



THE FOUR PILLARS OF SUPPLY CHAIN PERFORMANCE

PEOPLE	PROCESS	TECHNOLOGY	FACILITIES
Strategy	Strategy	Strategy	Strategy
Roles & responsibilities	Supply chain management	Functional requirement	Logistics network design & site selection
Competency	Logistics management	Systems design & integration	Facility design – warehouse, workshop & manufacturing
Recruitment	Business management	Sourcing	Warehouse layout & fitout
Contract support	Process mapping, tools & re-engineering	WMS	Site design
Training	KPI's	Warehouse storage & equipment	Capacity planning
Mentoring	Risk management	Route management	Utilisation optimisation
Change management	Tender compilation	MRP	Traffic management
Job descriptions	Tender response	RF / barcoding	Safety
Lean logistics	Lean logistics	Lean logistics	Lean logistics
Project management	Project management	Project management	Project management