



# Performance Management in Transport & Logistics Industry

## OBJECTIVE:

The participants to this course will learn about Corporate Performance Management in the logistics sector. The course will provide an in-depth and interactive learning experience to help you to:

- Understand the strategy planning process
- Understand and apply the Performance Management Process
- Build a robust Performance Management Framework for logistics services
- Understand how a software tool will be useful in performance improvement.

The participants will learn about the concepts, processes, and methodology of Balanced Scorecard and Strategy map and how they are applied in Logistics Industry. The course will be practical with hand-on exercises so that the participants will be able to apply this knowledge in their workplace after the course.

## COURSE FACILITATOR

**S. Sathish** is a professional Cost and Management Accountant with more than 25 years of industry and consulting experience. Currently, he provides cost and performance management consulting and software implementation. Prior to this, he was consulting with Cap Gemini Ernst & Young.

## WHO SHOULD ATTEND

Executives in logistics and transportation industry:

- Corporate Planning Executives
- Finance Executives
- Management Accountants
- Logistics and Operations Executives
- Business Analysts
- IT Executives

## AWARD

A Certificate of completion from CILTS will be awarded to the participant at the end of the programme. This programme is part of the Continuing Professional Development (CPD) plan for industry professionals.

## SYNOPSIS

The most common business drivers currently influencing the supply chain and logistics operations include increasing complexity, financial/cost pressure, speed and quality expectations as well as information technology and increasing use of technology.

Success in the Transportation & Logistics sector relies almost exclusively on efficient processes, keeping asset utilization and productivity high and costs low. In short, high performance is the key to success. If these become the predominant and passionate focus of the provider, everything else follows. Customers are happy and loyal and profits are sustainable.

In this course, we explore how to build robust performance management process and framework to improve efficiency and profitability.



## COURSE FEE

CILTS Member: **\$400**  
Non-CILTS Member: **\$500**

## COURSE DATE / VENUE

Date : 22 Sep 2010, Wed  
Time: 9am - 5pm  
Venue: CILTS office

## ENQUIRIES & REGISTRATION

Please contact CILTS Secretariat  
Tel: (65) 6275 0233  
Fax: (65) 6275 3826  
Email: [cilt@pacific.net.sg](mailto:cilt@pacific.net.sg)  
Website: [www.cilt.org.sg](http://www.cilt.org.sg)

Address:  
5 Jalan Kilang Barat,  
#06-03 Petro Centre,  
Singapore 159349



The Chartered Institute of Logistics and Transport, Singapore

## Cost Management in Transport & Logistics Industry

Name (as in NRIC): \_\_\_\_\_ Age: \_\_\_\_\_ Sex:  Male  Female

Tel: (H/P) \_\_\_\_\_ (Home/Off) \_\_\_\_\_ Fax: \_\_\_\_\_

Home Address: \_\_\_\_\_

NRIC No.: \_\_\_\_\_ CILT Member: Y / N (No. \_\_\_\_\_)

E-mail Address: \_\_\_\_\_

Preferred Name on Certificate: \_\_\_\_\_ Company Sponsored:  Yes  No

### EMPLOYMENT DATA

Company Name: \_\_\_\_\_ Industry\*: Air/ Land/ Sea/ Logistics/Others \_\_\_\_\_

Business Address: \_\_\_\_\_

Company's Business: \_\_\_\_\_

Present Position: \_\_\_\_\_ Years in Present Position: \_\_\_\_\_

Work Scope: \_\_\_\_\_

**List the positions you have held in the last ten years, beginning with the present. Treat different assignments in the same firm as separate positions.**

*(Please use attachments if insufficient space)*

Name of Company	Position	From	To

### EDUCATIONAL BACKGROUND

School/College/University	Dates Attended	Highest Standard Attained

*Please enclose payment with this application.*

*For Cheque payments, please pay to "**The Chartered Institute of Logistics and Transport**".*

*For Credit Card payments, please fill in the following.*

VISA / MASTERCARD / AMEX / DINERS\*

Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Please mail applications with payment to: **The Chartered Institute of Logistics and Transport,  
5 Jalan Kilang Barat, #06-03, Petro Centre,  
Singapore 159349**

Or Fax to CILT Office: **6275 3826**

**Note:**

**Close of Registration is 2 weeks before course commencement date**  
**Payment for registrations is non-refundable except when the course is cancelled by CILT due to unforeseen circumstances**