Distribution Manager Certificate Program

Creating Competitive Advantage Through Education
Program Outline

**Financial Management**
- Financial Management Basics
- Financial Statements and Analysis
- Key Performance Indicators
- Financial Impacts of Small Improvements

**Optimizing Customer Service**
- Defining Good and Excellent Customer Service
- Customer Service Metrics
- Barriers to Providing Excellent Customer Service
- Handling Customer Service Complaints
- Technology and Customer Service
- Manufacturer/Distributor Relations in Customer Service
- Empowerment and Culture in Customer Service

**Basic Tools of Quality and Lean Distribution**
- Defining Quality, Variability, and Customer Service
- Variability and the Basic Tools of Quality
- The Lean Philosophy
- Value Stream Mapping and the 5 “S”s
- Managing Lean Transformation

**A Solution-based Sales Process**
- Overview of the Process
- Attention Step
- Discovery Step
- Solution Step

**Inventory - Part 1**
- Inventory Principals and Stratification
- Establishing the Re-Order Point

**Inventory - Part 2**
- Forecasting Best Practices
- Replenishment Best Practices

**Leadership and Team Development**
- Components of Effective Leadership
- Assessing Your Team
- Understanding Behavioral Styles
- Putting the Right Players in the Right Positions
- Coaching and Empowering Your Team

**Providing Direction for Your Sales Organization**
- Connecting the Sales Plan to the Business Plan
- Differentiating Your Company From the Competition
- Customer Stratification
- Account Analysis
- Capitalizing on Generational Differences

**Effective Communication and Implementation**
- An Effective Communication Process
- Conflict Resolution
- Understanding and Communicating Time Management
- Developing Your Action Plan

Key Take-Aways

- What You Need to Know About Financial Statements
- What Your Employees Need to Know About Profitability
- How to Define and Measure the Value of Customer Service
- How to Build a Culture of Excellent Customer Service
- Understand Quality and Lean Philosophy and How to Use the Basic Seven Tools
- How to Apply Value Stream Mapping and the 5 “S”s
- How to Differentiate Your Company From the Competition
- How to Get Your Customers to Open Up to You
- Inventory Principles and Stratification
- Establishing the Re-Order Point
- Forecasting Best Practices
- Replenishment Best Practices
- Best Practices in Leadership and Team Development
- How to Better Understand Behavioral Types
- Align Sales Goals With Company Goals
- Best Practices in Customer Stratification
- How to Communicate Your Ideas More Effectively
- How to Help Your Team Better Manage Their Time

Who Should Attend?

- Branch Managers
- Sales Managers
- High Potential Candidates for Management
- Distribution Management Professionals

Program Testimonials

“This course provided us with functional tools I can take back to my office to help drive growth into my sales department! Thank you.”

Ron Peters, General Sales Manager, Rex Supply Company

“I was impressed with the overall program at TAMU. When I look back to the program, I was impressed with the Customer Stratification segment. Item Stratification of Critical (A&B) Items and (C) Items. Focus on the segment.”

Randy Thomas, Regional Manager, Wilson Supply

“Excellent experience to learn and improve processes and optimize profitability.”

Ernesto Tovar, Sales & Operation Manager, HISCO