



# What is the Value Proposition of Supply Chain Service?

Women in Supply Chain Conference,  
Calgary, AB



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# Value Proposition - Definition

A **value proposition** is a promise of value to be delivered and a belief from the customer that value will be experienced. A value proposition can apply to an entire organization, or parts thereof, or customer accounts, or products or services.

Developing a value proposition is based on a review and analysis of the benefits, costs and value that an organization can deliver to its customers, prospective customers, and other constituent groups within and outside the organization. It is also a positioning of value, where  $\text{Value} = \text{Benefits} - \text{Cost}$  (cost includes risk).

Wikipedia



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# Who Is Your Customer?

- Internally in your organization
- Externally in your organization
- As a professional
- In your personal life



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# How is your value determined?

- In your organization
- Outside of your organization
- Professionally
- Within your community



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# Factoring “Value” / *FAB*

- Knowledge
- Skills
- Ability
  
- Impact



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# Material Handler/ Forklift Operator

- Knowledge
- Skill
- Ability
  
- Impact



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# Director, Contract Services

- Knowledge
- Skill
- Ability
  
- Impact



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# What did you observe?

- Knowledge
- Skill
- Ability
  
- Impact



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# What part of the supply chain do you work in? Your job?

• Senior Management	1.2%
• Information Systems	5.5%
• Warehousing	45.2%
• Transportation	22.1%
• Inventory/Material Control	14.1%
• Purchasing	10.6%
• Marketing and Sales	0.5%



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# National Occupational Standards (NOS)

Document Version Name: July 29, 2009

Occupational Standard: DISPATCHER

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<b>OCCUPATIONAL STANDARD</b> (For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)	
<b>Position:</b>	<b>DISPATCHER</b>
<b>Description of Position</b> (As defined by the CSCSC Stakeholder Community)	<i>Dispatchers coordinate the activities of, and communicate with, drivers and other personnel as required.</i>
<b>Position Development</b>	Progression to supervisory and management positions is possible through experience and additional training.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	Dispatchers usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed. Dispatchers must also obtain the appropriate regulatory certifications (e.g. radio operator's certification) as required.
<b>Training</b>	Dispatchers need anywhere from a few months to one year of working with experienced employees. This may include both informal and formal on-the-job training.
<b>Related Work Experience</b>	Previous work-related skill, knowledge, or experience is usually needed. Experience in electronic information handling technology such as transportation management systems is considered an asset.
<b>Tasks:</b>	



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# What about you?

- Organization
- Profession
- Community
- Impact



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# Value Proposition - Definition

A **value proposition** is a promise of value to be delivered and a belief from the customer that value will be experienced. A value proposition can apply to an entire organization, or parts thereof, or customer accounts, or products or services, **and to people**.

Developing a value proposition is based on a review and analysis of the benefits, costs and value that an organization can deliver to its customers, prospective customers, and other constituent groups within and outside the organization. It is also a positioning of value, where Value = Benefits - Cost (cost includes risk).

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# Thank You

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