



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

DEMAND MANAGEMENT

This skills programme provides the learner with the knowledge, skills, attitudes and values to manage customer requirements and needs and ensure that customers are satisfied with a unit's service delivery.

This skills programme is validated by National Treasury.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

Designed and developed by Pro-Active College, this learning programme is aligned to the unit standard:

MANAGE CUSTOMER REQUIREMENTS AND NEEDS AND
IMPLEMENT ACTION PLANS

(US: 10053)

NQF Level 5

8 Credits

TARGET GROUP

This skills programme is designed for the public sector and is aimed at:

- all individuals who will be involved in demand management; and
- department and organisation managers.

BENEFITS

The benefits of this skills programme include:

- enhanced control over inventory availability;
- improved service delivery to clients;
- improved planning in SCM;
- standardisation of inventory and assets;
- improved response time; and
- client satisfaction.

ABOUT US

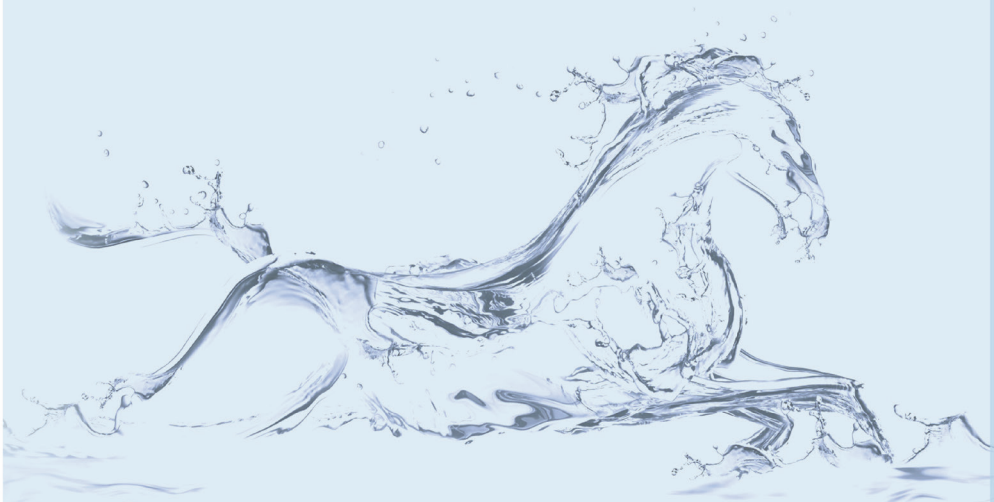
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- listen to and interpret customer needs;
- describe action plans;
- implement action plans to meet customers' needs; and
- track and measure the action plan to its completion.

DURATION

Four day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in this unit standard the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

Programme Outline

Learning Unit One

Introduction to Demand Management

- Historical background
- Elements of supply chain management (SCM)
- Scope of legislation

Learning Unit Two

Listen to and Interpret Customer Needs

- Introduction
- Elements and procedures
- Demand considerations
- Managing demand

Learning Unit Three

Describe and Implement Action Plans to Meet Customer Needs

- Introduction
- Benchmarking
- Demand management process
- Demand management structures
- Role of research in demand planning
- Cost and lead times
- Five pillars of acquisition
- Specifications of goods and services
- Risk management
- Dynamic demand planning

Learning Unit Four

Track and Measure the Action Plan to its Completion

- Measuring performance
- Qualitative assurance
- Ethical standards