Digital Supply Chain Transformation Training Course: Visibility, Data and Control Towers

18 – 22 April 2027
Kuala Lumpur

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Programme Summary

Digital supply chain transformation, covering visibility, data platforms and control towers, is the subject of this one-week training course for supply chain, operations, logistics and technology leaders at strategic level, ending in a digital supply chain roadmap for one business. Many organisations buy planning, tracking and analytics tools one at a time and still cannot see an order from supplier to customer. The programme moves from a maturity assessment to data foundations, end-to-end visibility, control tower design and a funded roadmap, using prepared company cases. Mars Training Centre UK delivers this programme on digital supply chain transformation to mixed-organisation cohorts.

The Business Case

Manufacturers, retailers, healthcare suppliers and logistics operators depend on supply chains that cross many partners and systems. Leaders who know which digital capabilities matter, in what order, and who owns the data behind them can spend on the changes that remove delay and surprise, and stop the ones that add cost without better decisions.

- Order Visibility: Improves when shipment, stock and supplier data are joined on one platform with agreed definitions.
- Response Time: Falls when alerts reach a named owner with an agreed action rather than a report.
- Technology Spend: Is better directed when use cases are ranked by value and readiness before purchase.

Principles and Evidence Base

- Digital Maturity Assessment: A structured scoring of capability across planning, execution, data and people, applied in Session 1 to find the starting point.
- Use Case Prioritisation: Ranking of candidate projects by value, effort and risk, applied in Sessions 2 and 4 to select pilots.
- Control Tower Design: A model of monitoring, alerting and decision rules across a network, applied in Session 3 to design visibility and response.
- Business Case Method: A staged comparison of cost and benefit, applied in Session 4 to fund the roadmap.

Intended Participants

- Supply chain directors who sponsor digital change and answer for service and cost.
- Operations and logistics leaders who run the processes that new tools will touch.
- Technology and data leaders who build platforms and integrate partner systems.
- Procurement and finance leaders who approve investment and assess supplier readiness.

Typical settings include manufacturing, retail, healthcare supply, logistics and public sector supply organisations.

Learning Outcomes

1. Participants will be able to evaluate the digital maturity of a supply chain across planning, execution and data.
2. Participants will be able to diagnose gaps in data quality, ownership and partner connectivity.
3. Participants will be able to construct an end-to-end visibility model from order to delivery.
4. Participants will be able to design alert rules and response roles for a control tower.
5. Participants will be able to prioritise digital use cases by value, readiness and risk.
6. Participants will be able to justify a staged roadmap and its funding to a senior committee.

Programme Structure

Day 1: Digital Supply Chain Transformation Foundations

Where does this supply chain stand today, and what limits it?

- Supply Chain Process Map
- Digital Maturity Scorecard
- Pain Point Inventory
- Partner Connectivity Review
- Capability Gap Summary

Day 2: Data Foundations and Platform Choices

Can the data support the decisions leaders want to make?

- Master Data Quality Check
- Data Ownership Chart
- Platform Option Comparison
- Integration Pattern Selection
- Use Case Longlist

Day 3: End-to-End Visibility and Control Tower Design

How are events seen, flagged and acted on across the network?

- Order-to-Delivery Event Model
- Visibility Gap Heat Map
- Alert Rule Catalogue
- Response Role Matrix
- Control Tower Operating Blueprint

Day 4: Use Case Selection, Business Case and Pilots

Which projects deserve funding first, and how are they proven?

- Use Case Value and Effort Grid
- Benefit Estimation Sheet
- Staged Business Case Template
- Pilot Success Criteria
- Supplier and Vendor Readiness Questions

Day 5: Digital Supply Chain Roadmap for One Business

Do the findings join into a roadmap a committee can fund?

- Applying the Session 1 Maturity Scorecard
- Testing the Session 2 Data Ownership Chart
- Checking the Session 3 Operating Blueprint
- Reviewing the Session 4 Business Case
- Completing the Digital Supply Chain Roadmap

Methodology

The programme is a case analysis built on prepared company cases from a manufacturer, a retailer and a logistics operator. Participants score maturity, map data and events, design alert rules and rank projects in small groups, then defend a roadmap to peers acting as an investment committee. Technical material is kept at the level a sponsor needs.

- Suggested activity: Scoring a prepared supply chain on the maturity scorecard.
- Suggested activity: Mapping the events of one order from supplier to customer and marking the blind spots.
- Suggested activity: Ranking eight candidate use cases and choosing two pilots.

Capstone Output

Each participant completes a digital supply chain roadmap for one business. It holds a maturity scorecard, a data ownership chart, a control tower blueprint, a ranked use case list with pilots and a staged business case. At work it goes to the investment committee and becomes the reference for later technology decisions.

Frequently Asked Questions

Is digital supply chain transformation training suitable for leaders who are not technologists?

Yes. Digital supply chain transformation is taught through prepared cases and templates. You need responsibility for supply chain, operations or investment decisions, but no programming or data science background.

Which models does digital supply chain transformation rest on in this training?

Digital supply chain transformation here rests on a digital maturity assessment, use case prioritisation, control tower design and a staged business case method, each applied to a diagnosis, design or funding decision.

How is the roadmap from digital supply chain transformation training used at work?

You take the digital supply chain roadmap to your investment committee, use its ranked use cases to sequence projects, and keep its scorecard and blueprint as the reference for later technology decisions.

How does digital supply chain transformation differ from a programme on supply chain planning?

Digital supply chain transformation concentrates on data, visibility and the technology roadmap, while a programme on supply chain planning concentrates on forecasting, inventory and capacity decisions.