

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Retail Supply Chain Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Retailers must get the right products to the right stores and channels at the right time, while minimising stock and waste. This course covers retail supply chains: assortment and range planning links, demand forecasting by store, replenishment, distribution centres, omnichannel fulfilment, promotions, markdowns and supplier collaboration.

Retail margins depend on supply chain excellence. You will learn practices that improve availability and reduce waste.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Retail case studies, replenishment exercises, promotion planning workshops and omnichannel scenarios.

Course objectives

By the end of this course, participants will be able to:
• Explain retail supply chain structures
• Forecast demand at store and channel level
• Design replenishment and allocation processes
• Manage promotions and seasonal products
• Support omnichannel fulfilment
• Collaborate with suppliers on availability

Target audience

This course is suitable for:
• Retail supply chain managers
• Merchandise planners and allocators
• Distribution centre managers
• Store operations managers
• Supplier account managers



Course content

Target competencies

Participants will develop competencies in:
- Retail forecasting
- Replenishment
- Promotion planning
- Omnichannel fulfilment
- Supplier collaboration

Course outline

Day 1: Retail Supply Chains

09:00–10:08	Structures and flows
10:08–11:00	Availability and waste
11:00–11:30	**Coffee break**
11:30–11:45	Availability and waste (continued)
11:45–12:53	KPIs
12:53–14:00	Exercise

Day 2: Forecasting

09:00–10:08	Store-level forecasting
10:08–11:00	Seasonality
11:00–11:30	**Coffee break**
11:30–11:45	Seasonality (continued)
11:45–12:53	Events
12:53–14:00	Workshop

Day 3: Replenishment

09:00–10:08	Allocation and replenishment
10:08–11:00	Distribution centres
11:00–11:30	**Coffee break**



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11:30–11:45	Distribution centres (continued)
11:45–12:53	Store operations
12:53–14:00	Exercise

Day 4: Promotions and Omnichannel

09:00–10:08	Promotions
10:08–11:00	Markdowns
11:00–11:30	**Coffee break**
11:30–11:45	Markdowns (continued)
11:45–12:53	Online orders from stores
12:53–14:00	Case study

Day 5: Supplier Collaboration

09:00–10:08	Vendor-managed inventory
10:08–11:00	Data sharing
11:00–11:30	**Coffee break**
11:30–11:45	Data sharing (continued)
11:45–12:53	Joint planning
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,890.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,450.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Dubai Confirmed dates	25 Jan 2027	29 Jan 2027	**€3,150.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,650.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Istanbul Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,650.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
London Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	24 May 2027	28 May 2027	**€2,940.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Barcelona Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,840.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,890.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**€3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
London Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,540.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,860.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,890.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Vienna Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,940.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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