

Module	Logistic Process Planning and Management
Area	<u>B - technical-professional</u>
Obiettivi	- To acquire in-depth knowledge of the concept of logistics and supply chain
Classroom activities	100 hours
Contents	<p>Supply Chain Management</p> <ul style="list-style-type: none"> - Definition and fundamental principles of Supply Chain Management - The components of the logistics process: Internal supply chain; Customer-supplier relationships (dyads); External supply chains; Supply network (of companies) - The actors of the supply chain - The Logistic Process and its Planning: demand forecasting, stock management, planning of distribution activities, planning of production activities (MRP), planning of supplies - The Integrated Planning process - Operational activities: receipt / shipping storage / packing order processing loading / unloading execution of transport - WMS-ERP systems - Control of the logistics process: service quality assessment by customers; the measurement and control of internal performance (K.P.I.); the measurement and control of logistics costs (management control); reporting of the level of service "provided" to customers; - Measuring warehouse logistics performance, reporting and indicators <p>Evolution of the concept of logistics</p> <ul style="list-style-type: none"> - From finished product distribution to Internal Supply Chain (integrated logistics) and External Supply Chain (integrated management of the logistics chain) - Integrated management of distribution activities - Integrated management of the Supply Chain - The configuration of the logistic-productive system: territorial analysis - Logistics and business strategy - The sources of Logistics value - Cost-To-Serve approach and other approaches - Customer service analysis and the "Service Level" - The configuration of the logistic-production system: sector analysis - Logistics of cold, pharmaceutical, special and high-risk products, MGDO
Laboratory activities	26 hours
Contents	<ul style="list-style-type: none"> - Applied Technologies to supply chain management - Statistical and predictive analysis - Fleet and freight control and monitoring systems - ICT mapping - Applied technologies to supply chain management - Practical cases-exercises

Expected learning outcomes	<ul style="list-style-type: none">- Development of analytical skills for product distribution planning- Proven competence in the use of warehouse, customer, supply and shipment management technologies
Credits (ECTS)	10