

# Postgraduate Certificate Supply Chain and Customer Service Excellence





## Postgraduate Certificate Supply Chain and Customer Service Excellence

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Graduates and professionals with demonstrable experience in logistics fields

Website: [www.techtute.com/pk/school-of-business/postgraduate-certificate/supply-chain-customer-service-excellence](http://www.techtute.com/pk/school-of-business/postgraduate-certificate/supply-chain-customer-service-excellence)

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# 01 Welcome

Customer service is the most distinctive sign for any business today. With a happy and satisfied customer comes a loyalty with which to more efficiently increase the total user or buyer base. This has a substantial connection with the supply chain itself, on which the correct supply of the required materials depends, as well as their prompt delivery. Having a complete knowledge of these two subjects, the logistics professional can position himself much more prominently to lead work teams on which both the management of demand and the final customer service itself depend.



Postgraduate Certificate in Supply Chain and Customer Service Excellence.  
TECH Technological University



“

*You will have in your hand the key to improve your current logistics position and prove your professional worth by managing your company's demand”*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*



## At TECH Technological University



### Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%** | of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**100,000+**  
executives trained each year

**200+**  
different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**500+** | collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Analysis

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TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

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TECH offers students the best online learning methodology. The university combines the Relearning methodology (the most internationally recognized postgraduate learning methodology) with Harvard Business School case studies. A complex balance of traditional and state-of-the-art methods, within the most demanding academic framework.



### Economy of Scale

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TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



### Learn with the best

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In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH you will have access to Harvard Business School case studies"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"*

This program will provide students with a multitude of professional and personal advantages, particularly the following:

**01**

### A significant career boost

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By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of participants achieve positive career development in less than 2 years.*

**02**

### Develop a strategic and global vision of companies

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TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

*Our global vision of companies will improve your strategic vision.*

**03**

### Consolidate the student's senior management skills

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Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

**04**

### Take on new responsibilities

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The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

*20% of our students develop their own business idea.*

07

### Improve *soft* skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to train with a team of world renowned teachers.*

# 04 Objectives

The main objective of this program is to guarantee a professional improvement for the students who attend it, so TECH puts all its efforts in providing quality education. Thanks to this content, the student will be able to opt for a job promotion that will allow them to expand their own salary projection within the logistics sector.





“

*This program will teach you the quintessence of customer service so that you can achieve your professional goal"*



TECH makes the goals of their students their own goals too.

Working together to achieve them.

The Postgraduate Certificate in Supply Chain and Customer Service Excellence will enable students to:

01

Develop strategies to optimize customer service and improve the profitability in the national and international market

02

Develop an international vision of the supply chain

03

Implement tools for the operational and economic control of activities





04

Compete through innovation in logistics processes

05

Implement techniques to develop the interaction between store and logistics, catalog management, purchasing and procurement, warehouse operations, transportation and distribution, customer service, etc.

06

Describe the procedures for establishing decision criteria for process outsourcing, RFQs and signing of logistics service contracts

05

# Structure and Content

This TECH's Postgraduate Certificate contains the most innovative teaching methodology in the market today, so that the student learns the vicissitudes of the supply chain and excellence in customer service in the best possible way. The teaching load is also reduced thanks to the support of audiovisual material that contextualizes all the concepts taught.



“

*You will improve your job performance  
in the logistics sector, which will lead  
you to new professional challenges”*

## Syllabus

The content of this Postgraduate Certificate in Supply Chain and Customer Service Excellence is designed to facilitate the student's transition to more senior management positions, guiding them in making the right decisions when faced with a variety of logistical problems.

Thanks to the experiential approach of the course and the professionalism of the teaching staff involved, students are guaranteed an education that will take them to the next level of their professional career.

Over the 75 hours of the course, real cases proposed by the teachers will be analyzed, where the student will learn in a contextual way all the theoretical content taught.

This program takes place over 6 weeks and consists of 2 modules:

### Module 1.

Supply Chain and Demand Management

### Module 2.

Logistics and Economic Management





### Where, When and How is it Taught?

TECH offers you the opportunity to study this Postgraduate Certificate in Supply Chain and Customer Service Excellence completely online. During the 6 weeks of the specialization, the student will be able to access all the contents of this program at any time, which will allow them to manage their own study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

## Module 1. Supply Chain and Demand Management

### 1.1. Supply Chain Design and Management

- 1.1.1. Environmental Conditions
- 1.1.2. Competitiveness Factors
- 1.1.3. Innovation, Challenges and Shortcomings

### 1.2. Key Aspects of the Supply Chain

- 1.2.1. Order Penetration Points
- 1.2.2. Stock Points
- 1.2.3. Customization Points
- 1.2.4. Sales Forecasting Tip

### 1.3. Supply Chain and Customer Service Excellence

- 1.3.1. Efficient Manufacturing and Delivery
- 1.3.2. Excellence in Customer Service as a Competitive Advantage
- 1.3.3. Tools for Measuring Customer Service Excellence

### 1.4. Customer Service

- 1.4.1. Customer Service as a Winning Strategy
- 1.4.2. Customer Communication Channels
- 1.4.3. Integration with the Online Store
- 1.4.4. Online Service Centers

## Module 2. Logistics and Economic Management

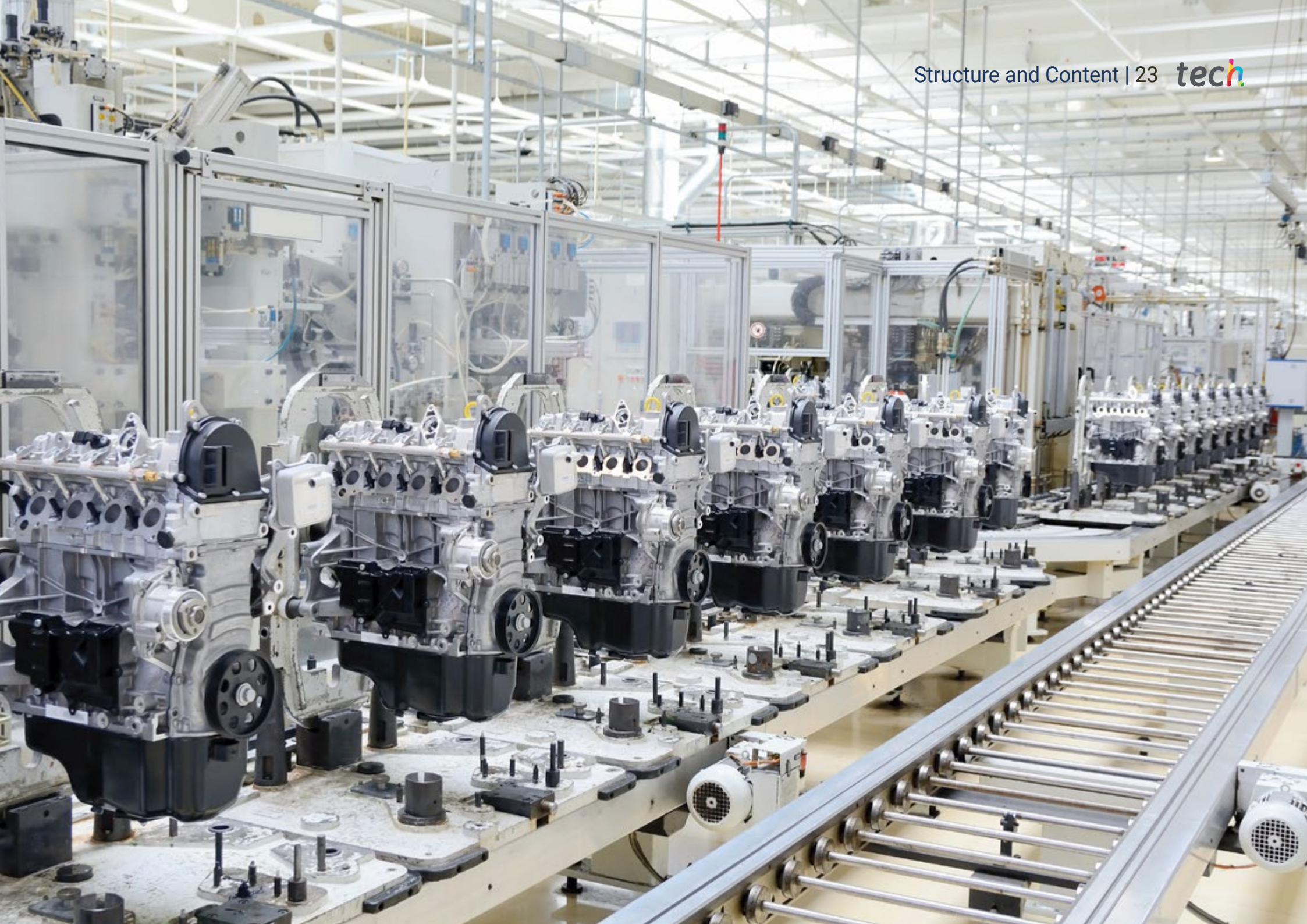
### 2.1. Logistics and Customers

- 2.1.1. Demand Analysis and Forecasting
- 2.1.2. Sales Forecasting and Planning
- 2.1.3. Collaborative Planning, Forecasting, and Replacement



*A necessary development for you to make that quality leap you are looking for in your path to logistics management”*







06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*



## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world”*



*This program prepares you to face business challenges in uncertain environments and achieve business success.*



*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

## A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

**“** *You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.





In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.





This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



### Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

This program is especially aimed at professionals in the logistics sector who seek to stand out through excellence in customer service and agile supply chain management. It is also for managers who want to bring a more innovative vision to their day-to-day work, with a better understanding of the logistics involved in distribution and customer service.





“

*Thanks to the focused logistics profiles of this program, you will have a unique opportunity for networking”*

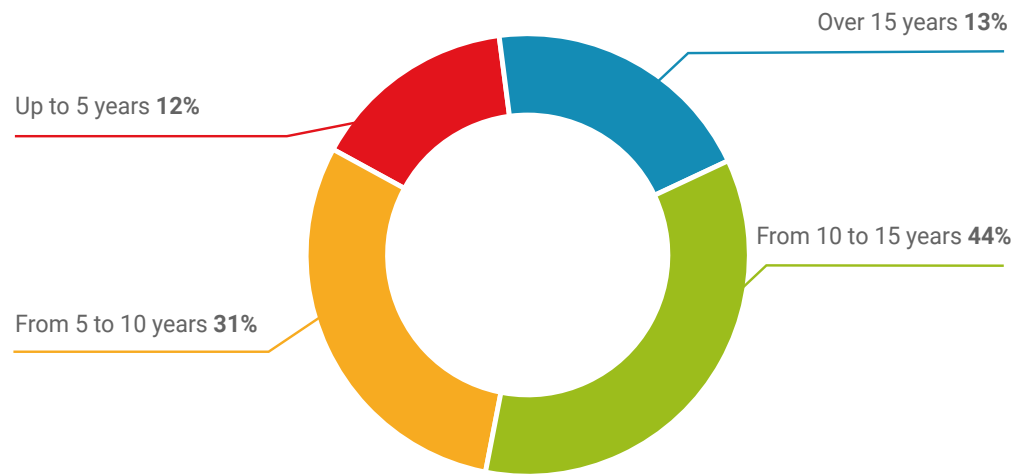
### Average Age

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Between **35** and **45** years old

### Years of Experience

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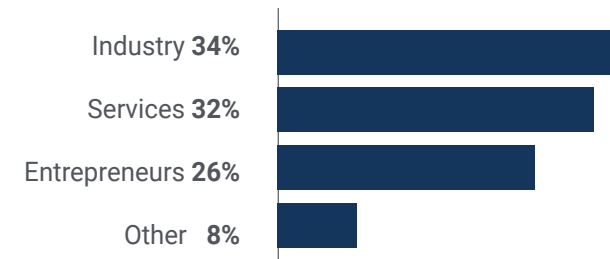
### Training

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### Educational Profile

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## Geographical Distribution

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## David Rodríguez

Logistics Manager

*"After completing the Postgraduate Certificate in Supply Chain and Customer Service Excellence I have realized how to improve in the company. The quality of the professors is exceptional, and they are able to transmit all their knowledge in the subject to the students"*

08

# Impact on Your Career

Thanks to the advanced methodology of this program, the student will achieve a job improvement in a very short time, climbing positions in logistics departments thanks to a much more effective problem-solving. This means that the job improvement that the student is looking for will be much closer after graduating from this program.





“

*You will also improve your transversal skills, as the best logistics professionals will also teach you how to communicate and organize yourself better in your work"*

### Are you ready to take the leap? Excellent professional development awaits you.

The Postgraduate Certificate in Supply Chain and Customer Service Excellence urges its students to be prepared for the uncertainty of logistics management, making them profitable managers who can deal with any kind of situation with solvency.

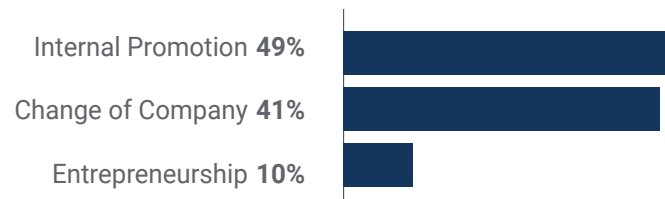
*TECH wants you to reach your goals in the fastest and most effective way. Enroll today to make it happen.*

*Take advantage of the professional experience of TECH teachers to make the leap to the most prestigious logistics management.*

#### Time of Change



#### Type of change



### Salary increase

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This program represents a salary increase of more than **25.22%** for our students.



09

# Benefits for Your Company

Since the logistics sector is chaotic at times, companies that incorporate graduates of this program into their ranks will be better prepared to get out of complicated situations. Thanks to the global and decisive vision acquired by the students, supply chains will flow better and customer service will be of the highest possible quality.





“

*In a logistics era that is more unpredictable than ever, you will be the professional who makes the difference in leading your workgroups with efficiency and excellence”*



Developing and retaining talent in companies is the best long-term investment.

01

### **Intellectual Capital and Talent Growth**

The professional will bring new concepts, strategies and perspectives to the company that can bring about creative changes in the organization.

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02

### **Retaining high-potential executives to avoid talent drain**

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.

03

### **Building agents of change**

The manager will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

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04

### **Increased international expansion possibilities**

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

### **Project Development**

The executive can work on a real project or develop new projects in the field of R&D or business development of their company.

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06

### **Increased competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization.

# 10 Certificate

The Postgraduate Certificate in Supply Chain and Customer Service Excellence guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.



“

*Successfully complete this program  
and receive your university qualification  
without having to travel or fill out  
laborious paperwork”*

This **Postgraduate Certificate in Supply Chain and Customer Service Excellence** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: **Postgraduate Certificate in Supply Chain and Customer Service Excellence**  
Official N° of Hours: **75 h.**



\*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.





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