

## SCOR Workshop

### Optimizing Supply Chain Cost Efficiency with the widely-recognized SCOR Model

*The gateway to sustainable business in the volatile global economy*

The drive towards greater operational efficiency and lower operating cost in today's challenging economy urges every supply chain professional to search for effective ways to design the roadmap to improving supply chain operations. Do you have the right tool to help determine what business processes to improve and how to improve them?

*"By capitalizing on GS1 Hong Kong's expertise in SCOR, Tsit Wing was able to re-examine every process involved in its operation, from procurement and production to warehousing and distribution. Encouraging IMPROVEMENT over the company's supply chain reliability, responsiveness, flexibility and COST OF OPERATION have been seen."*

Tsit Wing International Holdings Limited

*"FMCG requires a very responsive, reliable and flexible supply chain. Through the SCOR workshop, we understood that it's a model that captures all supply chain processes from production to warehouse, from procurement to distribution, the model itself is a very comprehensive model. It also encourages company to measure its supply chain reliability, responsiveness and flexibility. It would be a model that aligned with FMCG requirement and model that worth to be recommended."*

Amoy Food Limited

*"Learning SCOR from GS1 Hong Kong, it helps our company be more understanding what supply chain can impact the entire corporation. With such world-class supply chain methodology, we are able to benchmark/diagnosis ourselves and access our supply chain capability in terms of responsiveness to our customers, flexibility over our inbound and outbound logistics as well as be a reliable corporation."*

Supply Chain Manager, Leading Retailer of Fast-Moving-Consumer Goods

*"Supply chain in catering business is never been easy and finding a right supply chain methodology for such a complex industry is not an easy task. It is great to know from GS1 Hong Kong the SCOR model. During the 4 days workshop, it brings out a simple but practical model, particular on how the model define the supply chain processes and how to measure it for efficiency gain. It has been fruitful for attending such a good workshop."*

Warehouse and Logistics Manager, Hong Kong Maxim's Group

Real improvements in supply chain operations begin with the understanding of the framework of SCOR model, the methodology to implement SCOR in real life situations. SCOR workshop designed by the Supply-Chain Council provides the right answer.

### What is SCOR?

SCOR, the Supply-Chain Operations Reference Model, is the recognized global standard diagnostic tool for supply chain efficiency. Developed and maintained by Supply-Chain Council, SCOR enables users to address, improve, and communicate supply chain management practices within and among all interested parties. The Supply-Chain Council (SCC) is a global non-profit consortium whose methodology, diagnostic and benchmarking tools help nearly a thousand organizations make dramatic and rapid improvements in supply chain processes. The Council now has closer to 1,000 corporate members and its membership consists primarily practitioners representing a broad cross section of industries, including manufacturers, services, distributors and retailers. Many Fortune 500 companies (including IBM, DuPont, Sony, and DHL) are members of Supply-Chain Council.

### What is SCOR-P?

To further demonstrate the value of SCOR and document individual skill competency, the Supply-Chain Council is launching the SCOR Certification program. SCOR Certification demonstrates proficiency in understanding and implementation of the SCOR Model to drive supply chain improvements. Candidates who have completed both *SCOR framework* and *SCOR Implementation* training workshops based on the most current SCOR version (SCOR 9.0) are eligible to take the examination for certification.

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## Why SCOR Certification?

- SCOR-Certified Professional possesses a valuable set of supply-chain skills based on real-world techniques for measuring and managing a global supply chain, rather than on concepts.
- Creating an in-house pool of SCOR-Certified Professionals can help a company dramatically raise its proficiency in supply chain improvement.
- SCOR-Certified Professionals can help your customers tackle strategic supply chain issues and improve their supply chain efficiency by acquiring both supply chain process improvement methodology and ERP/CRM solutions.
- Certification provides a means to assess the skills and competencies of your personnel and recruits, and to evaluate the effectiveness of training.

## What is Theory of Constraints (TOC)?

Theory of Constraints – being one of the best practices recommended in SCOR, helps supply-chains to synchronize their inventory with market demand and helps manufacturer to improve due-date performance and shorten production lead time through DBR and SSCR management. Participants of 4 days SCOR workshop can entitle 1 day free Best Practice complementary workshop in TOC focus in either of the following workshop offered by DataDevelop.

- TOC DBR Production Management (for manufacturers)
- TOC SSCR Synchronized Supply Chain Replenishment (for supply-chain management in retailers, FMCG)

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## Who should attend the workshop?

- ERP & CRM system integrators and consultants who need to streamline supply chain related business processes and uplift their customers' supply chain competencies and performance.
- Supply chain managers who need to define the roadmap to supply chain improvement and lead the implementation.
- BPR (Business Process Re-engineering) consultants who need strategic methodology to conduct process re-engineering for supply chains.

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## What you will get from the Workshop?

This is a 4-day workshop combining both SCOR 9.0 Framework and SCOR 9.0 Implementation. The workshops are conducted by certified SCOR trainers from GS1 Hong Kong who are the only certified trainers locally among the 30 certified trainers around the world.

The SCOR Best Practice complementary workshops in TOC focus include DBR and SSCR methodologies. Each of them will provide the necessary professional knowledge and methodology to complement the SCOR 9.0 Framework and implementation providing the effective execution and measurable result.

### SCOR 9.0 Framework (2 days):

- Understand the major components of SCOR—Plan, Make, Source, Deliver, Return—from a supply-chain perspective and how to use them to model supply-chains.
- Learn to choose the right supply-chain performance indicators for benchmarking and performance improvement.
- This course is a prerequisite to SCOR 9.0 Implementation.

### SCOR 9.0 Implementation (2 days):

- In-depth training on how to perform a SCOR program.
- Understand SCOR Project Roadmap and how to produce key project deliverables for project-based or enterprise-scale SCOR implementation.
- Learn the basic information on SCOR roadmap, SCOR & Operations Strategy, SCOR & Material Flow, SCOR & Information/Workflow, and SCOR Development, Test & Rollout.
- Case sharing on hundreds of SCOR projects.

### SCOR Best Practice Complementary Workshop of TOC (Theory of Constraints DBR / SSCR (1 day per workshop):

- Understand how to achieve tremendous improvement in Production operation & stock availability in a short time without significant investment and taking any real risk.
- Learning how to significantly increase the production throughput and synchronize inventory level for maximum R.O.I. and improve due-date performance using Drum-Buffer-Rope (DBR) methodology
- Knowing how to achieve the Paradigm shift needed in an organization in order to implement TOC
- Case sharing on tangible results after TOC best practice deployment

For more details about the workshop content, please refer to the Appendix.

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## Want more information about the workshop?

**Free-of-charge** workshop briefing is organized to help you better understand the Supply-Chain Council, the SCOR workshop and basic knowledge on SCOR model.

	Date	Time	Venue	Fee*
<b>Free-of-Charge Workshop Briefing (Language: Cantonese / Briefing Material: English)</b>				
Workshop Briefing	<b>Briefing</b> Mar 5, 2010	10:30-12:30 or 14:30-16:30	RFID Center	Free of Charge
<b>SCOR Workshop (No. of Seats: 10 per class) (Language: Cantonese / Training Material: English)</b>				
SCOR Workshop 1002	<b>Framework</b> Mar 01 – 02, 2010 <b>Implementation</b> Mar 03 – 04, 2010	9:30–17:30	GS1 Hong Kong	Non-member \$15,000 Member \$10,000
SCOR Workshop 1003	<b>Framework</b> Mar 29 – 30, 2010 <b>Implementation</b> Mar 31 – April 01, 2010			
<b>SCOR Best Practice Complementary TOC Workshop (No. of Seats: 10 per class) (Language: Cantonese / Training Material: English)</b>				
SCOR Best Practice Complementary TOC Workshop	<b>TOC DBR</b> Mar 12, 2010 <b>TOC SSCR</b> Mar 26, 2010	9:30–17:30	Royal Pacific Hotel TST	Free complementary with SCOR workshop

\* Member of Supply-Chain Council, APICS, GS1HK and recognized associations can entitle member rate of \$10,000 for the 4 days workshop

[Participants can receive up to 50% reimbursement from Vocational Training Council (VTC)] \*

\* Participant must secure a minimum of 75% attendance and hold a valid Hong Kong Identification Card.

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## About GS1 Hong Kong

GS1 Hong Kong is a not-for-profit, industry led organization to promote global standards, best practices and enabling technologies in the arena of global value and supply chain management. GS1 Hong Kong plays a leading role in promoting a set of common global standards to the local business community and providing a diverse range of business support services spanning from transferal of the latest supply chain knowledge and standards development, to professional consultancy services, e-commerce training, Electronic Product Code/Radio Frequency Identification (EPC/RFID), and Global Data Synchronization (GDS) implementation.

## About DataDevelop

DataDevelop Consulting Ltd. is a result-oriented TOC management consulting firm, specializes in providing Theory of Constraints (TOC) projects, Lean, Six Sigma TLS synergy, SCOR modeling methodology and ERP Performance Recovery & Acceleration services. Over the last 20 years, we have successfully established many improvement projects through TOC, ERP implementations for practical bottom-line improvement in different industries. We are committed to help our customer to succeed by increasing cash flow velocity and by maximizing profitability.

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## SCOR Workshop Registration

To reserve a seat for the [SCOR Workshop](#) or [Briefing Session](#), please complete the following form and fax to 2861 2423 or e-mail to [RockyYu@gs1hk.org](mailto:RockyYu@gs1hk.org).

### Application Details

Name of participant	
Tel no.	
Email	
Fax	
Company Name	
Industry	
Title	
Address	
	<p>I would like to participate in the free-of-charge workshop briefing ___ SCOR Workshop briefing (Mar 5, 2010 10:30 – 12:30) or ___ SCOR Workshop briefing (Mar 5, 2010 14:30 – 16:30)</p> <p>I would like to participate in the workshop ___ SCOR Workshop 1002 (Mar 01 – 04, 2010) ___ SCOR Workshop 1003 (Mar 29 – April 01, 2010)</p> <p>I would like to participate in Complementary TOC workshop with my registration of SCOR workshop ___ TOC DBR Production Management (Mar 12, 2010) or ___ TOC SSCR Synchronized Supply Chain Replenishment (Mar 26, 2010)</p> <p>* Please check the appropriate option</p>

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For Enquiry Please Contact

Mr. Rocky Yu  
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or

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# Appendix 1

## SCOR Workshop Content

Key areas covered in the SCOR Framework module

### **SCOR Framework Scope**

- Scoping (Plan, Make, Source, Deliver, Return)
- Configuration (Make-to-Stock, Make-to-Order, Engineer-to-Order, Retail)
- Generic Activity (e.g. "Receive Material")
- Capturing a SCOR Model

### **SCOR Process Content**

- Inputs, Outputs, Reasons, Metrics
- Geography, Organizations, Technology
- Business Rules and Business Practices
- Representation of Details – Swim Lane, Use-Case, Hierarchy

### **SCOR Metrics and KPI's**

- Strategic Metrics (Level 1 – Customer Focused and Internal Focused)
- Diagnostic Metrics (Level 2/3 – Individual Process KPIs)
- KPI Selection and SCORcard Management
- Benchmarking

### **Best Practices**

- Level 1, 2, 3 of Best Practices
- Best Practice Benchmarking & Maturity
- Relation to Technology
- Implementation

### **SCOR Implementation**

- Four-Phased SCOR Implementation
- The SCOR Implementation Program Plan
- Case Studies and Value Propositions

Key areas covered in SCOR Implementation module

### **The SCOR Project Roadmap**

- Analyze Basis of Competition
- Configure Supply-Chain
- Align Performance Across Levels
- Implement Change

### **Operations Strategy**

- Competitive Performance Requirements
- Performance Metrics
- Supply Chain Scorecard
- Scorecard Gap Analysis
- Project Plan

### **Material Flow**

- AS IS Geographic Map
- AS IS Thread Diagram
- Design Specifications
- TO BE Thread Diagram
- TO BE Geographic Map

### **Information and Work Flow**

- AS IS Level 2, 3, and 4 Maps
- Disconnects
- Design Specifications
- TO BE Level 2, 3, and 4 Maps

### **Develop, Test, and Roll Out**

- Organization
- Technology
- Process
- People

## Appendix 2

# TOC Workshop Content

Key areas covered in the TOC DBR workshop

- **Introduction of 5 core TOC concepts**
  - TOC system view
  - TOC constraint view
  - TOC conflict view
  - TOC negative branch view
  - TOC obstacles view
- **Improvement – two major implementation strategies**
  - TOC holistic improvement strategy
  - TOC global performance strategy
- **Production management – TOC-DBR operation**
  - What are the production performance issues? What are the problems?
  - What is the expected production objective? How to achieve it?
  - What is the best target performance? Is it realistic?
  - What is DBR? What is the value gained from it?
  - How to implement DBR? What is the positive impact on the production line?
- **Is TOC useful for our production operation?**
  - Case study
  - Customer sharing on practical implementation experience

For Chinese leaflet about [TOC DBR Drum-Buffer-Rope workshop](#)

Key areas cover in the TOC SSCR workshop

- **What to change?**
  - What is the core problem in Supply Chain?
  - What is the Supply Chain performance index?
  - Where is the leverage point in increasing the global Supply Chain performance?
  - What is the Inherent simplicity in most Supply Chain?
  - Supply Chain responsiveness as competitive advantage
  - Causes and effects in Supply Chain performance
  - Core conflict in Supply Chain
- **What to change to?**
  - Win-win solution by SSCR
  - Replenishment model
  - TOC SSCR critical factors in replenishment
  - TOC SSCR operation
  - Push vs Pull
- **How to cause the change?**
  - DBM operation
  - TOC 5 focusing steps
  - Why inventory turns are increased?

For Chinese leaflet about [TOC SSCR Synchronized Supply Chain Replenishment workshop](#)