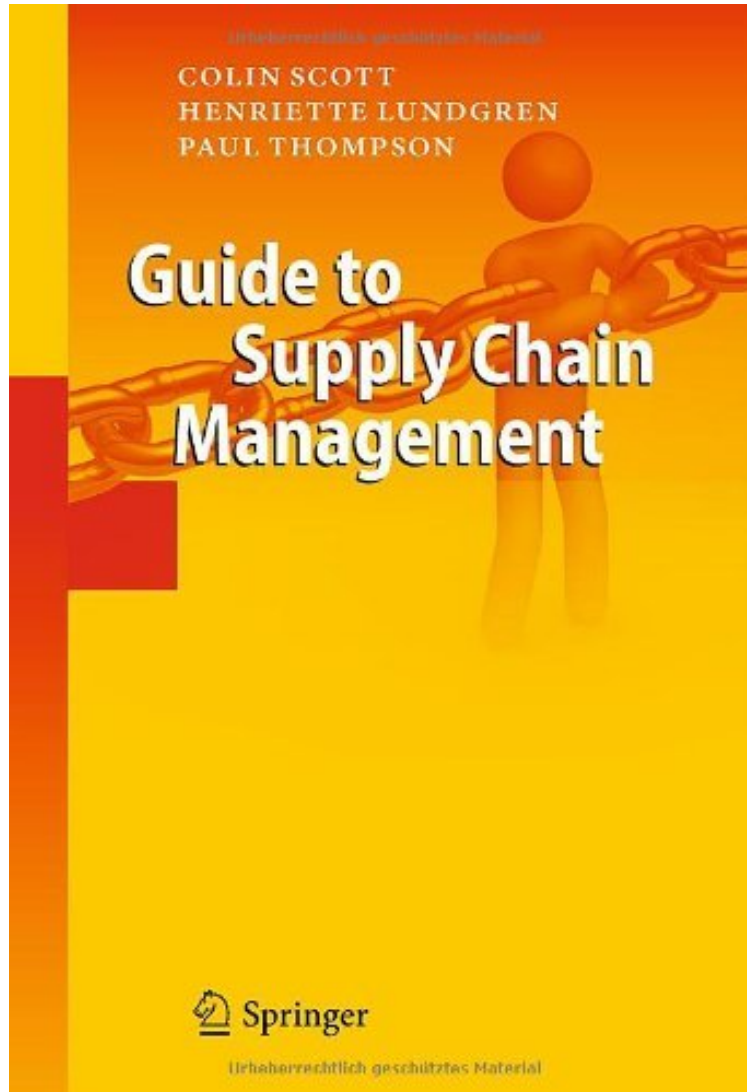


Guide to Supply Chain Management

Colin Scott, Henriette Lundgren, Paul Thompson
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Colin Scott, Henriette Lundgren, Paul Thompson : Guide to Supply Chain Management before purchasing it in order to gauge whether or not it would be worth my time, and all praised Guide to Supply Chain Management:

This guide brings supply chain theory to life. Written for people with a business interest in supply chain management, the book covers the key topics in eleven chapters, including plan, source, make, deliver and return as well as strategy, people, finance, customer service and outsourcing. Each chapter starts with a brief summary and learning objectives that guide the reader through the text. The book is written in a clear and simple way, featuring a variety of figures, tables and recommended further readings. The chapters conclude with real-life case studies for best practice. During

their work, the authors have met professionals all over the world who are passionate about their business achievements. By including their vivid examples, the guide brings theory to life enabling readers to understand the concepts and ideas presented in the guide. Colin Scott, Henriette Lundgren and Paul Thompson are experts in supply chain management and have worked with practitioners in businesses across the globe. "This guide is a really useful reminder of what good practice is and how it should be applied within supply chain management. The book is relevant for students of supply chain management and professional practitioners alike. This book offers an invaluable guide to understanding the specific dynamics of your supply chain and the fundamentals underpinning it. It provides the framework for delivering a supply chain strategy based upon recognised best practice." Martin McCourt, CEO, Dyson Limited

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About the Author Colin Scott Colin is an author and executive coach for global companies with over 20 years of experience in business and supply chain management. In his operational career, he worked for manufacturers and third-party logistics providers and managed major change projects, building new distribution centres as well as moving and consolidating depots. He was responsible for international transport operations as well as systems strategy and implementation and held Commercial Manager positions, focusing on customer account management and regional financial responsibility, including the management of client inventory and the implementation of strategic sourcing processes. Over the past decade, Colin has focused on management development, designing and delivering learning programs around the globe for some of the world's largest companies. He thoroughly enjoys supporting large retailers, manufacturers, transportation and logistics companies in meeting the ever-increasing challenges in customer service, cost, innovation and the environment. Educated at Durham University and Nottingham Business School, Colin holds diplomas in logistics and management studies and is an accredited trainer and assessor in Team Management Profiling. A passionate rugby player, Colin believes in a strong link between sports and business — high performance is created by knowledge, skills and attitude through coaching and learning.

Henriette Lundgren Henriette is an author, coach and business trainer. Her main focus is on developing and conducting supply chain, demand planning and customer service trainings for leading multinational companies. Before joining the world of HR development, she worked for more than six years in various line management and project management positions in the supply chain industry, leading demand planning and sourcing teams in the consumer goods and chemical industry. She also oversaw the implementation of SAP systems in manufacturing, planning and customer service at the international level. Henriette holds a degree in International Business from Maastricht University (NL) and a Master in Organizational Psychology from the Open University in Germany. She also received a Professional Diploma from the Chartered Institute of Logistics and Transportation (CILT) with distinction and is a member of the British Psychological Society (BPS). Henriette has worked and lived in various countries, including Italy, Poland, Sweden, Germany and the Netherlands, which makes her a true and multilingual European citizen. In her free time, Henriette enjoys baking cakes.

Paul Thompson Paul is an author and business learning specialist with extensive experience in designing and running global programmes for large corporations. He enjoys working with leading companies and has developed and delivered coached learning activities in topical subjects, including customer service, supply chain and value creation. Many of Paul's programmes include the use of business simulations, which improve interaction during the event and increase learning transfer after it. He is a qualified assessor for the Margerison-McCann Team Management Wheel. After graduating with a first class degree in Manufacturing Sciences, Paul spent a decade managing different parts of the business for two of the world's largest and most successful companies. In his roles, Paul has managed Sales, Finance, Planning, Supply Chain, Logistics, Warehousing and Manufacturing Operations. He has led major change management projects including outsourcing international warehousing distribution and implementing customer service excellence systems. In addition, he also oversaw the implementation of both SAP and JD Edwards successfully within the supply chain.