

INTERNATIONAL SUMMER SCHOOL "SUPPLY CHAIN AND LOGISTICS MANAGEMENT" HAMBURG, 2011-22-08 TO 2011-09-02

DATE	2011-08-22	2011-08-23	2011-08-24	2011-08-25	2011-08-26	2011-08-27	2011-08-28
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MODULE: SUPPLY CHAIN MANAGEMENT: KEY BUSINESS PROCESSES	MODULE: SUPPLY CHAIN MANAGEMENT: KEY BUSINESS PROCESSES	MODULE: LOGISTICS MANAGEMENT IN PRACTICE	MODULE: SUPPLY CHAIN MANAGEMENT: TOOLS AND TECHNIQUES I	MODULE: SUPPLY CHAIN MANAGEMENT: TOOLS AND TECHNIQUES I	MODULE: PROJECT MANAGEMENT	
08:30	Check-in						
09:00	Welcome and Introduction Supply Chain Management	Customer Service Management <i>Prof. Mike Knemeyer The Ohio State University</i>	Practice Lecture <i>Olaf Lawrenz Airbus S.A.S.</i>	Manufacturing Flow Management <i>Prof. Mike Knemeyer The Ohio State University</i>	Supply Chain Management Exercise <i>Prof. Wolfgang Kersten Hamburg University of Technology</i>	Workshop Project Management <i>Dr. André Lindner Kühne+Nagel Management AG</i>	
10:00	<i>Prof. Douglas Lambert The Ohio State University</i>	Demand Management <i>Prof. Mike Knemeyer The Ohio State University</i>	Coffee break	Returns Management <i>Prof. Douglas Lambert The Ohio State University</i>	Coffee break	Coffee break	
11:00	Measuring the Profitability of Customers and Suppliers <i>Prof. Douglas Lambert The Ohio State University</i>	Order Fulfillment <i>Prof. Mike Knemeyer The Ohio State University</i>	Excursion <i>STUTE Verkehrs-GmbH</i>	Lean Thinking and Supply Chain Management <i>Prof. Mike Knemeyer The Ohio State University</i>	Supply Chain Management Exercise <i>Prof. Wolfgang Kersten Hamburg University of Technology</i>	Workshop Project Management <i>Dr. André Lindner Kühne+Nagel Management AG</i>	
12:00	Lunch break	Lunch break	<i>Airbus Deutschland GmbH Production</i>	Lunch break	Lunch break	Lunch break	Optional Social Program
13:00	Customer Relationship Management	Product Development and Commercialization <i>Prof. Mike Knemeyer The Ohio State University</i>			Conducting Assessments of the Supply Chain Management Processes	Workshop Project Management	
14:00	<i>Prof. Douglas Lambert The Ohio State University</i>	Coffee break		Supply Chain Management Exercise <i>Prof. Wolfgang Kersten Hamburg University of Technology</i>	<i>Prof. Douglas Lambert The Ohio State University</i>	<i>Dr. André Lindner Kühne+Nagel Management AG</i>	
15:00	Coffee break	Group Case Work			Coffee break	Coffee break	
16:00	Supplier Relationship Management <i>Prof. Douglas Lambert The Ohio State University</i>	<i>Prof. Mike Knemeyer & Prof. Douglas Lambert The Ohio State University</i>			Group Case Work	Workshop Project Management	
17:00					<i>Prof. Douglas Lambert The Ohio State University</i>	<i>Dr. André Lindner Kühne+Nagel Management AG</i>	
18:00							
SOCIAL EVENTS	Dinner (18:00–21:00)			Executive Evening (18:00–21:00) <i>Lothar Harings Kühne+Nagel Management AG</i>			

2011-08-29	2011-08-30	2011-08-31	2011-09-01	2011-09-02	DATE
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TIME
MODULE: MANAGERIAL SKILLS	MODULE: MANAGERIAL SKILLS	MODULE: SUPPLY CHAIN MANAGEMENT: TOOLS AND TECHNIQUES II	MODULE: SERVICE INNOVATION	MODULE: BUILDING HIGH PERFORMANCE BUSINESS RELATIONSHIPS	
Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Implementing & Sustaining the SCM Processes <i>Prof. Douglas Lambert The Ohio State University</i>	Service Innovation <i>Dr. J. Rod Franklin Kühne Logistics University</i>	Building High Performance Business Relationships	09:00
		Developing Supply Chain Metrics <i>Prof. Douglas Lambert The Ohio State University</i>		<i>Prof. Douglas Lambert The Ohio State University</i>	10:00
Coffee break	Coffee break		Coffee break		
Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Supply Chain Mapping <i>Prof. Mike Knemeyer & Prof. Douglas Lambert The Ohio State University</i>	Service Innovation <i>Dr. J. Rod Franklin Kühne Logistics University</i>	Coffee break	11:00
				Panel Discussion and Seminar Wrap-Up	
		Lunch break		<i>Prof. Mike Knemeyer & Prof. Douglas Lambert The Ohio State University</i>	12:00
Lunch break	Lunch break		Lunch break		
		3PLs as Logistics Integrators in the Supply Chain <i>Prof. Mike Knemeyer The Ohio State University</i>			13:00
Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Coffee break	Service Innovation <i>Dr. J. Rod Franklin Kühne Logistics University</i>		14:00
Coffee break	Coffee break		Coffee break		
		Group Case Work			15:00
Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	Workshop Negotiation Techniques <i>Dr. Mark Young Rational Games, Inc.</i>	<i>Prof. Mike Knemeyer The Ohio State University</i>	Service Innovation <i>Dr. J. Rod Franklin Kühne Logistics University</i>		16:00
					17:00
					18:00
	Barge Tour Port of Hamburg (17:30)		Certificate Ceremony and Get-Together		SOCIAL EVENTS

LIST OF LECTURERS

DR. J. ROD FRANKLIN
Adjunct Professor for Innovation Management
Kühne Logistics University

LOTHAR HARINGS
Chief HR Office
Kühne+Nagel Management AG

PROF. DR. WOLFGANG KERSTEN
Institute of Business Logistics and General Management
Hamburg University of Technology, TUHH

PROF. MIKE KNEMEYER, PH.D.
Department of Marketing & Logistics
The Ohio State University – Fisher College of Business

PROF. DOUGLAS LAMBERT, PH.D.
Department of Marketing & Logistics
The Ohio State University – Fisher College of Business
Member of Program Faculty, Kühne Logistics University

OLAF LAWRENZ
Vice President Single Aisle Final Assembly Line Hamburg,
Airbus S.A.S.

DR. ANDRÉ LINDNER
VP Supplier & Inventory Management
Lead Logistics Solutions
Kühne+Nagel Management AG

DR. MARK YOUNG
Rational Games, Inc.