

Introducing the **APICS Customer-Focused Supply Chain Management Course**

For individuals who interact with and support supply chain professionals

This course provides non supply chain management professionals with an opportunity to gain an insider's view of supply chain management (SCM). It offers fundamental knowledge of the functions of SCM and is designed to quickly and effectively educate team members who interact with or support supply chain activities, helping to increase efficiency and generate ideas for improvements.

Benefits to Participants

Participants in this program will:

- Learn the basic terminology used in SCM and be able to more effectively communicate with SCM teams.
- Understand the basic elements of SCM and how improvements in processes and communication can lead to increased overall customer satisfaction and profitability.
- Become fully integrated as a part of the team supporting the increasingly important SCM function.

