

Module I

Supply Chain Management : Meaning and definition components/ participants of SC- concept of SCM- Objectives of SCM- SCM process : Customer relationship management, customer service management, demand management, customer order fulfillment, manufacturing flow management , Procurement management/supplier relationship management, product development & Commercialization, returns management – Factors driving the evolution of SCM – objectives of SCM – supply chain planning.

(15 hours)

Module II

Logistics Management : Meaning and definition – significant of logistics – business logistics- concepts of logistics management – objectives of logistics management – elements of logistics management – logistics management v/s supply chain management – integrated logistics- operating of objectives of integrated logistics:

(10 hours)

Module III

Total Quality Management : Quality – Meaning & Definition – Quality education – Efficiency v/s effectiveness – drivers of quality – quality management – internal & external customers- vision statement – Mission statement – objectives of TQM – Targets – Action Plans – Principles of QM
– Total quality management : Evolution , Definition – Preparing for TQM – Stages in TQM implementation – TQM models – TQM planning – TQM software.

(10 hours)