

APICS training from
the UK market leader



customer centred supply chain management training

Perfect order fulfilment requires best practice demand planning... **is yours?**





Excessive obsolescence?

Volatile factory loading?

Constant vendor reschedules?

Poorly managed product introductions & retirements?

How long is it since your planning team have undertaken MRP concepts and fundamentals?

Time to go back to basics?

It is a common occurrence in modern industry that whilst companies are striving towards excellence with many modern tools and techniques (Six Sigma, SMED changeovers etc), sudden schedule changes and high obsolescence are still occurring within the business.

Whilst often perceived as a tool of the 80s, the importance of the concepts cannot be emphasised enough today – with modern ERP systems incorporating traditional MRP mechanics as the backbone of the replenishment logic.

Would your team benefit from a session of refresher training in this area? Sessions are presented in-house at your facility, groups of up to twelve can be accommodated – which may likely include individuals you propose from adjoining functions - for example, manufacturing team leaders, warehouse personnel, technical staff and so on ... in fact all those whose actions have an impact upon your overall supply chain strategy for whom an understanding of the bigger picture will benefit your business.

Management Training

MRP Concepts & Fundamentals



Training Courses

Sessions are conducted at client site - at client convenience, by an APICS Certified Instructor. Bespoke Supply Chain Management training programmes can be developed to address customer needs. Offerings include :-

MRP - Introductory foundation course

An excellent back to basics / refresher. Provides sufficient grounding to supporting functions to gain an appreciation of the 'bigger picture' in an MRPII/ERP environment - the implications of numerous actions are discussed during the session. A typical course outline can be viewed at <http://www.hilf.co.uk/train01.htm>

MRP - Intermediate

Particularly suited to those currently within, or soon to undertake, a planning role. Ideally as a follow on from the fundamentals course described above though not essential. Refer to <http://www.hilf.co.uk/train02.htm> for a sample course content.

Inventory Management & Forecasting

Whilst the MRP/MRPII courses contain elements of these topics, the subject matter is expanded further with this course. Details contained within <http://www.hilf.co.uk/train03.htm> indicate a selection of topics - some or all of which can be tailored to customer specific course requirements.

Depending upon the client's operating environment, courses will be adapted accordingly to ensure maximised return or their time investment. For example courses for manufacturing companies will include a high dependent demand inventory content (MRP etc) whilst courses for distributors will focus primarily on independent demand replenishment mechanisms (ROP, EOQ etc).

Please visit our website at:

www.hilf.co.uk



Master Planning

The vital interface between the businesses higher level strategic plans and the execution level can also be catered for. Here topics focus on the areas of S&OP (Sales & Operations Planning), and, the Master Scheduling process - the output of which is the MPS (Master Production Schedule). Available-to-Promise (ATP) logic, capacity validation and various plan execution strategies will be overviewed.

CPIM Modules

The internationally recognised certification programme from APICS can be delivered to your team as a series of in-house facilitated modules in preparation for the APICS examinations. We do occasionally run CPIM and CSCP training as open / public courses, usually in the Midlands. Hilf Supply Chain Solutions Ltd is an APICS Premier International Partner and was the first company in the UK to be recognised by APICS as an "AEP" (Authorised Education Provider). Refer to our website for further information :-

For CPIM part 1 (previously known as basics of Supply Chain Management), either <http://www.hilf.co.uk/training-courses/course-detail.php?courseID=6> or <http://www.apics.training/cpim-part-1>

For CPIM part 2 (previously MPR, DSP, ECO, SMR), either <http://www.hilf.co.uk/training-courses/course-detail.php?courseID=7> or <http://www.apics.training/cpim-part-2>



The Planner / Buyer

This course tackles the issues and dilemmas associated with the activities of the converged role of the buyer / expeditor and the materials planner which has become widespread in recent years. Along with MRP concepts, areas covered include discussions on Total Acquisition Cost, use of Corporate Purchasing Cards, etc (refer to <http://www.hilf.co.uk/train04.htm> for sample course content options).

Not a traditional Purchasing Course per se, for example, areas such as 'Contract Management & Negotiation', and 'legal aspects', are not included (an in-depth Procurement course such as those offered by CIPS is recommended for such areas).

An introductory course which will also be beneficial to Vendor Schedulers, and Quality personnel who have moved into a Supplier QA role.

Financial Aspects of Material Planning

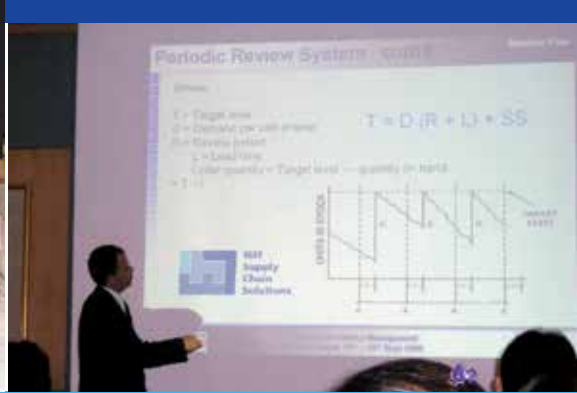
Aimed at non accountants, developed particularly for material control / production planning team members and manufacturing supervisors, this half day course is delivered from an 'operations' viewpoint. Course content includes stock turns, inventory holding costs (including the implications for 'dead stock' and 'slow moving stock'), the benefits of low inventory in a deflationary industry, Backflushing, quantity discount problems etc. (refer to <http://www.hilf.co.uk/train09.htm>)

Throughout the training sessions relevant anecdotes will be included wherever possible. A library of short case studies is also available for inclusion where specific supply chain issues and strategies are being discussed.



Hilf

Examples of Past Feedback



"Following the sessions, feedback has been very positive, professionally presented and pitched at the ideal level for all involved. The examples used during the session were both relevant and thought provoking, a number of valuable issues have been highlighted to us. In short, as a direct consequence of this programme, we believe our teams will perform at a higher standard and reach our business excellence goals at an accelerated pace."

Purchasing Manager, Bergstrom (Europe) Ltd

"I learned a lot from your session especially about VMI and SCM. It was really a good chance for me to go through the basics of the whole logistics mechanism."

Business Planning Team Member, Pantos Logistics, Korea

"The feedback from these sessions was that Lindsay had a thorough understanding of the course content, and was able to articulate this to the students. The sessions were also well prepared and delivered in a very professional manner. Added to this it is clear that Lindsay is passionate about Operations and this clearly comes through in his delivery."

Head of Global Operations, Mitel Networks

"We have been impressed by the approach and teaching methods used by Hilf Supply Chain Solutions to deliver the APICS syllabus to a cross functional team, with varying levels of experience. The help and support you have provided to the candidates has been invaluable in preparation for the recent examinations. In particular your willingness to spend time with individuals to improve their understanding of topics covered was greatly appreciated. Your flexible approach to accommodate the needs of our business has ensured that everybody involved had a relaxed learning environment."

HR Manager, SC Johnson

"Very good speaker and clear explanation on issues raised and with wide experiences."

Supply Chain Executive, Sarawak Shell Berhad, Malaysia

"I am writing to give a word of appreciation on helping me in developing some basic and strategic thinking on supply chain management. The course you taught was useful and the pace we kept was aligned to maintain my schedule. I will recommend you to others."

Technology Portfolio Manager, Nokia, UK

"Very comprehensive materials."

Demand Planning Manager, Sara Lee, Malaysia

"Energetic presentation.... Your session was so informative and interesting that I referenced your presentation material to my fellows several times."

Vice President Central Purchasing, Doosan Heavy Industries & Construction, Korea

"We received very positive feedback from the students. They felt that your session was interactive, tailored closely to their interests and delivered at an appropriate level."

Newport Business School, University of Wales

"It was a great presentation and learning experience, and it made me think a lot to transform and continue to improve China HP service part supply chain operation."

Manager of Field Logistics & Materials (Global Delivery, TSG Services), Hewlett-Packard, China

"I found Lindsay to be very helpful whilst we were planning the courses, he gave me valuable advice before putting a programme together and the course materials were informative and professionally presented."

Human Resources Manager, Draka Wire Products

"The event as a whole is very exciting."

Sales Assistant / Inventory Officer, Altana Pharma, Philippines

"Very good knowledge and practical experience. Thanks for the useful key learnings, I will use to share to my team. I really enjoyed and appreciated the knowledge transferred during this training, hope you will do some training on other Supply Chain topics in Thailand."

Senior Supply Manager, Boots Retail (Thailand) Ltd

"It was my great pleasure to attend such valuable session with a professional instructor."

Logistics & Supply Chain Manager, ABB (Saudi Arabia)

"I found the course very interesting and well presented."

Customer Service Planner, Eurobond Laminates

"I just thought I would let you know that I passed the Basics and MPR APICS exams. So I now have done all 5 modules. Thanks for your help with them."

ERP Implementation Consultant, DSP Solutions / Oriflame

"Thank you for the insightful speech that you gave us on our Effective Logistics and inventory management conference. I believe your lecture was an eye opener for most of our delegates. Our delegates were especially intrigued by the information you presented on the case study of diverse companies. I am grateful that you have taken the time to prepare a fabulous lecture for us."

Conference Manager, Marcus Evans, Korea

"Explained points clearly and in simple language for all to understand."

Prod Planning & Control Manager, Reed Hycalog (Singapore)

"The whole event is full of information, reminds me of the techniques that should be and regularly done to keep the inventory level, This allows me to validate inventory techniques already in place. I really enjoyed the training. I gained a lot of tips on inventory management... Thanks for the knowledge you've shared to us."

Senior Product Controller, Continental-Temic Automotive Systems (Philippines)

"Very well delivered to the class. Very patient & understanding that we have work to attend to."

Logistics manager, Husky Oil China, Ltd

"Keep this training style going – full of useful information."

Materials Planner, Asset Management, Star Petroleum Refining Co. Ltd

"It's very informative seminar, good speaker - I get all the information I want to know about the inventory management. From the information I got, I can choose which methods to my company will suit."

Director from PT Indoporten (Indonesia)

"Bahrain session was very good and interactive. Let us continue the good work at Jordan also."

Supply Chain Manager, ABB Electrical Materials Center Co. Ltd (Saudi Arabia)

"Great experience and very informative, good explanations and case study."

Division Manager, Robinson Department Store (Thailand)

"A very good insight on current inventory tools & management exposures."

Executive, Materials Operations from Malaysia LNG Sdn Bhd (Subsidiary of Petronas)

"Overall very informative. Case studies were really good examples to understand the theory better."

Head of Sports & Equestrian, ARL Power Sdn Bhd (Malaysia)

"Overall the course was planned well and presented in a logical detail, and delivered in a professional manner. . . An enjoyable course which was made all the more enjoyable by the way in which the course content was delivered."

ISS Spares Manager, General Dynamics UK

"Good and vivid case study."

Senior Executive, Forecasting & Inventory Management, Estée Lauder (China)

"Interesting and worth the time."

Supply Chain Logistics & Operations Development Manager from Bristol Myers Squibb~Mead Johnson (Philippines)

"Thank you for a most interesting and entertaining training day."

Global Supply Chain Director, PAYNE

"Informative, interesting presentation. Use of examples to allow us to relate back to our job / industry... Many case studies used made the program more interesting and easier to relate to."

Manufacturing Planner, Reed-Hycalog (Singapore)

"Well done – presentation and teaching technique."

Demand Forecaster, Corp Marketing, Michelin Siam Co Ltd (Thailand)

"A very interesting and informative course, lovely presentation by the trainer."

Inventory Management Executive from Vinyl Chloride Sdn Bhd (Malaysia)

"I have spoken to most of the guys and they really loved it! They said its some of the best training they have had. Most are booking the exam now, and we are highly recommending it for use by the other EMEA countries."

Support Team Manager, Microsoft Dynamics

"Although this is a short course, I gained a lot of knowledge from this session. The trainer's approach by sharing real-life mistakes of inventory key learning points is simply effective and interesting."

Supply Chain Executive, Sarawak Shell Berhad (Malaysia)

"Well prepared and relevant case studies, offers views on subject matter."

SO (Manpower), Civil Aviation Authority of Singapore

"I thought this presentation was extremely good. It was presented in a way that made it interesting and indicated the various pit-falls in terms of true case studies that certain companies endured because of the lack of understanding & training of how these types of systems work."

Kleerex Group (UK)

"Good knowledge of different industry practices of inventory management."

Assistant Manager Supply Chain, Baxter Healthcare (Asia) PTE Ltd (Singapore)

"Recommended even for those with relevant experience."

Senior Executive, Material Management and Inventory Management, Malaysia Airports (Sepang) Sdn Bhd

"I have really enjoyed the 2 days training... He gives examples of what happened at different companies for almost all of the topics being discussed."

SCM Analyst, Philip Morris Singapore Pte Ltd

"Knowledgeable on Supply Chain."

Senior Inventory Management Officer, PSA Corporation (Singapore)

"Very Inspirational"

Accelerate Wales Supply Chain Champion

"The example of case study are very great!"

Supply Chain Manager, Central Food Retail Co Ltd (Thailand)

"Thank you for a most excellent day. Plenty of food for thought & speaking to the individuals, it has nicely set the scene in preparation for ERP implementation."

Prometheus Project Manager , SCA Foam Products

"Very good standard. Good feedback received from delegates."

Purchasing/Logistics Manager, Invacare UK Limited

"Able to answer and share knowledge."

Executive Supplier Planning, SKF South East Asia & Pacific Pte Ltd

"Information is very useful and easily adapt for further work."

Stock Analyst, Banyan Tree Gallery, Bangkok

"Clear explanation with each section."

Assistant Section Manager, Production Planning, Mitsui Hygiene Materials (Thailand)

"Good and applicable to current job, very effective and hand-on."

Inventory Executive from MTBE Malaysia Sdn Bhd

"Professional knowledge, lively presentation, rich experience – excellent."

Materials Manager, Rockwood Shenzhen Pigments Company Ltd (China)

"We just wanted to send a quick note to thank-you for your course delivery yesterday. Myself, xx and the wider team really enjoyed the session, which provided many interesting and engaging topics for consideration, as we continue our journey towards better utilisation of the MRP tool"

Senior Logistics Co-ordinator, MBDA UK Ltd



"It was a good learning experience, giving me a chance to re-visit the fundamentals of inventory management."

Inventory Management Prime, Nortel Malaysia Sdn Bhd

"Relevant and easy to understand presentation. Practical and useful illustrations on case studies."

Head of Purchasing, Schaefer Systems International Sdn Bhd (Malaysia)

"I personally have enjoyed the delivery of the Trainer Mr. Lindsay whom I can say that he really professional and experienced, I am I looking forward to see him in Jordan. That is my first time not to see anybody feel sleepy after lunch - due to the trainer experience and interest of the participant."

Supply Chain Manager - PSS, ABB Contracting Co. Ltd. (Saudi Arabia)

"It was a wonderful presentation."

Supply Chain Manager, C.B. Fleet International (S) PTE Ltd



"It was a wonderful experience I got from your training & was very resourceful. Hope will able to learn more by sharing your knowledge."

Field Materials & Logistics Coordinator, Tullow Oil, Bangladesh

"I just wanted to say a huge thank-you for your lecture last week, I thoroughly enjoyed it and the students loved it."

Pharmacy Lecturer & PTQA Programme Manager, School of Healthcare, University of Leeds

"The trainer was very experienced & knowledgeable in his content presentation."

ATG Mfg Planning & Inventory Manager, Schlumberger - Reda Production Systems

"Trainer Lindsay was clear in his presentation and tried to relate practical examples."

Supply Chain Manager, Eastman Chemical Asia Pacific

"Excellent facilitator who really knows his subject matter. Would highly recommend Lindsay to other organisations."

Supply Chain Manager, Flexcon Europe Ltd

"It's a very good course and we will apply useful tips our day to day activities."

Section Head, Spare Parts, PTS Supply Management, ABB Automation Co (Saudi Arabia)

"Made the group feel comfortable. Spoke in layman's terms when needed. I felt very relaxed but engaged."

Production Team Leader, TC Industries

"Thanks for your work last month. Most of the people attending were very positive which says a lot for your ability to wing it and adjust to your audience. As you can see, we have a lot to do to prepare people for running an MRP system successfully."

Supply Chain Manager, Trelleborg Sealing Solutions

"Engaging, made all points relevant, fun and kept the whole group at the same pace - Brilliant!!"

Production Team Leader, TC Industries Supply Chain Controller UK & Ireland, Lindt & Sprüngli

"Excellent facilitator who really knows his subject matter. Would highly recommend Lindsay to other organisation."

Supply Chain Director, Flexcon Europe Ltd

"Great Presenter. Very Professional. Thanks."

Global Planning & Logistics, Cummins Turbo Technologies Co, UK

"Very friendly, helpfull and approachable. Thank you for all your motivation and engagement."

Co-pack Team Leader, Kimberly-Clark European Services Limited

"Very enthusiastic and knowledgeable, very much enjoyed the course" (BSCM) "Great guy, very engaging and personable."

Actavis Pharmaceuticals

"Very good - happy to use again for future accreditation. Clearly a subject matter expert, has an engaging style and I feel prepared for certification exams."

Logistics & Relationship Manager (Horlicks), GlaxoSmithKline

"This was possibly the best organised and delivered course that I have attended... the trainer used regular humour and conversation with attendees for examples to keep the course feeling light and engaging. For a slide based course, I left feeling that it was far more participatory than other courses that used physical props to break up dull slide sections."

Programme Executive (Logistics Strategy), Rolls-Royce, Derby





International Delegates

International delegates who have attended Training Workshops delivered by Hilf Supply Chain Solutions have included representatives from the following organisations:

- Easy-Home (China)
- Carigali Triton Operating Sdn Bhd (Malaysia)
- Samsung SDS (Korea)
- Kuehne & Nagel LLC (Saudi Arabia)
- Petronas Oil & Gas (Malaysia)
- PT Lautan Luas Tbk (Indonesia)
- British American Tobacco-Vinatoba (Vietnam)
- Altana Pharma (Philippines)
- GS Retail (Korea)
- Fontera Brands (Singapore)
- Johnson & Johnson (Malaysia)
- Mobil Oil Pty Ltd (Australia)
- Lautan Luas (Indonesia)
- TNT Logistics (Malaysia)
- Doosan Heavy Industries & Construction (Korea)
- Qimonda (Malaysia)
- Exxon Mobil (Hong Kong)
- British American Tobacco (Korea)
- Bosch (Japan)
- Nike (Korea)
- Sara Lee (Malaysia)
- Hewlett- Packard (China)
- Bayer Healthcare (Asia)
- PT Petrokimia Kayaku (Indonesia)
- Pantos Logistics (Korea)
- Infineon Technologies (Singapore)

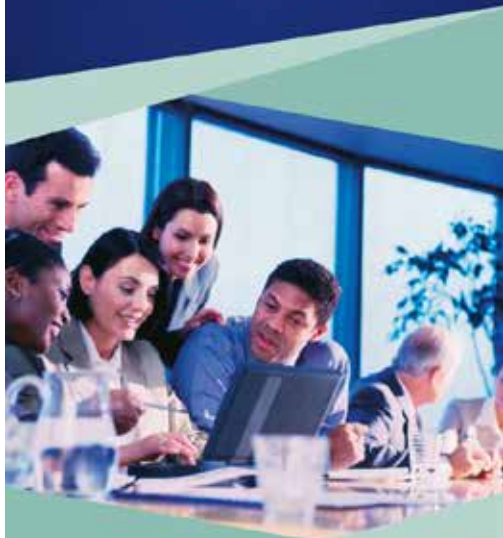


- Sarawak Shell Berhad (Malaysia)
- ABB Contracting (United Arab Emirates)
- PT Apikanusa Lintasarta (Indonesia)
- Altana Pharma (Malaysia)
- BASF (Korea)
- KSB Pumps Co Ltd (Thailand)
- BlueScope Steel (M) Bhd (Malaysia)
- Central Food Retail Co., Ltd. (Thailand)
- Petlin (Malaysia) Sdn Bhd
- NXP Semiconductor Malaysia Sdn Bhd
- Continental ~Temic Automotive Inc (Philippines)
- Lubrizol Advanced Materials Malaysia Sdn Bhd
- Malaysia Airports Holdings (Sepang) Bhd
- Harpers Trading Sdn Bhd (Malaysia)
- Bayer Thai Co., Ltd (Thailand)
- APM Global Logistics Malaysia Sdn Bhd
- Pelabuhan Tanjung Pelepas Sdn Bhd (Malaysia)
- MTBE / Polypropylene (Malaysia)
- Mahakit Rubber Co Ltd (Thailand)
- DKSH Holdings BHD (Malaysia)
- Baxter Healthcare (Asia) Pte Ltd (Singapore)
- Maersk Logistics (Malaysia)
- Malaysia LNG Sdn Bhd (Subsidiary of Petronas)
- Bristol Myers Squibb~Mead Johnson (Philippines)
- PT Indoporlen (Indonesia)
- Jabil Circuit Sdn Bhd (Malaysia)

- Malaysia Airlines
- Nortel Malaysia Sdn Bhd
- Perodua Manufacturing Sdn Bhd (Malaysia)
- Michelin Siam Co., Ltd (Thailand)
- Carrier International Sdn Bhd (Malaysia)
- BP Pipelines (Vietnam)
- Sime Darby Engineering Sdn Bhd (Malaysia)
- Reed Hycalog (Singapore)
- Petronas~Vinyl Chloride Sdn Bhd (Malaysia)
- Bangkok Synthetics Co Ltd (Thailand)
- Schaefer Systems International Sdn. Bhd (Malaysia)
- ARL Power Sdn Bhd (Malaysia)
- Boots Retail (Thailand) Ltd
- Robinson Department Store Public Co., Ltd (Thailand)
- Carigali-PTTEPI Operating Company Sdn Bhd (Malaysia)
- The Siam Cement (Kaeng Khoi) Co., Ltd. (Thailand)
- BaySystems ASEAN
- Civil Aviation Authority of Singapore
- ABB Automation Co Ltd (Saudi Arabia) • Banyan Tree Gallery (Thailand) Ltd

APICS TRAINING

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APICS training
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- ABB Near East Trading Ltd (Jordan)
- Cadbury Adams (Thailand) Ltd
- PTT Chemical Public Co Ltd
- PTT Exploration & Production PCL
- Star Petroleum Refining Co Ltd
- PSA Corporation Ltd (Singapore)
- Mitsui Hygiene Materials (Thailand) Co Ltd
- Philip Morris Singapore Pte Ltd
- Philip Morris (Thailand) Ltd
- SKF South East Asia & Pacific Pte Ltd (Singapore)
- Bank of China (Hong Kong)
- Electrolux S.E.A. PTE Ltd
- Belden
- Focus Network Agencies (S) Pte Ltd
- Bizerba (Shanghai) WeighTech & System Co.
- L'Oréal (Indonesia)
- Bulgari Commercial (Shanghai) Ltd
- Chemtura Shanghai Co. Ltd
- Premier Farnell (Singapore)
- Corning Display Technologies (China) Co.
- Symrise Asia Pacific Pte Ltd
- Dowcorning (Shanghai) Co. Ltd
- Perstorp Chemical Asia Pte Ltd
- Estee Lauder (Shanghai) Commercial
- L'Oréal (India)
- Henkel China Investment
- Pertamina Persero (Indonesia)
- Husky Oil China Ltd.
- John Deere (Tianjin) Company Limited
- Lenzing Fibers (Shanghai) Co Ltd
- L'Oréal (China)
- Perfetti Van Melle Confectionery (China)
- SNS Group (Sinar Niaga Sejahtera) Indonesia
- Rockwood Shenzhen Pigments Company Ltd
- Symrise Shanghai Co. Ltd
- Wuxi Buhler Machinery Manufacturing Co.



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- Chevron Thailand Exploration and Production Ltd
- Roche Singapore Technical Operations Pte Ltd
- PT Showa Indonesia Manufacturing
- Singapore Refining Company Pte Ltd
- Tullow Bangladesh Ltd
- NTUC FairPrice Co-operative Ltd (Singapore)
- Total (Philippines) Corporation
- Advanced Micro Devices Singapore Pte Ltd
- Pearl Energy Group Indonesia
- Philips Electronics (S) Pte Ltd (Singapore)
- Chevron Thailand Exploration and Production Ltd
- Whitford Pte Ltd (Singapore)
- Hoan Vu Joint Operating Company (Vietnam)
- Johnson & Johnson Medical (India)
- Cameron (S) Pte Ltd
- Exxon Mobil (Singapore)
- Eastman Chemical Asia Pacific
- Fairchild Semiconductor (Singapore)
- Edgen Murray Pte Ltd
- Schlumberger - Reda Production Systems (Singapore)
- PT Indocement (Indonesia)
- CB Fleet International (S) Pte Ltd
- Osotspa Company Limited (Thailand)
- Carlsberg SE (Sweden)
- Twin Lotus Company (Thailand)
- Carlsberg CSC (Switzerland)
- Siam Commercial Bank Public Company Limited (Thailand)
- PTT Global Chemical Company (Thailand)
- Baltika Breweries (Russia)
- TOC Glycol Company (Thailand)
- Sinebrychoff (Finland)
- Griffith Laboratories Limited (Thailand)
- Brasseries Kronenbourg (France)
- Triumph Aviation Services Asia Limited (Thailand)
- Ringnes AS (Norway)
- Thai Beverage Can Limited (Thailand)



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Helping Inventory Logistics Forecasting

Hilf:




a derivative of the German word Hilfe, meaning Help or Assistance



For more information visit our websites at www.hilf.co.uk and www.apics.training

For further details, or to book a session, please contact us via email info@hilf.co.uk

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Registered No. 4471863

VAT Reg. No. 826 3583 15

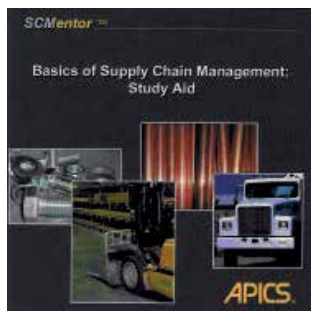


Tel : 02921 25 0390

Chinese Managers Select **Hilf**

Members of a delegation of Chinese Managers from the Easyhome DIY chain (Beijing, China) who visited the UK after selecting Hilf Supply Chain Solutions to learn the western approach to MRP.

Full article can be viewed on our website's News page.



Basics of Supply Chain Management Study Aid.

An interactive CD-ROM which covers Moving Average Forecasting, BOMs, Master Scheduling, EOQs etc. Using a simple navigation system, the user can click on a topic to reveal definitions, and worked examples. A set of test questions can be undertaken to identify areas of knowledge requiring further study. (see <http://www.hilf.co.uk/cdrom.htm> for further information)

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