MLS-SCM® Programme

Highlights from 2009
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MLS-SCM® Programme: Introduction

Dear Reader,

The MLS-SCM® programme was launched in 2000 to address requests and demand for longer-term, tangible and high quality training in international purchasing and supply chain management. It has since then been offered by an increasing number of network partners across the globe. The programme was first launched in Asia but the current network covers 55 countries and more countries are in the process on joining.

This document highlights some of the main achievements of the MLS-SCM network in 2009. We wish to congratulate our network members for all their achievements and excellent results in 2009 and much look forward to a very exciting 2010.

A number of new web support services and several new Modules will be launched during the year and many us will meet again on 6-7 May at our regional Roundtable for Africa in Nairobi as well as at other national events and activities. This year we will focus on further developing and expanding the network and we look forward to joining hands with our current network members as well as with individual global and regional network experts and move forward together towards success.

The MLS-SCM® Team

1 In case your country/institution is not covered in this document, we invite you to send us your news page so that we can include it in the next edition
MLS-SCM® Programme: Highlights 2009

1. Wider use of the MLS-SCM® model in ITC

The overall visibility of the programme within ITC increased significantly during the year and a decision was taken within the Enterprise Competitiveness section to use the MLS-SCM model also for other technical areas (marketing and branding, export management, packaging and quality). The Geneva based MLS-SCM team participated in numerous meetings and strategic planning activities during the year sharing its experiences with network development, training of trainers, professional certification, use of advisory boards, licensing arrangements, development of training materials etc with those involved in developing similar modules and services in other technical areas.

2. Significant expansion of the network

The expansion of the network and development of new institutions was a key focus area in 2009. Fifteen new and highly capable institutions fully joined the network in 2009 and close to 250 new trainers were trained by ITC.

In 2009, actual MLS-SCM based training started to be offered by our network partners in the following 11 countries:

- Bolivia
- Ethiopia
- Maldives
- Kazakhstan
- Laos
- Pakistan
- Peru
- South Africa
- Sudan
- Tanzania
- Zimbabwe

“... the top executives & pharmacists, including the MD, trained in Module 10 Managing Logistics in the Supply Chain found the training worthwhile, very informative and particularly useful to the strategic and operational issues of the company...”

Busi Bango, Executive Director, Empretec Zimbabwe

A few additional counties are also very close to launch their first programmes.
The global economic crises, reduced training budgets, etc affected some network members much more than others in 2009. Whereas some institutions trained significantly fewer participants in 2009, others increased their activities.

The number of Module participants trained by Mapics, Malaysia increased by 34% in 2009 and BayanTrade, Philippines increased their course offer by over 200%. DCCI, Bangladesh successfully offered 32 Module courses in 2009, Tutelage UAE offered 27 Modules, ISMM Sri Lanka offered 19 Modules and ESAN Peru offered 17 Modules.

3. The full team in place

Three new staff, including two highly qualified SCM experts and trainers and one programmer were recruited during the year.
4. Global network event in Montreux

The global network Roundtable on 22-24 April 2009 was a great success. This event brought together close to 100 institutional representatives, training coordinators, lead trainers and the programme board. The sharing of best practices by network members, various high level technical presentations and the presentations of the 8 success story winners were some of the highlights from the event which also lead to a significant increase in networking across the globe. This event is covered in more detail on page 8-12.

5. Expansion of the Programme Board

The MLS-SCM programme board was expanded to also include Ms Anne de Chambrier of SECO and Mr Jacky Charbonneau, Chief of the Enterprise Competitiveness section of ITC. Mike Poulter, SCM expert from South Africa also replaced Willem Hugo who retired from the board in 2009.

A full board meeting took place on 25 April 2009 and an interim meeting involving the chairman and two board members took place in ITC on 13 November. The status of the board a programme supervisory board was confirmed during the year and three working groups involving the board members were also set up.

6. Outsourcing of exams

All activities related to the physical handling (printing, sorting, shipping, marking, etc) of the exams for the professional certification programme was successfully outsourced to South Africa. This freed up valuable time for the Geneva based staff who was previously handling this.

7. Partnerships

The close links with UNCTAD’s Empretec network were further strengthened during the year. Empretec attended the MLS-SCM global network event and the manager of the MLS-SCM programme also attended Empretec’s global directors meeting in Amman. A joint SCM awareness event took place in Chile in May 2009 and Empretec Chile, Empretec Guyana and DBC Jordan joined the MLS-SCM network in 2009. More activities are planned for 2010 and more Empretec members are in process of joining the MLS-SCM network.

Institutional links with ILO were also explored during the year.

8. Involvement of network experts across borders

At the global network roundtable in Montreux, experts and institutions from around the globe showcased their achievements, creative ways forward and best practices. Several examples of regional cooperation and initiatives were noted during the year. The network partners in Bangladesh and the Philippines also organised training of trainers’ workshops for new trainers independently of ITC.

Various network experts in Asia, Africa and Latin America also continued to be used to develop new materials and training tools, to update and translate existing Modules and materials and support and develop the network. Ms
Nancy Goh, Director of Mapics in Malaysia, a very successful network member, continued to guide and coach numerous institutions and training coordinators on issues such as marketing and promotion, identification and management of trainers and overall programme management and development.

9. MLS-SCM® Modules & technical materials

The MLS-SCM® modules and materials cover pages were changed in 2009 to keep in line with ITC’s new brand identity. The change was very positively received by our network partners around the world who feel the new covers give the programme a very professional and modern outlook.

The Module on Operations Management was further revised and upgraded in 2009 and the Module on Financing in the supply chain as well as technical materials on public procurement were completed. The micro/small enterprise version of the programme was further developed in 2009 and will be launched in early 2010.

Module 1 was updated and will be further revised in 2010. A first review of Module 13 (Environmental Procurement) was also undertaken and this Module will be further developed in 2010 to also include CSR, sustainability in the supply chain and ethics.

An important initial review of Modules 1-6 took place in a working group in connection with the global roundtable and the outcome of those discussions will be used to further upgrade the technical materials.

The textiles and clothing specifics additional materials were completed in 2009 and will be pilot tested in 2010.

Work on Modules on packaging and well as quality in the supply chain was initiated.

Translations of materials

The first 6 modules of the Arabic version of the MLS-SCM programme were finalised. The raw translations of Modules 7-12 were completed. Exams in Arabic will start in 2010.

The raw translations of Modules 1-12 into French were completed in 2009. Modules 1-6 are undergoing final verification.

Games

During the course of 2009 two new games to the network to help improve the learning experience.

- The Layout Game is useful in Module 11: Managing Inventory
- The Negotiation Game relates to Module 7: Negotiating
Case Studies

A total of 23 cases studies from various institutions were made available to the network in 2009

Exercises

3 Crossword puzzles were introduced as supplementary exercises for Modules 7, 4 and 9

Masters Add-ons

Two add-on Masters Degree with European Institute of Purchasing Management (EIPM) and with the International school of Business (EIAB) were launched in April 2009.

10. Web developments & E-learning Pilot

The MLS-SCM support website LearningNet serves as a platform for institutions to download course materials, for exam registrations, for viewing of exam results and for network information sharing and community building.

A new and improved site which is fully aligned with the new look and feel of ITC is about to be launch in early 2010

The MLS-SCM programme was used to pilot a new e-learning initiative in ITC in 2009. The pilot e-learning tools will be tested in the MLS-SCM network during the first quarter of 2010

The MLS-SCM® programme was also selected as a pilot for the ITC e-learning Platform. Development of the following two e-Learning pilots was initiated in 2009

- MLS-SCM® Programme overview
- Module 7 Pre-Learning

Good progress towards the full launch of online exams were made during the year but the actual launch was postponed to 2010.
MLS-SCM® Programme: Global Roundtable – Montreux 2009

Amidst the serenity and scenic beauty of Montreux, Switzerland, almost a hundred international representatives from over forty trade support institutions, including ten institutions new to the MLS-SCM programme, gathered together from 22nd to 24th April, for ITC’s extremely successful ITC’s MLS-SCM Global Network Roundtable 2009.

This event was organized with the direct support of SECO and Government of Switzerland. The speakers and presenters at this event included the MLS-SCM Advisory Board Members, high-level Swiss government representatives from SECO, ITC top management, renowned company CEO/representatives, MLS-SCM leaders and success story winners.

Mr. Jean-Luc Bernasconi, Head of Operations, Economic cooperation and Development, SECO

Participants at the Roundtable

Ms. Patricia Francis, Executive Director ITC
The Roundtable event exceeded the expectations of all participants and met the key event objectives:

- **Exchange views on the key SCM challenges and solutions facing the developing world, particularly in the context of the world-wide economic downturn and of the global environmental challenges confronting the world today**

- **Share experiences & best practices in developing, promoting and making MLS-SCM-based training successful in meeting these challenges and in contributing to implement the best solutions**

- **Develop closer cooperation across network member countries and regions, including through the establishment of regional hubs and by the implementation of new global/regional support mechanisms for the network**

- **Introduce MLS-SCM network partners to other relevant ITC tools and services and promote their closer integration with other ITC work areas in selected countries and regions**

The event programme was a mix of plenary and breakout workshops, to accommodate the large number of topics and activities within two and a half days.

**Day 1 – Wednesday 22 April**

With the theme of “Deepening - SCM and competitiveness”, the first day programme started with opening keynotes from Ms. Patricia Francis, Executive Director of ITC, stressing the importance of effective supply chains to face key challenges in the global economy, Mr. Jean-Luc Bernasconi, Head of Operations, Economic Cooperation and Development, SECO, highlighting the operational partnership with ITC to promote sustainable growth through sustainable trade, the success of the MLS-SCM model and the challenges towards sustained technical assistance. Mr. Jacky Charbonneau, Chief of ITC Enterprise Competitiveness Section, and Ms. Margareta Funder, Manager of ITC’s MLS-SCM programme acknowledged the invaluable support of SECO and the Programme Board and congratulated the network member institutions, their trainers, trainees and enterprises for the many recent successes. New developments, tools and services both relating to the MLS-SCM programme and enterprise competitiveness were highlighted. Dr. Arjan van Weele, Chairman of the MLS-SCM Board, then delivered a plenary presentation on “Buying for a Better World” taking the participants from the world today, into tomorrow and the day after tomorrow towards higher value creation and Sustainable Supply Chains. In the afternoon, parallel workshops for institutions on “Making the most of the MLS-SCM” and lead trainers on “Being a highly successful and effective MLS-SCM trainer” showcased success stories from Malaysia, China, Egypt and Colombia institutions and practical, innovative adult learning techniques through 6 Is (Involving, Interactive, Intensifying, Interesting, Inductive and Innovative). The day was rounded off by engaging success stories and major trends and developments in China, Brazil, Colombia, as well as in Government Procurement and Supply Chain strategies.
After dinner, there was a networking and cultural event with singing and dancing by participants representing their various countries; many dressed in their traditional costumes and accessories.

Day 2 – Thursday 23 April

“Widening – Adding value to your local programmes”, the theme for the second day started with two parallel sessions, showcasing a variety of ITC services and programmes, such as Export Quality Management, Mobile Solutions, Empretec, Market Analysis and Research, Trade for Sustainable Development, Office of Africa key programmes, Trade Support institutional support, e-Learning and online MLS-SCM exams.

A plenary session highlighted the “Mumbai Dabbawallas”, tiffin/lunch box carriers that have achieved Six Sigma performance and impressive Customer Satisfaction with effective, low technology coding and logistical processes.

Robin Cornelius, CEO of Switcher gave an enlightening “Made with Respect” presentation on how the company’s values of “Respect and Transparency” transcends the entire supply chain. The Respect Code, developed by Switcher, provides consumers with detailed traceability of goods before buying or choosing a product. This contribution will ultimately improve industrial conditions by helping to reduce energy consumption and encourage the recourse of natural resources and renewable energy.

This was followed by presentations of two MBA add-on programmes to the MLS-SCM developed by SFIB and EIPM, providing opportunities to pursue a Masters by leveraging on the MLS-SCM certification programme. Another highly
anticipated presentation was the introduction of 4 new MLS-SCM modules, namely Operations Management, Finance, Hazardous Goods and Micro/Small enterprise SCM. In a parallel workshop the integration of the MLS-SCM with the other ITC tools and services was discussed based on practical experiences shared by institutes from Bolivia, Ethiopia and Egypt.

The next plenary was a company presentation on “Managing and Cooperating with Suppliers” by Candido Corvo from Tetra Pak, emphasising on the importance of having symmetric and balanced relationship with key suppliers, focusing on cooperation and competitiveness through regular supplier and customer evaluations and a common agenda for quality, service & cost improvement.

The final breakout sessions for the day included the very important workshop for institutions on Marketing & Promotion, showcasing institution’s best practices and promotional material used, while the Trainers had a panel review and feedback session on the current Modules 1 through 6 and Module 10 of MLS-SCM. A wrap-up of the day’s sessions rounded up Day 2.

Day 3 – Friday 24 April

With the theme of “Moving ahead – Being successful”, the third and final day started earlier than planned with an additional session on “Small enterprise training” in Bolivia, noting the ITC BMS and MLS-SCM experiences and possible synergies.

Ms. Aicha Pouye, Director of ITC Division of Business and Institutional Support, then opened the day with a keynote speech, encouraging the participants to continue to take ownership of improving the programme, through sharing best practices, building a performance network, supported by a fully committed ITC and MLS-SCM team.

This was followed by the highly anticipated sharing of 8 short-listed success stories by trainees in the global network. Whether in equipment manufacturing, heavy industry & construction, petroleum & gas, aircraft technical services, solar energy systems, engineering, banking services, or telecommunications, every story shared a common theme of practical application of MLS-SCM concepts and models in their working and business environment with significant gains in cost reduction, process efficiency and effectiveness, better supplier relationships, assurance of supply and improved overall enterprise competitiveness. Every success story was a winner!
The overall winner of the MLS-SCM success stories – voted by the roundtable - was Mr Li Quanja from China, who was transformed from a ‘fire-fighter’ fighting daily purchasing ‘fires’, to a Sky Fire-fighter, empowered to apply MLS-SCM concepts and models to centralise & leverage suppliers, improved cost savings and productivity, preventing the daily purchasing ‘fires’. He was awarded an all-expense paid trip to attend the next regional ITC MLS-SCM event.

As the event was coming to a close, participants were organised into groups to provide their top Key Learnings and Key Actions that they take back from this event. In terms of Key Learnings, everyone agreed that the network was their “Net Worth”, in terms of potential collaboration, benchmarking, best practice sharing and team spirit. Many were inspired and pleased to be better aware of what ITC offers and appreciated the overall contents of the event, especially the MBA add-ons, the many practical ideas and solutions that were showcased and the success stories.

Key Actions (i.e. what participants suggested to do once back home) included leveraging the global network for success stories & case studies (to post and access on LearningNet website), collaboration (not competing) in terms of good ideas, information sharing and trainer exchange, scaling up of marketing and promotion of MLS-SCM, sharing ways to turn the current economic crises into opportunities, focusing on the value of SCM instead of just purchasing and building on the support and relationship with ITC.

Dr. Arjan van Weele then proceeded to summarise and highlight the many wonderful and interesting terms, definitions, abbreviations, statements and aspects that we all absorbed from this event.

Mr. Hans Peter Egler, Head of Trade Promotion Section, SECO closed ITC’s MLS-SCM Global Network Roundtable 2009, by encouraging ITC to take the lead in moving forward with the MLS-SCM. He stated that SECO is very impressed with the methodology and the results of the programme and that he was convinced that MLS-SCM is the right choice for capacity building. Especially with the current global economic situation, this programme could be an opportunity for entrepreneurs to acquire the skills of applying sustainable management tools, global sourcing and global SCM methodologies in order to improve enterprise competitiveness.
**MLS-SCM® Programme: Angola**

**Chamber of Commerce and Industry Angola (CCIA)**

Luanda: 30 October-2 November

This was the first Training of Trainers (ToT) conducted in English in Angola. Although Portuguese is widely used, our partner institution, CCIA (Chambers of Commerce and Industry, Angola) believed that English is internationally recognised and the trainers are relatively fluent in English.

Ten trainers, mainly practitioners who are business owners or working in purchasing or supply chain positions in Angola, actively participated in the various ToT activities.

The trainers were involved in module overviews, have a better understanding of the training process, and practiced delivery of various training methods.

To prepare for future training, course outlines and session designs were developed by the trainers. The team has committed to completing the designs in the next couple of weeks.

CCIA will be marketing and promoting the MLS-SCM programme, and is considering translating the course material to Portuguese and to conduct the training in Portuguese and English.
MLS-SCM® Programme: Bangladesh

By DCCI Business Institute (DBI)

DCCI Business Institute (DBI) organised training programmes throughout the whole year of 2009 as usual. Initially DBI prepared a Training Calendar 2009 in which programme of MLS-SCM® was included amongst other training courses. The DBI Training Calendar 2009-2010 was sent to important business organisations with a D.O. letter of President, DCCI, Mr. Zafar Osman.

The main activities related to MLS-SCM® are detailed below:

1. **MLS-SCM® Certificate/Diploma Courses in Cooperation with ITC Geneva:**

DBI in cooperation with the International Trade Centre (ITC), has been offering Certificate/ Advanced Certificate / Diploma courses on Modular Learning System in Supply Chain Management® and holding examinations since 2004 as the only Authorised Examination Body (AEB) of ITC in Bangladesh.

These courses improve the capacity of businesses in the competitive globalised markets both at home and abroad by effectively managing the supply chain and purchasing function. During 2009, the 5th batch (January 2009) & the 6th batch (July 2009) of our Certificate Course were successfully completed. In the 5th batch 17 trainees and in the 6th batch 32 trainees participated. MLS-SCM® courses are held on Fridays and Saturdays to enable working professionals to attend classes in order to increase their productivity and to prepare for better job opportunities. Regular Certificate / Diploma examinations on MLS-SCM® Courses were also successfully held in the DBI in March & October 2009.

2. **Orientation & Certificate Awarding Ceremony of MLS-SCM® Courses:**

DCCI Business Institute (DBI) organized an Orientation & Certificate Awarding Ceremony of MLS-SCM® at DCCI on 18 July 2009. The Hon’ble Education Minister Mr. Nurul Islam Nahid, MP, was present as Chief Guest of the ceremony. 23 successful students were also given certificates by the Chief Guest during the event.

At the beginning, Mr. Md. Hossain Ali, Executive Director, DBI gave a brief PowerPoint Presentation on MLS-SCM® before the audience. The Hon’ble Education Minister expressed his heartfelt thanks to DCCI for organising such a programme of international standard in Bangladesh with the support and cooperation of ITC.

DCCI President Zafar Osman spoke on the occasion and DCCI Senior Vice President M S Shekil Chowdhury gave vote of thanks to all present.
3. Participation in Global MLS-SCM® Network Roundtable:

Three lead trainers of DBI were sent to participate in the “Global MLS-SCM® Network Roundtable”, held in Montreux, Switzerland from 22-24 April 2009. Thus they have improved their knowledge and expertise as trainers of MLS-SCM®.

4. TOT Course:

In order to overcome shortage of trainers, the difficulties, 2 Training of Trainers (ToT) Workshops were organized in DBI for development of new trainees in 2009. One of the ToT was conducted by a local lead trainers and the other was conducted by Mr. Lim Hong Siew, a trainer from ITC, Geneva. Thirteen new trainers with good background were thus trained to start offering MLS-SCM® classes. Some of them have already started conducting MLS-SCM® courses at DBI but they need more training so a second ToT may be held in 2010.

5. Two MLS-SCM® Examinations Held

Two MLS-SCM® Examinations were held in DBI, one in March and the other in October, 2009. In March, 36 examinees sat for 111 modules and passed in 68 modules (success - 61.26%). In October, 59 examinees sat for 167 modules and passed in 123 modules (success 73.65%). The management of DCCI Business Institute is committed to continue its best efforts to disseminate and popularize the MLS-SCM® further in Bangladesh.

Md. Hossain Ali
Executive Director, DBI
In the city of Cochabamba, 14 participants, practitioners and future MLS-SCM trainers attached to Universidad Privada de Bolivia (UPB) attended a training of trainers workshop.

In the evenings of 19 and 22 June, in Cochabamba and La Paz respectively, ITC presented the MLS-SCM programme to the business and student communities.

On 29 of July, UPB began delivering the first 10 modules in Cochabamba with 21 students. For the Spanish Exams session in October 2009, 52 exams were taken by 15 trainers and candidates. At the end of 2009 the success in the programme made UPB take the decision to start offering the same program in 3 cities, Cochabamba, La Paz and Santa Cruz cities during 2010.
Apart from following up on marketing and promotion of MLS-SCM programme with public and private enterprises, Enterprise Botswana is also in the final stages of applying for the Botswana Training Authority (BOTA) accreditation of the MLS-SCM programme, and ITC has helped provide various information required.

We visited key Directors in Engen Petrol Distributors, Department of Supply, Ministry of Health and Central Medical Stores (CMS) and generated strong interest in the MLS-SCM programme. Enterprise Botswana team will continue to follow-up with those enterprises to plan for possible in-house or short courses on SCM with their professional staff and management teams.

Additionally, there are about 7 professionals from CMS and other organizations who have indicated interest in the certification programme. Hong Siew and Enterprise Botswana provided an evening briefing to this team, with commitments to start the programme early next year.

To ensure the new trainers are preparing and getting ready for the pilot training scheduled for early next year, a Training of Trainers workshop was conducted with 6 trainer participants, focusing on Module 1-7 content overview, training process and session designs. The team has committed to completing the designs in the next couple of weeks.

Enterprise Botswana is at the threshold of piloting the MLS-SCM programme once they are BOTA accredited, completed their costing plan, register the existing interested participants and ensure trainers are prepared and ready.
IIC University of Technology
Phnom Penh: 14 October

IIC underwent a massive reorganisation in 2009 which put all preparations related to the MLS-SCM programme on hold for several months.

On 14 October a briefing/preparatory meeting was held at IIC for the future MLS-SCM trainers. The newly appointed and very enthusiastic MLS-SCM coordinator Mr. Samouth then started to prepare for the first training of trainers workshop and to follow up with the trainers to be involved.

A first training of trainers workshop attended by 8 trainers took place on 21-13 November 2009. Levels of commitment were high and the two lead trainers (Samouth and Rithy) took responsibility for the first courses to be designed and delivered.

Mr. Chantan, Rector of IIC was actively involved in preparations to start offering the MLS-SCM programme in Cambodia.

A successful programme launch with speakers from ITC and IIC took place on 24 November is planning a programme launch on 24 Nov and actual training is scheduled to start in Jan 2010

Ms Nancy Goh, Director of Mapics, the MLS-SCM partner in Malaysia and part-time ITC consultant, assisted IIC with the development of marketing strategies, promotional materials, costing and pricing etc and will continue to provide support as needed in 2010.
Universidad Mayor
Santiago de Chile: Awareness Event 29-30 April 2009

A 2-day joint UNCTAD-ITC MLS-SCM awareness event took place in Santiago de Chile with representatives from the Empretec network in Chile, Argentina, Uruguay and Brazil. Leading companies also attended the event as well as the National Centre of Productivity and Quality and Chile Exporta.

The event was very successful and as a result more joint ITC-UNCTAD MLS-SCM activities are being planned.

...and Training of Trainers Workshop 1-3 May 2009

12 future MLS-SCM trainers attached to Universidad Mayor in Chile attended a training of trainers workshop in Santiago on 1-3 May. The event focused on reinforcing training process, module content overview (M1-12), delivery methods and course outline/session design. This event was delivered by Margareta Funder and Juan Hoyos.

Universidad Mayor is developing an e-learning pilot based on one of the MLS-SCM Modules.
China Federation of Logistics and Purchasing (CFLP)

April 2009: Mr. Li Quanjia, SCM Manager, Doosan Heavy Industries and MLS-SCM students, presents his impressive achievements including a 20% overall cost reduction and 100% productivity increase in his company.

...and is voted overall success story winner by the global MLS-SCM Roundtable in Montreux, Switzerland. He will showcase his achievements at the next regional network meeting for Africa in March 2010.

August 2009: A delegation from the China Federation of Logistics and Purchasing (CFLP) visited ITC on 14 August. CFLP has successfully been offering the MLS-SCM programme in China since 2005 through a network of 35 local institutions and 400 trainers in China. CFLP have translated the full materials (16 training packs) into Chinese. The Chinese version of the materials is also used for the Chinese national curriculum on the subject. Students can then choose between the national Chinese exam and ITC's professional certification.

CFLP Events in 2009
(By Ms Sunlei, MLS-SCM programme coordinator, CFLP)

First Project Manager Workshop

CFLP organized the “First ITC Purchasing Training Center Project Manager Training Workshop” in Xiamen National Accountancy Academy in February, 2009. Training coordinators/managers from numerous training centers from different places in China attended this workshop. For the training managers, the workshop improved their business knowledge and management skills.

Hong Kong TOT

A workshop for new trainers attached to Purchasing & Supply of Hong Kong, was organised by CFLP in Shenzhen in April 2009. This workshop had the largest number of outside China mainland trainees and many participants had more than 20 years of relevant working experience. This workshop improved the promotion of ITC’s MLS-SCM programme in Hong Kong and an excellent trainers team was established.

National Logistics Industry Association Principles Meeting

In August 2009, CFLP held the National Logistics Industry Association Principles Meeting Ningbo. Ms Sun Lei delivered the keynote of the programme and discussions focused on how to promote the MLS-SCM programme better. It was the first time for our program to meet with the national logistics industry association and the outcome was very positive.
First Senior Purchasing Manager’s Workshop

The First Senior Purchasing Manager Workshop was successfully held in Beijing in October 2009. This workshop was held before CFLP started promoting Level 3 of MLS SCM in China. More than 50 trainers and trainees participated in this workshop from China mainland and Hong Kong. Some excellent trainers for Level 3 and future leaders in purchasing and supply were identified as a result of this event.

CFLP Logistic and Purchasing Talents Miles Project

This public welfare project was held by CFLP. So far it has been held three times separately in Tianjin, Taiyuan and Xiamen. CFLP contributed human resources, materials and financing to support the Logistics Industry Adjustment and Revitalization Plan, and to accelerate Logistics Talents Training. This event provided strong support for the training centers in China and offered a chance to get deep understanding of local markets and increase the outreach of CFLP. Obviously, this project creates a win-win situation for local training centers and departments, and CFLP.

PHOTO GALLERY

Picture 1: Mr Song Linan, Experts team member, was giving a topic speech

Picture 2: Mr Du Baorong, Tianjin Transportation Association Secretary-General, was giving a speech

Picture 4: Mr. Ren Haoxiang, Vice President of CFLP, was giving a topic speech
In Shanxi
Shanxi Venue of Miles Project

Mr. Li Shengren, Shanxi Industry Economy Federation Vice Executive Chairman, was giving a speech

In Xiamen
Xiamen Venue of Miles Project

Dr. Stephen W.K. Ng, President of the Institution for Purchasing and Supply of Hong Kong, was giving a technical speech

Professor Shams Rahman, Vice-President of International Consulting Committee of Asia-Pacific Logistics and Supply Chain System Union, was giving a technical speech
On 20-22 of November 2009, a training of trainers’ workshop was held for a group of MLS-SCM trainers attached to EIA our partner in Medellin, Colombia. A total of 10 trainers attended this workshop. The main topics covered included the training process, effective delivery techniques, module content overview, course design, preparation of local materials and an overview of how to market the programme locally.

55 exams were taken by 18 trainers and candidates were taken in October 2009.

Meetings with the Chamber of Commerce of Medellin, Chamber of Commerce of Aburra Sur and Agencia de Cooperación e Inversión de Medellín y el Área Metropolitana were also held in order to promote the programme to SMEs.

The EIA-ITC program was officially launched at an event entitled “Como Mejorar su Competitividad en los Mercados Internacionales” on 23 November.
In September, three SCM forums were organised by CEI-RD in Santo Domingo. The first event targeted potential customers, the second potential trainers of the program and the third EI-RD’s staff. All three events generated a lot of interest in the programme.

**Santo Domingo: 16-18 November 2009**

A training of trainers’ workshop was held for a group of MLS-SCM trainers attached to CEI-RD in Santo Domingo. A total of 16 trainers attended this workshop.

All of the trainers agreed that in January 2010, all of them will deliver of the courses to each other in order to rehearse and prepare for the official launch programme in March or April 2010.

All the trainers took at least, the exam that corresponded to the module that they will deliver.
MLS-SCM® Programme: Ecuador

Fundación Cicerón – Universidad san Francisco de Quito

Quito: 25-28 June 2009

A first MLS-SCM training of trainers workshop was organised in Quito on 25-28 June 2009.

16 future MLS-SCM trainers attached to Universidad San Francisco de Quito (UAFQ) and Fundacion Ciceron attended the event.

14 trainers trained by ITC as well as a few recently recruited trainers took the professional exams in Spanish in October 2009. A total of 34 exams were taken by 14 trainers.

Quito: 27-30 November 2009

The MLS-SCM programme was officially launched on 25 November in Quito, Ecuador

On 27-28 November, a second training of trainers’ workshop was held for a group of MLS-SCM trainer’s attached to USFQ. The main purpose of this workshop was to fine-tune and finalise the complete Module designs and make sure that all the trainers were 100% ready to deliver the programmes for maximum impact. Some new trainers received guidance on effective delivery techniques, module content overview and course design.

On 28 November, a workshop “How to Write a Case (Applied to Latin-America’s environment) was held. The main purpose of this workshop was to enable trainers to develop effective training cases.
On 25, 26 and 30 November, meetings with the Ministry of Industry and Productivity, Chamber of Industry and Production, and several private enterprises, were held in order to promote the programme and the alliance ITC-USFQ.

On 30 November, a 1-hour interview with Patricio Tinajero at Multimedios Radio station took place. Cafe 106 is one of the most popular business programmes in Quito and the interview can be accessed via the following link:


MLS-SCM based training will begin in early 2010. The level of motivation of the trainers is very high and high percentage of trainers have already submitted their Session Designs to ITC.
16 trainers attached to BCaD Consulting Management in Addis attended a first training of trainers workshop on 1-4 August. The trainers had been carefully interviewed and selected and commitment levels were very high.

More than 50 people attended a promotion event immediately after the workshop and BCaD is now very busy preparing to start its first courses late October.

18-20 September: A second training of trainers workshop attended by 12 trainers was held on 18-20 September 2009. In the second workshop, course designs were reviewed and improved and the trainers delivered selected parts of the programme with feedback. Teams and team leaders were also assigned specific responsibilities and a detailed plan for the remaining preparatory activities was drawn up. Most of the trainers also took the exams in October and are eagerly awaiting the results.

On 21 September an SCM awareness and MLS-SCM promotion event was organised at the Chamber of Commerce. The event attracted more than 100 participants from enterprises and organisations and a lot of interest in SCM as well as the MLS-SCM programme was created.

9-11 October 2009: With the review and preparation session for all trainers done on Friday 9 Oct, the session design for Module 1 was fine tuned, and the trainers more confident to deliver an excellent Pilot Certification training, starting with Module 1 on 10-11 October.
The Pilot Certification in MLS-SCM started very well, with the Ambassador of Switzerland in Ethiopia, Mr. Peter Reinhardt officiating the event, and 12 participants from various private and public organisations actively participating in the initial Module 1 training, gaining knowledge about Corporate Environment and sharing experiences and ideas on SCM.

A number of trainers were involved in the Pilot training of Module 1, co-facilitated by Hong Siew, to enable better evaluation and practice for the key trainers. Other trainers were observers in the session and there was a daily debrief and evaluation for the trainer team. The daily evaluation from the participants was very positive and encouraging.

With the trainers well-versed in session design and how to deliver practical training on MLS-SCM that ensures effective learning, BCaD successfully completed the pilot training for the first six modules, with 17 participants, and also started a second batch on 7 Nov that was officiated by Jacky Charbonneau, Chief of ECS, ITC.

BCaD’s investment in time, resources and a new training venue is bearing fruit, with a high potential for attracting more participants and more interest on SCM in Ethiopia. BCaD is planning for a third batch starting in February 2010 in parallel with the next 6 modules batch of classes.
**MLS-SCM® Programme: Jordan**

**Business Development Centre of Jordan**

**Amman: 27 October**

The Yemen Business Development Centre of Jordan joined the MLS-SCM network and plans to offer the programme in English as well as in Arabic. So similar training is currently available in Yemen so YBC sees an interesting market for the programme.

The signing ceremony was witnessed by the participants of the Empretec Directors meeting in Amman on 26-28 October. Preparations to start including the selection of trainers started in 2009 and will continue in 2010.
Kenya Institute of Supplies Management (KISM)

**Nairobi:** 16-18 and 24-25 Oct 2009

The MLS-SCM programme was launched by our partner institution, Kenya Institute of Supply Management (KISM) in a grand opening and forum on 16th Oct at Hilton Nairobi.

The Deputy Ministry of Trade officiated the launch, with KISM’s council members and over 150 participants, to learn more about the MLS-SCM programme. There is significant interest and demand for the professional certification programme in Kenya, under the Continuous Professional Development (CPD) focus.

Various workshops and meetings with KISM council members and trainers were held to prepare KISM to start the pilot training programme on 24th Oct. This included assigning trainers, finalising the session designs, and registering participants. KISM had just moved to new premises for their offices and training programmes.

The Pilot Module 1 certification programme was very successfully managed with 3 trainers and co-facilitated by Hong Siew.

The initial 6 participants, from varied organisations such as banking, agriculture to road works, actively participated and gave very positive feedback on the content, approach and trainer’s performance.

Four more sessions were delivered by different facilitators in 2009 with 9 participants. KISM is confident of adding more enterprises and participants to cover Modules 1 to 6, and prepare the participants for March 2010 certification examinations.

The KISM team will continue to follow-up on the session designs and trainer assignments, as well as, promoting and registering participants, leveraging from this pilot event.
Unity School of Management recently joined the MLS-SCM network and a first training of trainers workshop was organised on 9-11 October 2009. During this first workshop, Unity defined its future course offer and first draft marketing materials was also developed.

Mr. Sengsod (second from the left), lead SCM trainer at Unity is in the middle of designing the first course to be offered before the end of the year.

A successful SCM awareness and MLS-SCM promotion attended by 40 enterprise representatives was organised on 9 October 2009.

Text below submitted by: Kanna Baran Director of Unity School of Management and Education (USME) 15 January 2010

The first MLS–SCM Training of Trainers Course was first introduced in Laos in 2007 at the University of Laos with an aim that training courses will be delivered to the public and private sectors, however due to limited marketing and resources the trainers were not able to put to action their knowledge and skills.

However, Mr. Sengsod through his spirit of commitment and perseverance, helped to link up the programme with Unity School of management in order to transform his vision “that Lao business will become competitive in the ASEAN market” to action.
Thus, on 24 June, 2009 UNITY School of Management was appointed as a new partner for MLS–SCM Training program in Laos. With the launching of MLS-SCM, TOT course, several module orientations, and followed by systematic marketing of the courses through newspaper interviews, emails and direct visits to ministries and companies.

The delivery of first course initiated on the 12 January 2010, with 7 participants from the ALS Chemex Company Ltd. Many other State Enterprises have expressed their interest. We are implementing on-going promotional activities, inviting all private and public enterprises to join the training. We find this could be achieved best by balancing both expansion and consolidation of the training program by maintaining the quality of the delivery of the training by trainers, and making the courses affordable, and available for all.
MLS-SCM® Programme: Malaysia

Mapics, Malaysia - by Nancy Goh

In 2009, we trained a total of 135 participants ranging from manufacturing based to individuals, an increase of 34% growth compared to year 2008. It is inspiring to realise what Mapics has achieved in the MLS-SCM® business where the number of participants has grown over the years.

We offer a full course of ITC’s 16 modules covering the flow from Certifications to Diploma, with the first 6 modules as a base to develop the trainees who are eager to acquire professionalism in supply chain, by sharing with them the concepts & macro view of supply chain and how it links from one function to another. This helps to give the trainees a better understanding of how the whole process of supply chain works.

Other options that we cater are modules customisation as well as selective modules for respective customers. These options are made available to make it more flexible to adapt to customers request.

Beginning this year, we are targeting to expand the supply chain knowledge to younger generation. The MLS-SCM® will be an effective learning chain to mould the future of this generation by developing new skills to facilitate employment opportunities in the field of supply chain.
We also provide intensive programme on “fast track global supply chain strategies through best practices” that covers the MLS-SCM\(^\circ\) 16 modules.

This workshop is specially designed for all organizational members involving in the management and development of the purchasing and supply chain management systems.

For participants who are sitting for examinations, the programme will provide them a better understanding of the course materials and how to put theories into practice at their workplace.

The structure of the workshop is highly participative and based on a combination of key concepts, group discussions, exercise, case study and sharing of real life experiences.

“Train & Place” scheme under the Ministry of Human Resources to develop & enhance retrenched and unemployed workers with new skills for better job opportunities.

Beginning this year, we are targeting to expand the supply chain knowledge to younger generation. The MLS-SCM\(^\circ\) will be an effective learning chain to mould the future of this generation by developing new skills to facilitate employment opportunities in the field of supply chain.

Apart from that, we are also planning to offer MLS-SCM\(^\circ\) training programme in Mandarin version for SMEs market. The programme serves as a bridging gap to transform traditional business approach to global business approach. The MLS-SCM\(^\circ\) has led us in developing & growing the business further.
MLS-SCM® Programme: Maldives

Centre for Career Development (ICCD)

**Malee:** 16-18 July

Five trainers attached to the international Centre for Career Development (ICCD) in the Maldives attended a first training of trainers workshop on 16-18 July.

The new course was promoted on local TV and through a public awareness event and a first certificate level course already started in August.

ICCD also plans to use trainers from the region to deliver some of the courses in Malee.

A first batch of students have signed up for Modules 1-6 and successfully completed 3 Modules in December 2009.

ICCD sees a big market for the programme in Maldives.
Seeds Linking Group:

Monterrey : 27-29 August

In the evening of 27 August, ITC presented the MLS-SCM programme to the business community in Monterrey, with a particular focus on the Automotive Industry Cluster of Monterrey and the Home Appliances industry. The presentations focused on creating awareness as to the importance of an efficient SCM in the critical current environment. The programme structure as well as success cases from the Global Roundtable in Montreux in April 2009 were also showcased. The first MLS programmes to be delivered by Seeds will target the Automotive Industry.

In the city of Monterrey, 7 participants, practitioners and future MLS-SCM trainers attached to Seeds Linking Group attended a training of trainers workshop on 28-29 August. The workshop focused on reinforcement of the training process, module content overview (M1-16), delivery methods and course outline/session design. 14 exams were taken by 10 trainers in October 2009.

ITESM:

Tec Monterrey continued delivering the MLS-SCM program during the year 2009. 98 exams were taken by 11 candidates during the year.
A 3-day Training of Trainers (ToT) was conducted in Lagos with 12 SCM practitioners and trainers from Institute of International Business and Logistics (IIBL), covering the training process, module 1-12 content overview, delivery methods and session design. It was facilitated by Lim Hong Siew.

A SCM forum was organised by IIBL with about 50 participants from various industry such as petrochemical, shipping, logistics, banking and from management, professional as well as graduate levels.

Presentations were made on SCM overview by Mr. Obiora Madu, Programme Director and CEO, IIBL and on Buying into Competitiveness by Lim Hong Siew.

A video showing on a Nigerian SCM success story was followed by an active question and answer session.
Twelve very enthusiastic and highly qualified trainers attached to MANTECH & ARC attended a first MLS-SCM® program workshop in Islamabad on 10-12 July. A promotion event was held at Apcoms in connection with the workshop and a large number of Masters students expressed interest in the programme. Mantech & Arc will offer the full professional certification and a first course was successfully launched in August. Most of the trainers took the exams in October.

**IC’s SCM® Training Successfully Launched in Pakistan**

The first training in Pakistan of ITC’s SCM® was immediately and successfully launched after the first TOT that was conducted very successfully by Ms. Margareta Funder. The camaraderie enthusiasm and vigour of the TOT continued even after wards through Post –TOT sessions. The same spirit got imbibed among the 12 candidates /trainees who registered for the SCM® Certificate Program. The participants of the first batch irrespective of their hectic job routines continued with the very intensive six days per week training for almost two months including the month of fasting.

**Participatory Learning through Sharing**

Training using group activities generated a lot of interaction and participation

**What do the Trainees say?**

At the end of the six modules training for the Certificate Program the trainers were asked to candidly give comments and feedback on the overall training. Some expressions have been reproduced below:

“... with 25 years of experience in Pakistan Army, I had thought I knew everything about Logistics and SCM until I completed the ITC’s training... one of its kind in Pakistan”

(Abdul Majid Lodhi), **Officer –Pakistan Army**

“A truly International experience of learning about the best practices in Purchasing, Procurement and Supply Chain Management”

(Asim Arshad), **Manager Procurement and Logistics –Cavalier Enterprises**
Targeted Niche Marketing Matters!

Keeping in view the great potential for SCM training in the sectors of Oil & Gas and Telecommunication, two extracted comments from the industries specific Success Story Winners’ presentations made at the memorable Global Roundtable in Montreux, Switzerland were also added besides the comments of the local candidates and trainees in the Advertisement for the 2nd Batch of Training. To ensure a better out reach the training is being offered in the twin cities of Islamabad and Rawalpindi.

And still counting....

The response to the advertisement given in the daily English News paper “The NEWS” and Urdu News Paper “JANG” having largest circulation has resulted in introducing the program to a large segment of organizations and number of potential trainees. The e-marketing using the above brochure besides ITC’s produced Brochure focusing on introducing ITC and its SCM(P) programme has created quite a stir and about 60 telephonic queries were answered in a week time. Many prospective trainees also paid personal visits to the MANTECH &ARC office in Islamabad. Thirteen candidates have already submitted their forms and we are still targeting certain organizations.
A 4-hour awareness event for trainers attached to ESAN in Lima took place on 24 June 2009. During the event, the trainers were fully briefed about the programme, the potential value to enterprises benefiting from the programme and the importance of participatory and practical training.

The delivery of the MLS-SCM programme started on 22 July. A first group of 16 highly satisfied participants completed 16 Modules in 2009.
Afrika Leadership Development Institute (LeadAfrika)

Pretoria : 7-9 July 2009

A SCM workshop was held with 17 participants, including private and public sector organisations. SCM topics covered included MLS-SCM introduction, contracts, ethics and corruption, sourcing & inventory issues, managing supply chain relationships, negotiation, Black Economic Empowerment (BEE) and even an African military perspective on logistics. Managers from companies such as Bosasa and Granor Passi, indicated interest in SCM certification. A short ToT was conducted with 10 participants that focused on training process, module content overview and session design.

27-28 October and 14-19 November

Since the Training of Trainer workshop in July 2009, the LeadAfrika team has followed up on marketing and promotion of the MLS-SCM programme, both in private and public organisations in South Africa. Also, the trainers have registered as candidates and taken multiple modules in the certification examination in September.

A sample of the LeadAfrika’s promotion brochure is displayed on the right.

Various marketing and promotional activities were organised when Hong Siew visited South Africa in October, including company visits to Bosasa Group of Companies, Checkers Retailer warehouse, Industrial Development Corporation (IDC) and a cocktail reception on the value of the MLS-SCM programme.

IDC’s Head of Learning and Development (External), Mr. Eric Mahamba-Sithole, and Mr. Molefe Lloyd Riba, Corporate Procurement Manager reiterated his team’s interest in the MLS-SCM certification programme. Procurement and HR directors from Bosasa and Checkers have also indicated strong interest to register for certification training.
With the strong commitments from the various organisations, Hong Siew extended his Africa trip to return to South Africa on the 14-19 Nov 2009 to prepare the trainers and help co-facilitate the Pilot Certification Module 1 training with LeadAfrika.

Although the initial turnout was only four participants in the 3 full-day class, the training was effective and practical. Module 2 training will start in Feb 2010. The positive evaluation will spur other participants and enterprises to register and join in a programme that has potentially high impact on supply chains and organisations in South Africa.
Christian Training Centre for Young Eritrean Refugees

Khartoum: 22-24 September

CTC’s Director Mr. Tsehaye Yihdego decided to open a training centre for the many Eritrean Refugees in Sudan. Tsehaye first studied the MLS-SCM programme at the Chamber of Commerce in Eritrea a few years back and then applied for a license for the MLS-SCM programme for the programme in Sudan in mid 2009 once he had moved to Khartoum.

9 highly motivated and extremely well selected and prepared Eritrean trainers attended a first MLS-SCM training of trainers workshop on 22-14 September 2009.

Actual MLS-SCM courses started very soon thereafter and in November 2009, CTC had 375 registered students for the first 6 Modules of the MLS-SCM programme. By end December 2009, 300 students had started to attend training. Tsehaye will personally sponsor the exam fees for those students who can’t otherwise afford to take the international exams.

International Centre for Quality (ICQ)

ICQ, a highly respected and well managed training provider in Sudan, joined the MLS-SCM network on 24 September. They will offer the programme to as in-company training of well as for public courses and plan to use a mix of local and international trainers.
**MLS-SCM® Programme: Tanzania**

**IPSCM Consult**

**Dar es Salaam: 13-14 Oct and 10-12 Nov 2009**

Promotional meeting with public sector organisations such as Tanzania Port Authority (TPA), meeting with Procurement director. Kiluwa and Fimbo will further follow-up with TPA and TRL (Tanzania Railway Limited) directors to explore in-house SCM training opportunities.

Preliminary briefing meeting with 9 potential professionals held on 14\textsuperscript{th} Oct, with a short presentation and video on the MLS-SCM programme, focusing on the value of SCM material and participative training approach in MLS. Strong interest from participants with a very productive discussion.

With close follow-up by Kiluwa, Fimbo and Kilima from IPSCM Consult, many of the participants who attended the brief registered for the certification programme. Hong Siew extended trip in Africa to return to Dar es Salaam to launch the pilot Module 1 training with registered candidates on 10-11\textsuperscript{th} Nov 2009.

Excellent start of Module 1 sessions by IPSCM Consult, with 9 participants initially. Participants are very keen learners, from varied organisations ranging from private to public, e.g. the Army. Very Positive feedback from participants on MLS-SCM value and approach, as well as, commitment of IPSCM Consult in organising this historic pilot programme.

By the end of 2009, they have increased to 14 participants an in the first batch for certification on MLS-SCM and completed Modules 1, 2 and 3 (partially). While sourcing for a more permanent training location, the programme will continue with weekend classes to cover Modules 3 to 6, and prepare the participants for March 2010 certification exams.
MLS-SCM® Programme: Thailand

RP-5 Management Co., Ltd.

MLS-SCM Promotion in the Exhibition on the occasion of 87th Year, Inaugural Day of Department of Business Development, Ministry of Commerce, January 13 - 15, 2010

Visitor (center) at our exhibition

Staff providing information to visitor

Visitor was interested in MLS-SCM
International Study Tour & the SCM Workshop co-operation between Institute of Supply & Materials Managements, Sri Lanka and RP-S Management Co. Ltd., July 2 - 4, 2009

Co-operation between Institute of Supply & Materials Managements, Sri Lanka and RP-S Management Co., Ltd.

Visited largest Thai Sea port - Laem Chabang Port

MLS – SCM Workshop participants from ISMM & RP-5

Sharing life case study by ISMM

Sharing life case study by RP-5
Dinner on Chao Phraya River

Site visit to Eternity Grand Logistics Public Company Limited, a Logistics Service Provider (LSP)

Visit to a Thai Temple: Wat Dhamma Mongkol, Bangkok
MLS- SCM Training for Exporter, Module 11 – Managing Inventory

Venue: Office of Trade Logistics, Department of Export Promotion
August 6, 2009

Sr. Trade Officer, Office of Trade Logistics and Trainers of RP-5

Introducing ITC and Promoting MLS-SCM
By Arunee of RP-5

Trainer, Apinya, in action
Sr. Trade Officer (4th from left), 17 participants and trainer team

Participants in class

Trainer, Paytai, in Action

Trainer, Napapanporn, sharing Real life case: How MLS-SCM helps strengthen the Supply Chain
Madame Son, Director of CBAM for a number of years retired in August and was replaced by MS Nga. A new MLS-SCM coordinator (Ms Hoang Au) also took over from Ms Ngoc Anh. On 14 October, Ms Nga, Director of CBAM (left), opened an SCM awareness event for more than 100 enterprises in Ho Chi Minh City. The event was highly successful and the number of participants exceeded all expectations.

At the event, two past MLS-SCM participants showcased what they had achieved as a result of having taken the training. This was greatly appreciated and a lot of interest in the MLS-SCM programme was generated.

CBAM has been offering the programme successfully for a number of years. Nine courses were offered in 2009 attended by 85 module participants but CBAM now wants to expend the programme and start offering training in Vietnamese as well as in English.

In order to increase the pool of trainers, a training of trainers workshop was organised on 27-29 November 2009. Thirteen highly qualified new trainers attended this event and as 2009 came to an end, these trainers were busy preparing to start teaching in March 2010.

Gabriel Tan (right), who had successfully been teaching the MLS-SCM programme at CBAM for several years assisted in the workshop and will also lead the preparations in 2010.

Nancy Goh, Director Mapics & ITC resource person, assisted the CBAM training coordinator Ms Au with preparations, development of brochures, marketing strategies, etc during 2009.
Yemen Businessmen’s Club

**Sana’a: 30 September**

Yemen Businessmen’s Club joined the MLS-SCM network and plans to offer the programme in English as well as in Arabic. No similar training is currently available in Yemen so YBC sees an interesting market for the programme.
**MLS-SCM® Programme: Zimbabwe**

**Empretec Zimbabwe (EZ)**

**Harare:** 20-22 October 2009

This is the second Training of Trainers (ToT) conducted in Zimbabwe, with 6 trainer participants. The trainers are well experienced practitioners that were able to fully participate and share their experiences and understanding of SCM.

The focus in this ToT was to collaborate on developing marketing strategies and promotional material for the MLS-SCM programme in Zimbabwe as well as, bring everyone up to speed on the latest concepts on MLS training practical approach.

The trainers were involved in presenting the 16 module overviews and linkages, have a better understanding of the training process, especially in EZ’s target groups’ needs and gaps. The team also documented and shared some of the local cases and experiences, which have been submitted for upload in LearningNet.

To prepare for future training, course outlines and session designs were developed by the trainers. The team has committed to completing the designs in the next couple of weeks. EZ and trainers were also shown how to register in LearningNet.

EZ and team have developed action plans & owners, a brochure for marketing and promoting the MLS-SCM programme, starting with specific short courses in December for SMEs and certification programme early next year.
Empretec Zimbabwe closed the year 2009 with a high note...holding their first ever SCM in-house training for a pharmaceutical company that was responsible for the sourcing and distribution of medicines and medical equipment to ALL government hospitals, clinics, health centres, countrywide.

“...the top executives & pharmacists, including the MD, trained in (Module 10) Managing Logistics in the Supply Chain found the training worthwhile, very informative and particularly useful to the strategic and operational issues of the company...”

Busi Bango, Executive Director, Empretec Zimbabwe

Another workshop on Managing Logistics, is lined up for the middle of February 2010 followed by Module 11: Inventory Management and Module 16: Customer Relationship Management for both Senior and Middle Management. Inroads have also been made on offering the programme to pharmaceutical, warehousing and distribution companies as well as the Government State Procurement Board which will open the doors to state parastatals and improving their purchasing functions.