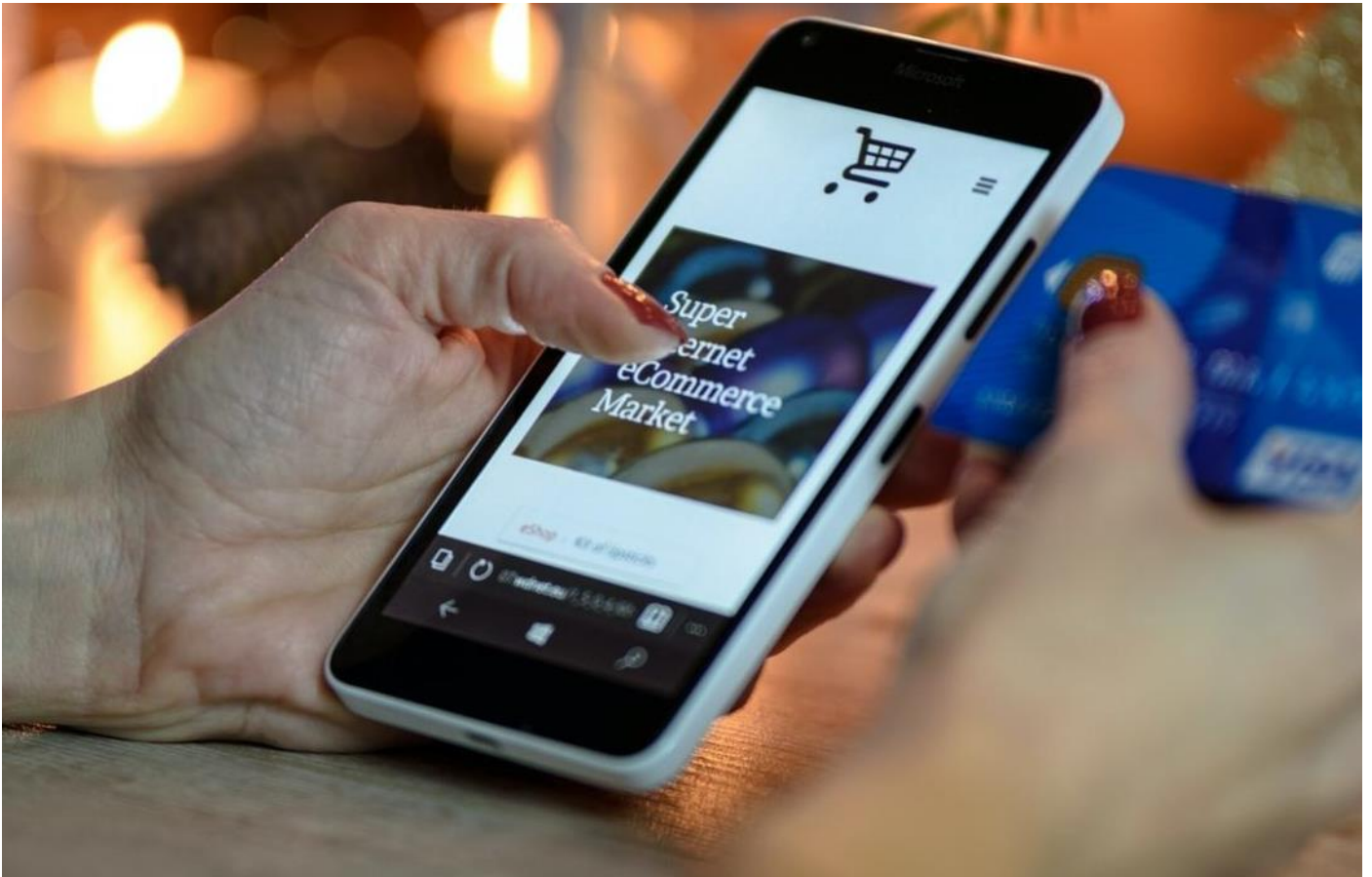# E-commerce & Supply Chain Management Course

Introduction

The rise in e-commerce means supply chains need to adapt to stay ahead. Businesses are transitioning to direct-to-consumer and this will further complicate last-mile deliveries. In addition, consumers expect total transparency and real-time feedback during the logistics & delivery process. Increased supply chain visibility and enhanced customer relation protocols will become invaluable.

This course aims to assist company to understand the principles of supply chain visibility, the techniques on achieving visibility and how emerging technologies like automation, robotics, drones, IoT, computer vision, etc. can achieve visibility. It aims to assist company to tap onto e-commerce opportunities and prepare for visibility to win customers' trust.

Target Audience

Supply chain or logistics managerial staff, operations and retail/e-commerce related staff

Key Takeaways

- ✓ Explores the business models on e-commerce
- ✓ Reviews the roles of e-commerce supply chain
- ✓ Discuss the supply chain execution
- ✓ Highlights technologies choices like automation, robotics, drones, IoT, computer vision, etc
- ✓ Implementation skill sets to achieve e-commerce visibility
- ✓ Case sharing and examples
- ✓ Through a combination of live training, group learning, and hands-on exercises and hands-on tour, you will gain comprehensive practical skills on e-commerce and supply chain management

Training Contents

- ✓ E-commerce Operations & Set Up
- ✓ Supply Chain Planning & Management
- ✓ Logistics Business Excellence
- ✓ Distribution & Warehousing Management
- ✓ Enterprise Resource Planning
- ✓ Supply Chain Analytics & Introduction of Artificial Intelligence and Machine Learning
- ✓ Technologies in Supply Chain Process (WMS, TMS, RFID, OMS)
- ✓ Process Improvement Strategies (AI, Blockchain, Barcoding)

Trainer Profiles

Ms. Heidi Ho
- Global Traceability Trainer, GS1 Global
- Principal Consultant, GS1 Hong Kong
- Certified ESG Planner, CEP™
- Certified Agile Leader
- Project Management Professional, PMP®
- SCOR® Trainer and Certified Lean (Service) Professional
- Seasoned trainer in supply chain and traceability with 24+ years experience in leading regional supply chain function for FMCG and MNC Food corporations
- Accredited Auditor, clients include General Mills, Lam Soon, AEON, Maxim's, Swire Coca-Cola, etc.
- Member of Centre of Food Safety's Trade Consultation Group, International Food Safety Association, Hong Kong Food Council, Hong Kong Logistics Association, Chartered of Transport and Logistics, and iPro

Mr. KK Suen
- Chief Architect and Principal Consultant, GS1 Hong Kong
- Former Vice Chairman of Hong Kong Retail Technology Industry Association (2003)
- Advisor of XML CG (XML Coordination Group) of the HKSAR Government
- Seasoned trainer with 35+ years of experience in System Development System Design, and Consultancy
- Visiting lecturer, Hong Kong Polytechnic University, in Innovation and IT for Supply Chain Mangement
- Former member of Expert Review Panel of The Hong Kong R&D Centre for Logistics and Supply Chain Management Enabling Technologies (LSCM R&D Centre) (2016)

Training Details

Date:	2 days training
Time:	9:30 am – 5:00 pm
Venue:	GS1 Hong Kong, 22/F, OTB Building, 160 Gloucester Road, Wanchai, Hong Kong
Languages:	Cantonese (with English materials)
Course Fee :	**HK$8,000 per person**

Enrolment & Enquiries
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