



## EyeOn Master Class Effective Customer Driven S&OP



S&OP Managers, Supply Chain Managers, Demand (Planning) Managers, Supply (Planning) Managers, Financial Controllers.



The training Effective Customer Driven S&OP is facilitated by Marco van Alfen and Emile van Geel (EyeOn).



€ 1695,- excl. VAT, training documentation and lunch included, dinner and lodging excluded.



You will receive a certificate afterwards.



Discuss possible dates and location with one of the EyeOn team members.

Today, sales and operations planning (S&OP) is considered as being the key means to execute corporate strategy. A successful S&OP process aligns an organization strategically to execute tactically. But the road to S&OP excellence is often hampered by complexity. For instance, data acquisition and analysis, or process governance, may be difficult to achieve, resulting in the process becoming hard to execute.

Research shows that setting up a successful S&OP often falls short. Planning objectives, timelines and roles & responsibilities might not be clear, resulting in ineffective decision making. In demand planning, statistics are not always exploited to the full extent and in many cases there is lack of focus in incorporating market intelligence and upcoming product portfolio changes into the planning. At the supply side, limited insight into (potential) supply issues & risks as well as poorly differentiated product and service-level requirements, hamper optimal supply chain performance. Also IT tools and skills of people might not be adequately fitting the planning process, limiting efficiency and continuous improvement.

**In this 2-day training, EyeOn introduces the 12 building blocks of Effective Customer Driven Sales and Operations Planning. These blocks compress the path for companies towards achieving game-changing benefits by following a step-by-step approach to S&OP success.**

## LEARNING GOALS

After attending this master class on Effective Customer Driven S&OP you are able to:

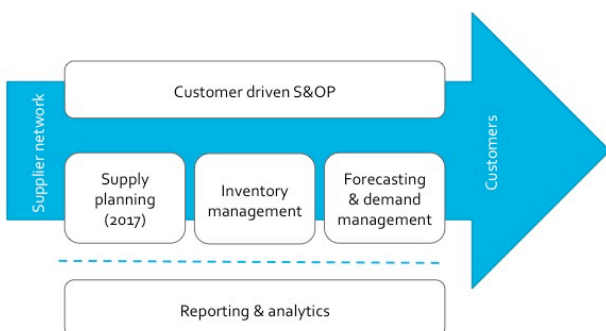
- Define and execute improvements in your sales & operations planning process to increase plan accuracy and effectiveness of decision making.
- Identify the relevant drivers in your company that should be included in your Sales & Operations planning process.
- Understand how operational demand and supply planning is aligned with financial forecasting and budgeting.
- Understand how other functions (like Sales, Marketing and Business Management) should contribute in the planning process.
- Evaluate skills and competencies needed in the sales & operations planning process.
- Leverage ICT to better support you planning process.
- Circumvent potential obstacles and barriers to changing the process.

This course also offers a unique opportunity to meet and discuss with your sales & operations planning peers from other companies.

The training includes various real life case examples and group assignments.

## OVERVIEW EYEON MASTER CLASSES

Below you find an overview of all Master Classes given within the EyeOn Academy.



## PROGRAM

### Day 1.

- S&OP - scope & relevance
- S&OP maturity – self assessment
- 12 building blocks for Effective Customer Driven S&OP
- Focused Demand Management
- Robust Supply & Inventory Management
- Dealing with uncertainty & dynamics in S&OP

### Day 2.

- Process design: cross functional alignment
- Integration of Finance into S&OP
- 'Fit for Use' tools & reporting
- Human behavior, skills & competencies
- Effective implementation & change management
- Improve tomorrow!

## SIGN UP & MORE INFORMATION

If you would like to attend this 2-day training Effective Customer Driven S&OP please contact Kim van Broekhoven ([academy@eyeon.nl](mailto:academy@eyeon.nl)).

If you wish to receive more information, please contact Marco van Alfen ([marco.vanalfen@eyeon.nl](mailto:marco.vanalfen@eyeon.nl)) or Emile van Geel ([emile.vangeel@eyeon.nl](mailto:emile.vangeel@eyeon.nl)).

