

Certified in Logistics, Transportation and Distribution (CLTD)

Module 1 - Logistics and Supply Chain Overview

- Managing logistics as a cohesive system
- Understanding tradeoffs to present a logistics strategy that aligns with the organizational strategy
- Finding the most effective mix of revenue producing services for the cost of providing that service
- Developing strong relationships across the supply chain
- Designing key performance indicators to encourage desired behaviors
- Using continuous improvement to exceed customer expectations

Module 2 - Capacity Planning and Demand Management

- Understanding the concepts behind forecasting and its application to logistics decisions
- Creating efficient forecasts to better align supply to demand
- Translating demand information into high-level capacity plans for warehousing and transportation
- Collaborating between procurement and logistics
- Understanding key processes, including S&OP, MPS, MRP and DRP
- Delivering customer service at a consistent level

Module 3 - Order Management

- Planning, designing and controlling processes which manage and execute customers' orders
- Implementing a customer relationship management (CRM) process
- Understanding key logistics systems, such as EDI and TMS to enable visibility throughout the order process
- Tracking and measuring supplier and carrier performance to improve efficiency and effectiveness
- Managing relationships with the supply chain partners
- Developing a customer service management strategy
- Enhancing long-term customer satisfaction and creating lifetime customers

Module 4 - Inventory and Warehouse Management

- Maintaining inventory levels to align with the business strategy and goals, supporting the coordination of supply and demand, while protecting inventory value
- Creating an inventory management strategy that meets competing goals of minimizing inventory costs and maximizing customer service
- Managing the movement of materials and goods into and out of storage efficiently, safely, and with minimal inventory damage
- Adapting to new distribution channels and customer expectations by creating new processes that deliver the desired results
- Implementing efficient and effective warehouse processes, while utilizing appropriate warehouse technology
- Using appropriate packaging to promote safe and efficient materials handling during storage and transportation

Module 5 - Transportation

- Understanding transportation fundamentals, including key stakeholders, intermediaries and carriers involved in transporting product from origin to destination
- Understanding the characteristics of the different transportation modes to make appropriate selections based on speed, availability, dependability, capability, frequency and cost
- Moving goods and services throughout a firm's supply chain, between where products are produced and where they are consumed, while allowing for competitive growth
- Effectively manage the entire transportation process—from long-range strategies and operational planning to day-to-day execution
- Utilizing transportation technology to manage and control visibility and communication between multiple stakeholders and transportation managers

Module 6 - Global Logistics Considerations

- Identifying macro-environmental factors of global logistics that impact countries and organizations around the world to better manage logistics service providers, related transportation costs, and substitute product offerings
- Working knowledge of international trade theories and practices, including trade agreements and trading blocs
- Understanding the infrastructure, systems and regulations of the countries to which goods are imported/exported
- Understanding customs clearing and documentation requirements for each shipment as dictated by each country and transportation mode used
- Preparing all required documentation needed to ensure shipments arrive safely, securely, without damage, and on time at their final designation
- Using the Harmonized System Classification codes to properly specify the goods for export and dictate the corresponding tariff rates charged
- Identifying which financing and payment options are most appropriate and amenable to the parties involved
- Deciding what currency will be most appropriate for global trade participants, balancing levels of risk exposure between buyers and sellers

Module 7 - Logistics Network Design

- Designing the network of warehouses and transportation lanes to enable supply to be provided at the place and time of demand
- Analyzing transportation and distribution requirements, while understanding key tradeoffs, to assist in planning and deployment of network
- Using decision support tools to determine the optimal number, location, and type of warehouse facilities
- Employing modeling techniques to help find the right balance among competing needs of involved stakeholders

- Implementing risk management strategies to minimize uncertainty and provide more reliable organizational results
- Creating prevention and mitigation plans, as well as providing business continuity if a risk event occurs

Module 8 - Reverse Logistics and Sustainability

- Developing a comprehensive reverse logistics strategy
- Recommending whether the reverse logistics strategy can be handled internally by creating a central returns center or by hiring a third-party provider to coordinate the activities
- Managing product returns in ways that turn the reverse flows into quantifiable value streams, to contribute to profitability and strengthen commitment to sustainability and social responsibility
- Demonstrating social responsibility that is valued by customers, shareholders, and the community, to help the organization be a good environmental steward for the long-term
- Implementing sustainability initiatives to impact the organization's triple bottom line (TBL)
- Choosing suppliers and other supply chain members according to the organization's commitment to implement sustainable processes and practices