

# Contents

Unit	Supply chain communication skills	Reading	Listening	Language
<b>01</b> Planning procurement strategy	Discussing procurement needs and strategy Forecasting supply risks Making contingency plans	A quotation from a supplier	A procurement strategy meeting Extracts from telephone conversations	Materials, components, equipment Types of products and procurement strategies Email phrases Phrases for making forecasts
<b>02</b> Managing suppliers	Discussing purchasing requirements, priorities and goals Discussing guarantees, responsibilities, and service levels Managing suppliers to develop a partnership	A customer service guarantee	Purchasing meetings	Vocabulary for supplier background checks Phrases to make commitments to customers Phrases to describe expectations of suppliers Conditionals for guarantees
<b>Video</b>	Interviews with supply chain professionals talking about planning procurement strategy and managing suppliers with exercises			
<b>Review</b>	Revision exercises for Units 1 and 2			
<b>03</b> Planning distribution strategy	Sounding out a potential customer Telephoning Discussing distribution needs	A webpage focusing on company information An email asking for information	Recorded messages and voicemail messages A telephone conversation with a potential customer	Supply chain acronyms Phrases for recorded and voicemail messages Phrases for avoiding answering / being vague Indirect questions Phrases for clarifying/checking and recommending
<b>04</b> Making strategic choices	Video conferencing Discussing warehouse location	An email preparing for a video conference A blog about choosing warehouse location	A warehouse presentation A video conference	Warehousing vocabulary Phrases for solving video-conference problems Comparatives and superlatives Presenting alternatives
<b>Video</b>	Interviews with supply chain professionals talking about planning distribution strategy and making strategic choices with exercises			
<b>Review</b>	Revision exercises for Units 3 and 4			
<b>05</b> Global supply chains	Negotiating international partnerships Adjusting directness Exchanging concessions	Global supply chain case studies Guidelines for negotiating international partnerships	Managing international partnerships Negotiating terms and conditions	Vocabulary for describing global risks Incoterms® Phrases for urging, persuading and demanding Phrases for requesting and making concessions
<b>06</b> Reverse logistics and returns	Presenting changes Giving reasons and explaining benefits of reverse logistics Implementing changes to returns policies	A supply chain blog post	A telephone sales call for 3PL reverse-logistics services	Vocabulary for the causes of over, short and damaged stock Phrases for presenting change Vocabulary for reverse-logistics solutions
<b>Video</b>	Interviews with supply chain professionals talking about global supply chains and reverse logistics with exercises			
<b>Review</b>	Revision exercises for Units 5 and 6			
<b>07</b> Improving performance	Structuring and delivering a presentation Discussing KPIs	A trade article about choosing KPIs An email about ongoing concerns	Conversations about KPI issues A presentation	KPI terms Describing cause and effect Presentation language Verbs and expressions to express possibility, probability and certainty
<b>08</b> Going green	Discussing the environmental footprint of a product's life cycle and ways to reduce it Meetings to decide how to 'green up' a company's image	A trade article about greening the supply chain An executive summary from a brief	A product life cycle presentation A meeting	'Green' supply chain collocations
<b>Video</b>	Interviews with supply chain professionals talking about improving performance and going green with exercises			
<b>Review</b>	Revision exercises for Units 7 and 8			