



# International Trade Best Practice

Effective international sourcing is essential to the success of the modern business. Focusing on locating, utilizing, and managing global suppliers is an important technique for improving supplier performance, lowering costs, improving quality, shortening lead times, reducing inventory, and eliminating unnecessary costs will be also be considered. Besides, the buyer also examines the impact of the internet on global buying power.

## Learning Outcome

**By the end of the program, participants will be able to :**

- Describe the impact of the Internet on purchasing operations
- Identify, the concepts in inventory management
- Analyze ways of managing suppliers effectively
- Understand the proper drafting of international contracts
- Examine how to locate and evaluate new sources internationally
- Able plan for effective international transportation management

## PROGRAM ASSESSMENT

**Pre- and post-assessment**

- Solving and presenting case studies
- Demonstration in group presentation.

## PROGRAM METHODOLOGY

The interactive lecture encourages responsive engagement with participants. Practical exercises and role-plays that is fun yet challenging with group discussions, brainstorming, reflection session, and active presentations.

## TARGET PARTICIPANTS

All sellers buyers, and materials management personnel responsible for supply chain management operations that trade with local and international trade.



HRDC REGISTERED PROGRAMME NO: 10001343898

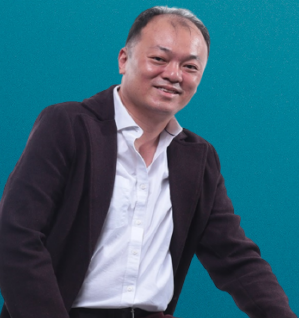
*"Full program content and course schedule are available upon request"*



# THE TRAINER



- HRDC-certified TTT Trainer
- HRDC appointed as a subject matter expert for the Development of Industrial Skills Framework Logistics and Warehousing Industry
- Iata Cargo Introductory Certified
- Dangerous Goods Cat-6 Certified
- IMDG Certified
- UCP 600 Certified
- Kursus Ejen Customs Certified
- Licensed Courier Agent
- Licensed Customs Agent
- UNESCAP Certificate in MTO Freight Forwarding
- Certified master trainer of the ASEAN Federation of Forwarders Association



Mr. James Ngu obtained his Degree Certificate (Computing and Information Systems) from the University of Lincolnshire & Humberside at Lincoln, England in the year 2001.

As a Licensed Custom Agent, he has been working in the Freight Forwarding and Logistics Industry for 20 years. As a founder of Amber Logistics, he successfully set up their internal customer service standards and delivery services process for the company.

Already more than 2 years of training in the training industry, Mr. James has conducted numerous training sessions with the logistics and courier corporate. His training programs consist of customer service, Logistics, Malaysian Customs procedures, Shipping Documents, Free Zones, Incoterms®, problem-solving & and decision-making, managing complaints, and supervisory programs.

In the course of his career, he also had many opportunities to write and speak to many levels of management in planning, presenting, and decision-making. With his understanding of the logistics and courier industry, he provides communication training to the branch including leadership, communication skills, proficiency in the language, attentiveness, time management skills, persuasion skills, HR-related issues, and challenges.

Mr. James Ngu uses various methodologies to enhance his learners' learning and participation, which includes On-the-Job Training, coaching, mentoring interactive lectures, management games, practical mills, case studies, group discussions, and tutorials



## MODULE 1: BUYING FUNCTION

- Introduction to globalization and its effects
- Utilizing the Internet for procurement
- Assuring supplier performance
- Methods for determining price
- Procurement's role and performance measurements

## MODULE 2: PURCHASING LOCAL AND INTERNATIONAL

- Purchasing operations
- International counter-trade
- Utilizing the learning curve
- Ensuring the quality of material deliveries
- Purchasing and inventory management

## MODULE 3: SUPPLIER SOURCING

- Global sourcing
- Determine the type of supplier to utilize
- Single source vs. multiple source policy
- Sourcing evaluation criteria
- Dealing with issues of ethics

## MODULE 4: UNDERSTANDING MATERIAL REQUIREMENT PLANNING (MRP)

- The negotiation process
- Characteristics of the effective negotiator
- Negotiation techniques
- Obtaining the benefit of supplier partnering
- Legalisation

## MODULE 5: MOVING: TRANSPORTATION AND LOGISTICS

- Understanding international commercial terms (INCOTERMS)
- Transportation services
- Marine Insurance
- Calculating total landed cost
- Strategic purchase planning

*"Effective action comes from the right effort, if not the right way. Only with the right methodology can our actions have the greatest effect"*  
**James Ngu**



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