



University of Pretoria Yearbook 2019

Supply chain processes 781 (BLK 781)

Qualification	Postgraduate
Faculty	Faculty of Engineering, Built Environment and Information Technology
Module credits	16.00
Programmes	BEngHons Industrial Engineering BSchHons Applied Science Industrial Systems
Prerequisites	No prerequisites.
Contact time	24 contact hours
Language of tuition	Module is presented in English
Department	Industrial and Systems Engineering
Period of presentation	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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