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COURSE BROCHURE

# Supply Chain Coordination and Process Mapping Training Course

24 – 28 January 2027
Online

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Registered in the United Kingdom and Saudi Arabia

# Supply Chain Coordination and Process Mapping Training Course

**Ref:** 1046_39494 **Date:** 24 – 28 January 2027 **Location:** Online **Fees:** 1900 GBP

Supply Chain Coordination and Process Mapping is a 1-week training course for supply chain coordinators and planners producing a Process Map and Coordination Scorecard for one product flow they handle. Volatile demand and longer supplier lead times make every handoff between sales, planning, buying and logistics a source of delay or waste. Jupiter Prime Training offers Supply Chain Coordination and Process Mapping for practitioners who keep orders moving day to day.

## Why Supply Chain Coordination and Process Mapping Matters Now

Two groups shape the coordinator's job today. Customers expect shorter, more reliable delivery promises, while suppliers face their own capacity limits and longer confirmation times. Organisations that map their order flow, agree one demand signal and measure on-time in-full delivery spot problems early; those that do not depend on firefighting, excess stock and repeated expediting. The course draws on a process reference model that splits the chain into plan, source, make, deliver and return stages, and on demand and supply planning practice described by ASCM, the Association for Supply Chain Management.

## Who Gains Most from Supply Chain Coordination and Process Mapping

- Practitioners who convert customer orders and forecasts into replenishment requests
- Practitioners who chase supplier confirmations and follow open purchase orders
- Practitioners who prepare weekly demand and supply balancing information
- Practitioners who report delivery and inventory measures to their supervisors
- Practitioners who coordinate shipments between warehouses, plants and customers

Planning and buying groups that send a coordinator from each side together gain most.

## Supply Chain Coordination and Process Mapping Capabilities

Participants leave able to draw the flow of orders and information they handle and to show where it stalls.

- Build swimlane maps of order-to-delivery flows — supervisors deciding where to cut handoffs
- Assess demand signals against capacity and material availability — weekly balancing meetings
- Apply shortage allocation rules consistently — sales and customer service teams
- Design simple forecast sharing routines with key suppliers — buyers and supplier contacts
- Calculate on-time in-full, forecast accuracy and order cycle time — performance reviews
- Communicate benchmark gaps with a ranked improvement list — operations leaders

## Key Supply Chain Coordination and Process Mapping Terms

- Process map — a diagram of the steps, roles and handoffs that move an order to delivery.
- Swimlane — a horizontal band on a process map that holds the steps performed by one role or department.
- Bullwhip effect — the growth of order swings moving upstream, caused by delays, batching and distorted demand signals.
- On-time in-full OTIF — the share of orders delivered on the promised date and in the full quantity requested.
- Demand and supply balancing — a regular review matching expected demand to available capacity and materials, with decisions recorded.
- Benchmarking — comparing measures and practices with peers to find realistic gaps and proven ways to close them.

## Supply Chain Coordination and Process Mapping Day by Day

### Day 1: The Coordinator's View of the Supply Chain

- Plan, Source, Make, Deliver and Return Stages — Locating Each Handoff
- Upstream and Downstream Partners — Who Waits on Whom
- Order-to-Delivery Cycle — Where Coordinators Gain or Lose Days
- Bullwhip Effect — How Small Signals Become Large Swings
- Coordination Pain Log — Recording Delays, Rework and Expediting

### Day 2: Mapping Supply Chain Processes

- Process Reference Model Levels — From Stage Down to Task
- Swimlane Maps — Showing Roles, Systems and Handoffs Together
- Current-State Walkthrough — Validating Maps With the People Doing Them
- Wait Time and Queue Markers — Spotting Where Orders Sit Idle
- Information Flow Overlay — Linking Documents and System Messages to Steps

### Day 3: Balancing Demand and Supply

- Demand Signal Sources — Orders, Forecasts and Promotions Compared
- Capacity and Material Checks — Testing Whether Supply Can Respond
- Weekly Balancing Meeting — Agenda, Inputs and Decision Records
- Allocation Rules for Shortages — Deciding Which Customers Receive Stock First
- Safety Stock Conversations — Agreeing Buffers With Finance and Sales

### Day 4: Supplier Collaboration and Performance Measurement

- Shared Forecast Exchange — Giving Suppliers Visibility of Future Needs
- Supplier Lead Time Agreements — Fixing Expectations for Confirmation and Delivery
- Joint Issue Resolution — Root Cause Sessions on Late or Short Deliveries
- Coordination Metrics — On-Time In-Full, Forecast Accuracy and Order Cycle Time
- Benchmarking Against Proven Practices — Comparing Peers Without Copying Blindly

## Day 5: Practising the Process Map and Coordination Scorecard

- Future-State Map — Removing Handoffs Identified on the Current Map
- Balancing Calendar — Fixing the Rhythm of Demand and Supply Reviews
- Supplier Collaboration Checklist — Choosing Two Partners for Shared Forecasts
- Benchmark Gap Table — Ranking Improvements by Effort and Benefit
- Process Map and Coordination Scorecard — Assembling Maps and Measures for Sign-Off

## Applying Supply Chain Coordination and Process Mapping After the Course

- Walk one product flow and draw its current-state swimlane map with wait times marked.
- Start a weekly demand and supply balancing meeting with a fixed agenda and a decision record, and track OTIF for the flow alongside it.

## Supply Chain Coordination and Process Mapping Questions FAQ

### What is supply chain coordination and process mapping, and why does it matter now?

It is the practice of drawing how orders and information move between functions and partners, then coordinating handoffs so orders arrive on time. Volatile demand and longer supplier lead times make it urgent in consumer goods and industrial spares.

### Which roles gain most from supply chain coordination and process mapping training?

Supply chain coordinators, planners, buyers who follow up purchase orders and logistics coordinators gain most.

### How does a supply chain coordination and process mapping course differ from an advanced supply chain planning course?

It works at core practitioner level. An advanced planning course sets planning policy and executive review; this course teaches coordinators to map flows, run balancing meetings and track delivery measures in their own roles.

### What do you bring back from supply chain coordination and process mapping training?

You bring back a current and future-state map of one product flow, a review calendar, a supplier checklist and ranked benchmark gaps.

## Supply Chain Coordination and Process Mapping: The Way Forward

The Process Map and Coordination Scorecard combines the future-state flow, the balancing calendar and three delivery measures for one product line. Its first use is deciding which handoff to remove, a choice the coordinator brings to the planning supervisor. After the first month of OTIF and cycle time readings, revisit the map, because measured delays often sit elsewhere.