now?

Supply chain operational excellence is the daily discipline of steady flow, standard routines and fixing causes rather than symptoms. It matters now because customers expect reliable short lead times while labour turnover and cost pressure leave little room for buffer stock and overtime.

### Which roles gain most from supply chain operational excellence training?

Supply chain managers, warehouse and transport supervisors, planners and improvement specialists gain most. They run the shifts and routines where delays start.

### How does supply chain operational excellence differ from a supply chain strategy course?

Supply chain operational excellence works at site and shift level rather than network design. A strategy course decides where to source and how to configure the network; this course improves how existing warehouses, planning desks and fleets perform every day.

### What do you bring back from supply chain operational excellence training?

You bring back a site daily performance board and a scored improvement pipeline. You also return with standard work templates and a tiered meeting design.

## Supply Chain Operational Excellence: The Way Forward

The site daily performance board and improvement pipeline first informs which recurring failure the team tackles this month. Supervisors use it each morning, managers to escalate and fund projects, and improvement leads to coach. After its first month, revisit the measures on the board and retire any that no longer prompt action.