SUPPLY CHAIN INTEGRATION & WAREHOUSE PERFORMANCE METRICS



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TRAINING CENTER

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Introduction

A warehouse rarely fails on its own. It fails when planning sends an unrealistic forecast, procurement books deliveries without dock capacity, and production asks for a pick in the middle of a dispatch window. Integration turns those separate functions into one flow with shared numbers. This Supply Chain Integration & Warehouse Performance Metrics Training Course gives supply chain managers, warehouse leaders, and analysts a practical method to align the warehouse with planning, procurement, and transport, and to measure the result properly. Participants learn how to build an integrated metric set, define service levels end to end, run a joint review cycle, and use data to fix the real constraint. Furthermore, the course connects performance measurement to cost and customer outcomes.

Supply Chain Integration & Warehouse Performance Metrics Course Objectives

- Map the end-to-end supply chain and identify the interfaces affecting warehouse performance.
- Apply the SCOR framework to structure performance measurement across plan, source, make, deliver, and return.
- Define integrated KPIs covering service, cost, asset, and quality dimensions.
- Align warehouse metric targets with planning, procurement, and transport objectives.
- Build an S&OP and integrated business planning review cycle with warehouse input.
- Use forecasting, inventory, and capacity data together to set realistic commitments.
- Measure dock-to-stock, order cycle time, perfect order rate, and cost per order.
- Design dashboards and exception reports that drive action rather than reporting.
- Diagnose interface failures using root cause analysis and cross-functional problem solving.
- Improve performance with continuous improvement methods linked to measured gaps.

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Course Methodology

- Facilitated sessions built on real order, inventory, and warehouse performance data.
- Metric design workshops applying SCOR level definitions to live operations.
- Case workshops on interface failures between planning, procurement, and warehouse.
- Simulation of an integrated performance review meeting with shared scorecards.
- Group exercise on a cross-functional improvement plan with measurable targets.

Who Should Take This Course

- Supply chain and logistics managers.
- Warehouse managers and operations leaders.
- Demand, supply, and replenishment planners.
- Procurement and transport coordinators.
- Performance management and business analysts.
- Finance staff reviewing supply chain cost and service.

Supply Chain Integration & Warehouse Performance Metrics Course Outlines

Day 1: Supply Chain Integration Fundamentals

- End-to-end supply chain structure and the role of the warehouse inside it.
- Barriers to integration: functional goals, data gaps, and conflicting incentives.
- The bullwhip effect and how poor integration amplifies demand signals.
- Interfaces between planning, procurement, production, warehouse, and transport.
- Master data and shared definitions as the foundation of integration.

- Collaborative planning and information sharing practices.
- Governance: who owns which decision and which metric.

Day 2: Performance Measurement Frameworks

- The SCOR model: plan, source, make, deliver, return, and enable.
- SCOR performance attributes: reliability, responsiveness, agility, cost, and asset management.
- Perfect order fulfilment and its four components.
- Service metrics versus internal efficiency metrics.
- Balanced scorecard thinking in supply chain measurement.
- Cost to serve and activity-based measurement basics.
- Benchmarking and target setting against external standards.

Day 3: Warehouse Performance Metrics in Depth

- Dock-to-stock time and receiving cycle measurement.
- Order cycle time, order accuracy, and lines per hour.
- Fill rate, order fulfilment rate, and stockout frequency.
- Inventory accuracy, location accuracy, and cycle count completion.
- Cost per order, cost per line, and labour productivity measures.
- Space utilisation, cube utilisation, and throughput per square metre.
- Damage, shrinkage, and return processing measures.

Day 4: Dashboards, Data, and Integrated Review

- Data sources: ERP, WMS, TMS, and planning systems.
- KPI definition standards: formula, owner, frequency, and target.

- Dashboard design principles and exception-based reporting.
- S&OP and integrated business planning review cadence with warehouse input.
- Cross-functional scorecards and shared accountability.
- Root cause analysis and cross-functional problem solving.
- Communicating performance to executives and customers.

Day 5: Improvement, Technology, and Continuous Gains

- Identifying constraints from measured data rather than opinion.
- Continuous improvement methods: kaizen, A3, and value stream mapping.
- Automation and technology decisions guided by performance data.
- Supplier and carrier collaboration on shared metrics.
- Risk management across the integrated chain.
- Change management for cross-functional initiatives.
- Building an annual supply chain integration and performance roadmap.

Conclusion

By successfully completing the Supply Chain Integration & Warehouse Performance Metrics Training Course, participants will have acquired a solid working knowledge of supply chain interface management, SCOR-based measurement, warehouse KPI design, dashboard construction, integrated review cycles, and cross-functional improvement methods. They will leave able to align the warehouse with planning, procurement, and transport on one set of numbers, measure performance that matters to customers, and act on what the data reveals. Gentex Training Center delivers this programme with supply chain practitioners who run integrated operations.

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FAQs for the Supply Chain Integration & Warehouse Performance Metrics course

Q1 What is the "Supply Chain Integration & Warehouse Performance Metrics" course about?

It is a five-day programme on aligning the warehouse with the rest of the supply chain and measuring performance properly. It covers interfaces between functions, SCOR-based measurement frameworks, warehouse KPIs, dashboards, integrated review cycles, and cross-functional improvement.

Q2 What are the key benefits of the "Supply Chain Integration & Warehouse Performance Metrics" course?

Participants replace conflicting departmental numbers with one shared metric set, cut delays caused by poor handoffs, and focus improvement effort on the true constraint. They also gain dashboards that trigger action and reporting that customers and executives find credible.

Q3 What skills will I gain from the "Supply Chain Integration & Warehouse Performance Metrics" course?

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You will gain supply chain interface analysis and integration design, SCOR-based performance measurement and KPI definition, warehouse metric design and dashboard construction with integrated review management, and cross-functional improvement planning.

Q4 What tools, methods, or standards are covered in the "Supply Chain Integration & Warehouse Performance Metrics" course?

The course works with the SCOR framework across plan, source, make, deliver and return, SCOR performance attributes covering reliability, responsiveness, agility, cost and asset management, perfect order fulfilment components, balanced scorecard thinking, cost to serve analysis, dock-to-stock and order cycle time measures, fill rate and inventory accuracy metrics, KPI definition standards with formula, owner and frequency, exception-based dashboards, S&OP and integrated business planning review cadence, A3 problem solving, and value stream mapping.

Q5 How is the "Supply Chain Integration & Warehouse Performance Metrics" course applied in real-world practice?

Teams apply it when building a shared scorecard for planning, procurement, and warehouse, reviewing dock-to-stock performance with transport, investigating a perfect order failure, setting the monthly integrated review agenda, and prioritising an improvement project from measured data. It also guides supplier and carrier metric alignment.