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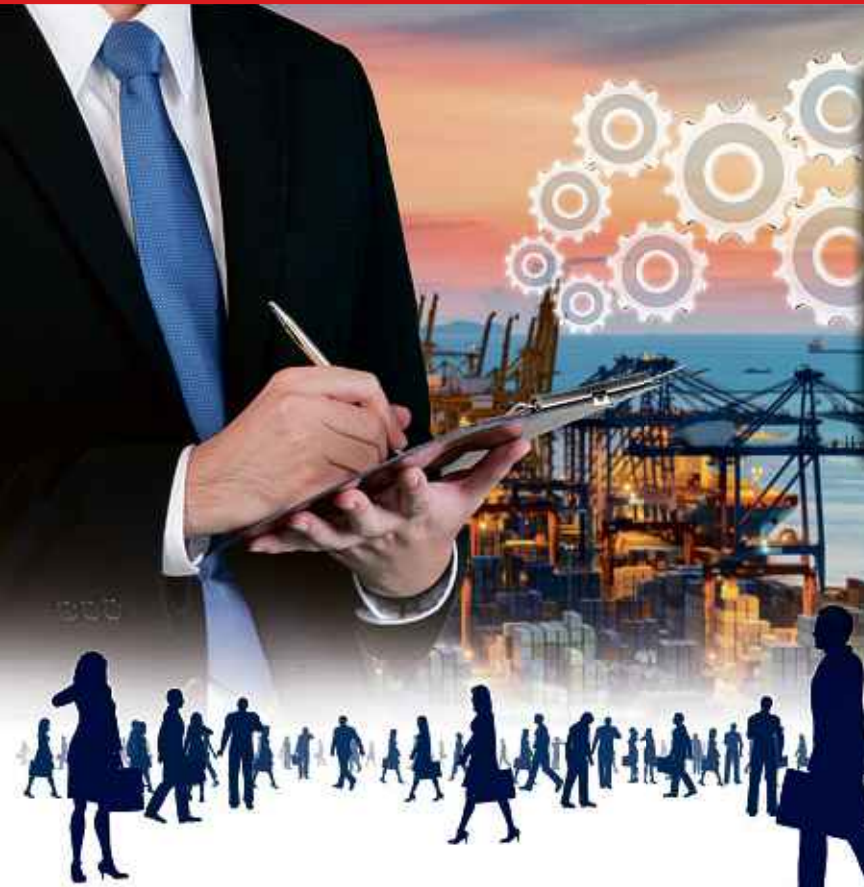
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Maximising the potential of the WORKFORCE IN A SUPPLY CHAIN

THE rapid spread of information and knowledge, the increasing expectations of customers and stakeholders, intensified competition and searching for superior performance and low costs at the same time, have made the supply chain a critical management area.

The largest barrier to successfully managing a supply chain is the human element. To alleviate these pressing needs of the time, the Federation of Malaysian Supply Chain Industry has become the forerunner in training individuals and organisations in upskilling them to take them to the next level.

Speaking of a skilled workforce, it is a combination of high skill-level, which generates consequential economic value through human capital and is identified by high training skills and high wages. The supply chain industry is more connected now than it has ever been before, thanks to technology. While technology and innovation have dynamism on the way supply chains operate, the mega challenge facing the industry continues to be none other than skilled labor.

Different industries in the supply chains will require significantly different skills than traditional ones. There is an increased need for tech-savvy workers who have the ability to see not only the specifics, but also the overall view in order to properly manage these connected supply chains. Having problem solving skills such as technical, analytical skills are pivotal to future workforce success.

While many forces such as colleges and universities and vocational schools offers programmes to keep up with the demand for skilled workers and trained individuals, they cannot

emulate the demand for supply chain talents. Proportionately, companies should actively take the initiative to find qualified individuals to train and retain them.

The Federation of Malaysian Supply Chain Industry has done and still doing trainings and courses to bridge skill gaps to enhance the flow of materials and information in the value chain. They are improving and involving their training methods to cater to current industry demands.

Malaysia's like other countries, realises that the integral part to supply chain is trade facilitation. Therefore, it has taken steps to transform the trade facilitation processes of the supply chain through a single window system.

Via the Malaysian National Single Window, the trade facilitation services had reduced non-tariff trade barriers and deliver many benefits to the trading community, including improving transparency, enhancing predictability and improving uncertainty and risk management.

Training is vital for continuous professional development (CPD) and to elevate the productivity and the mindset of the employees because when they are involved in making decisions, they have to be equipped with effective training and the right mindset as a decisions have a globalised impact. The effectiveness of the decision and the confidence that is required to make that move ties back to

the amount of knowledge that they have received through their trainings.

Training does not only involve a lot of effort, time and money, but it is also an uphill task of organising the venue and arranging the dates to train the workforce. Bearing in mind that in conducting trainings, sometimes the employees work hours might be taken up and that might affect their productivity. But if the training is conducted in such a way that it doesn't interfere with their working hours then the quality and the consistency of their productivity can be guaranteed at all locations and training can be delivered multiple times to different batches of the employees to benefit. Therefore, training the employees is paramount especially in the globalised supply chain industry.

The Federation of Malaysian Supply Chain Industry will continuously identify the learning needs of the supply chain global world surrounding organisations and individuals. It will be able to develop effective training courses that address particular needs for required levels with sufficient materials and also facilitate a training event and sessions using experiential and active learning activities. This will often be done in collaboration with other trainers. We will assess participants' learning and make use of evaluation feedback during the course and at the end of the course

to adjust training delivery methods and inform course designer and facilitation for future training delivery.

Simply put, well informed, inspired, and fulfilled employees are more confident with making a decision in their organization. They will strive to perform and engage with other parties for bigger projects. The culture of learning and the mindset the employees would have developed, coupled with personal development will enhance that the delivery experience of the entire supply chain. Communication is key and we are geared to ensure that a top-class service and experience will be rendered, and new flow of information will be always disseminated to participants as our trainers are well versed with upcoming and forthcoming orders in the arena of supply chain management.

Training helps create uniformity in the system and to achieve greater balance in the workforce. It will smoothen out the work process by saving time. It will increase productivity and profitability as well as the effectiveness of the employees to be alert and manage resources efficiently.

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