



# University of Pretoria Yearbook 2020

## Supply chain processes 781 (BLK 781)

<b>Qualification</b>	Postgraduate
<b>Faculty</b>	<a href="#">Faculty of Engineering, Built Environment and Information Technology</a>
<b>Module credits</b>	16.00
<b>Programmes</b>	<a href="#">BEngHons Industrial Engineering</a> <a href="#">BSchHons Applied Science Industrial Systems</a>
<b>Prerequisites</b>	No prerequisites.
<b>Contact time</b>	24 contact hours
<b>Language of tuition</b>	Module is presented in English
<b>Department</b>	Industrial and Systems Engineering
<b>Period of presentation</b>	Semester 1 or Semester 2

### Module content

A key objective of supply chain management is to develop competitiveness and achieve a market advantage through the implementation of cross-functional processes as the mechanism to coordinate internal and external activities.

The course aims to create an understanding of the importance of integrating key supply chain business processes and to develop the ability to analyse and implement such processes across functional and corporate silos. Standardised process definitions and practices, including strategic and operational sub-processes and key performance measurements, are considered.

Course outline:

- Customer Relationship Management Process
- Supplier Relationship Management Process
- Customer Service Management Process
- Demand Management Process
- Order fulfilment Process
- Manufacturing Flow Management (Planning and Control) Process
- Product Development and Commercialisation Process
- Returns Management Process
- Assessment of Supply Chain Management (SCM) Processes
- Implementing and Sustaining SCM Processes
- Supply Chain Mapping Approaches
- Supply Chain Performance Measurement

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