



Certified in Logistics, Transportation and Distribution

**Global Logistics Performance
Management**



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Are you preparing for the CLTD certification through self-study? As an experienced supply chain professional, you already have strong practical knowledge—but some topics may still need expert clarification. Fhysics Business Consultants bridges that gap with on-demand, topic-oriented CLTD training sessions designed specifically for self-learners.

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Global Logistics Performance Management

1. Key Performance Indicators (KPIs) for Global Logistics

KPIs measure how effectively global logistics operations meet strategic goals. Common KPIs include on-time delivery, perfect order fulfillment, transportation cost per unit, customs clearance time, dwell time, and inventory turnover. For global logistics, KPIs must reflect cross-border complexities such as multimodal transit, regulatory delays, and international partner performance. Strong KPIs are SMART—specific, measurable, achievable, relevant, and time-bound. They help managers compare performance across regions, identify bottlenecks, and optimize service levels. Understanding KPI design, benchmarking, and continuous monitoring is essential for effective global logistics performance management.

2. Global Supply Chain Visibility

Visibility refers to the ability to track goods, information, and processes across all nodes of an international supply chain. It includes real-time shipment tracking, milestone reporting, exception alerts, and demand/production transparency. Technologies such as IoT sensors, RFID, satellite tracking, and integrated TMS/WMS platforms enhance visibility. High visibility reduces uncertainty, improves decision-making, and strengthens risk management. It also enables proactive responses to disruptions. Mastering visibility concepts helps ensure smoother cross-border operations and greater customer satisfaction.

3. Performance Measurement Frameworks

Frameworks such as SCOR (Supply Chain Operations Reference Model), Balanced Scorecard, Six Sigma metrics, and Lean measurement tools provide structured methods to evaluate logistics performance. These frameworks categorize metrics into reliability, responsiveness, agility, cost, and asset management. Understanding how frameworks align tactical logistics metrics with strategic business objectives is key. In global environments, adaptation is required to address longer lead times, cultural differences, and regional infrastructure variations. Frameworks ensure consistency and comparability across regions.

4. Benchmarking in Global Logistics

Benchmarking compares performance levels against industry standards or best-in-class competitors. It helps identify performance gaps, inefficiencies, and improvement opportunities. Global benchmarking requires consideration of regional differences in regulations, labor costs, infrastructure, and market maturity. Types include internal, competitive, functional, and external benchmarking. Effective benchmarking supports strategic decision-making, cost management, and competitive advantage. Understanding benchmarking processes—data collection, analysis, and implementation—is essential for exam success.

5. Total Landed Cost Analysis

Total landed cost (TLC) represents the full cost of delivering a product from origin to final destination. It includes transportation, duties, taxes, tariffs, handling, insurance,

warehousing, and administrative fees. In global logistics, TLC helps evaluate sourcing options, mode decisions, routing, and supplier performance. Companies use TLC models to optimize purchasing, manage cost trade-offs, and improve profitability. Mastering TLC ensures accurate global cost comparisons and better logistics planning.

6. On-Time Delivery Performance

On-time delivery is a core indicator of logistics reliability. In global operations, challenges include multimodal transfers, customs delays, documentation issues, port congestion, and timezone differences. Measuring OTD requires defining delivery commitments, tracking compliance, and analyzing root causes of delays. Improved OTD leads to higher customer satisfaction, inventory efficiency, and supply chain stability. Understanding how to measure, report, and improve OTD in cross-border contexts is crucial for CLTD mastery.

7. Customs and Border Performance Metrics

Customs processes significantly affect global logistics speed and predictability. Key metrics include clearance cycle time, inspection rates, documentation accuracy, and compliance scores. Programs like AEO and C-TPAT improve performance by enabling faster, low-risk processing. Understanding how customs efficiency influences origin–destination cycle times, demurrage, and detention charges is vital. Mastery of these metrics helps companies enhance compliance and reduce international transit delays.

8. Carrier and 3PL Performance Evaluation

Carrier and logistics service provider performance is

evaluated using criteria such as delivery reliability, capacity availability, transit time consistency, cost competitiveness, communication, and problem-resolution effectiveness. Global operations require assessing carriers across different regions and modes. Formal scorecards help companies compare service providers and strengthen relationships. Continuous evaluation ensures alignment with service expectations and promotes continuous improvement.

9. Global Inventory Performance Metrics

Inventory metrics—such as inventory turnover, days of supply, fill rate, safety stock levels, and forecast accuracy—are more complex in global settings. Long lead times, demand variability, and cross-border uncertainties increase inventory risks. Effective global inventory management requires balancing working capital constraints with service-level commitments. Understanding these metrics helps companies optimize inventory placement, minimize stockouts, and improve cash flow.

10. Lead Time Variability and Cycle Time Analysis

Lead time variability includes fluctuations in transit time due to weather, congestion, customs delays, and infrastructure differences. Cycle time metrics track the total time needed from order placement to delivery. Analyzing variability helps identify risks, buffer-stock needs, and improvement areas. Reducing variability enhances reliability, lowers costs, and supports lean global operations. Mastering cycle time analysis is essential for mitigating global uncertainty.

11. Cost-to-Serve Analysis

Cost-to-serve evaluates the true cost of fulfilling demand for different customers, markets, or product segments. It includes transportation cost, warehousing, service complexity, documentation, and compliance overheads. In global logistics, CTS reveals hidden costs associated with distant markets or difficult trade lanes. Companies use CTS to adjust pricing, redesign networks, and improve profitability. Understanding CTS supports data-driven global logistics decisions.

12. Freight Audit and Payment Controls

Freight audit ensures that carrier invoices match agreed rates, accessorials, and service terms. International freight billing is complex due to currency variations, multi-leg routes, tariff charges, and port fees. Automated audit systems improve accuracy and prevent overbilling. Effective freight audit processes reduce logistics costs, support compliance, and improve financial visibility. Understanding audit requirements is key for controlling global logistics expenses.

13. Service-Level Agreements (SLAs) and Contracts

SLAs define performance standards such as transit times, communication protocols, visibility requirements, and penalties for non-compliance. In global logistics, SLAs manage expectations between shippers and providers across multiple countries and regulatory regimes. Effective SLAs require clarity, measurability, and enforceability. Contract performance monitoring helps ensure accountability and continuous improvement.

14. Risk and Resilience Performance Metrics

Global logistics faces risks such as natural disasters, political instability, cyber threats, port congestion, and capacity shortages. Resilience metrics—such as recovery time, backup route availability, and risk exposure scores—help evaluate supply chain robustness. Understanding how to measure and interpret risk metrics enables better contingency planning and proactive response strategies.

15. Sustainability and ESG Metrics in Global Logistics

Environmental, social, and governance (ESG) metrics evaluate carbon emissions, energy efficiency, labor conditions, ethical practices, and waste reduction. Global companies must comply with eco-regulations, report emissions, and adopt sustainable logistics practices such as modal shifts and cleaner fuels. Understanding sustainability metrics helps balance cost and environmental responsibility and supports long-term global competitiveness.

16. Data Quality and Master Data Management

Accurate and consistent data is essential for reliable performance measurement. Global logistics data may suffer from inconsistencies due to multiple systems, languages, formats, and partners. Master data management ensures standardized product codes, location identifiers, and measurement units. High-quality data reduces errors, improves decision-making, and enhances visibility.

17. Root Cause Analysis for Performance Issues

Root cause analysis helps identify underlying causes of poor performance, such as incorrect documentation, carrier capacity issues, infrastructure limitations, or process

failures. Tools include fishbone diagrams, 5 Whys, and Pareto analysis. In global logistics, root causes often span organizational boundaries and require cross-functional collaboration. Mastering RCA improves problem resolution and prevents recurring issues.

18. Continuous Improvement in Global Logistics

Continuous improvement uses tools such as Lean, Six Sigma, kaizen, and PDCA cycles to enhance global logistics performance. Focus areas include reducing waste, optimizing processes, improving transit reliability, and lowering costs. Global environments require adaptability due to cultural differences, varied regulations, and multi-company processes. CI supports long-term operational excellence.

19. Control Towers and Centralized Monitoring

Control towers provide a centralized platform for real-time monitoring, analytics, exception management, and performance reporting across global supply chains. They support faster decision-making, collaborative problem-solving, and predictive insights. Understanding control tower capabilities enables better coordination of global logistics activities and enhances responsiveness.

20. Dashboards and Analytics Tools

Dashboards visualize performance metrics through charts, alerts, and scorecards. Analytics tools—such as predictive and prescriptive models—help interpret trends, identify inefficiencies, and support data-driven decisions. In global logistics, dashboards consolidate data from carriers, ports,

customs, suppliers, and internal systems. Mastering analytics tools is essential for effective performance management and continuous improvement.

Micro-Learning Programs in Supply Chain Management & Procurement



Enhance your professional edge with Fhyzics Business Consultants' Micro-Learning Programs in Supply Chain Management and Procurement. Designed as focused, two-hour Executive Development Programs, these sessions deliver practical insights and tools to solve real-world business challenges. Conducted in small batches for personalized learning, participants gain a deeper understanding of key supply chain and procurement strategies that drive efficiency and profitability. Each participant receives a certificate of completion, adding value to their professional profile and career growth. Whether you aim to advance in your current role or explore new opportunities, this program equips you with the knowledge and confidence to excel.



Micro-Learning Programs in Supply Chain Management



1. Fundamentals of Supply Chain Management
2. Supply Chain Planning and Optimization
3. Demand Forecasting Techniques
4. Inventory Control and Management
5. Distribution and Logistics Strategy
6. Warehouse Layout and Operations Efficiency
7. Supply Chain Risk Management
8. Supply Chain Performance Metrics (KPIs)
9. Lean Supply Chain Practices
10. Agile and Responsive Supply Chains
11. Sales and Operations Planning (S&OP)
12. Supply Chain Network Design
13. Supply Chain Digital Transformation
14. AI and Data Analytics in Supply Chain
15. Supply Chain Sustainability and Green Logistics
16. Reverse Logistics and Returns Management
17. Supply Chain Collaboration and Integration
18. Supplier Relationship Management in SCM
19. Global Supply Chain Strategy
20. Transportation Management Systems (TMS)
21. Inventory Optimization Models
22. Demand-Driven MRP (DDMRP) Concepts
23. Blockchain Applications in Supply Chain
24. Supply Chain Cost Reduction Techniques
25. SCOR Model and Process Improvement

Micro-Learning Programs in Supply Chain Management ...



26. Capacity Planning and Resource Allocation
27. Managing Supply Chain Disruptions
28. End-to-End Supply Chain Visibility
29. Cold Chain Logistics Management
30. Supply Chain Compliance and Ethics
31. Import–Export Procedures and Documentation
32. Managing Third-Party Logistics (3PL) Providers
33. Supply Chain Collaboration Technologies
34. Production Planning and Scheduling
35. Strategic Supply Chain Design Using Case Studies
36. Circular Economy in Supply Chain
37. Vendor-Managed Inventory (VMI)
38. Transportation Optimization Techniques
39. E-Commerce Supply Chain Models
40. Omni-Channel Fulfillment Strategies
41. Warehouse Automation and Robotics
42. SCOR DS Roadmap for Supply Chain Excellence
43. Customer-Centric Supply Chain Strategies
44. Supply Chain Finance and Working Capital Management
45. Supply Chain Data Visualization Using Power BI
46. Strategic Sourcing in Supply Chain Context
47. Supply Chain Benchmarking and Best Practices
48. Integrated Business Planning (IBP)
49. Supply Chain in Crisis Management and Recovery
50. Future Trends and Technologies in Supply Chain

Micro-Learning Programs in Procurement



1. Fundamentals of Procurement Management
2. Strategic Sourcing and Category Management
3. Supplier Selection and Evaluation
4. Contract Management Essentials
5. Cost and Price Analysis in Procurement
6. Negotiation Strategies for Procurement Professionals
7. E-Procurement and Digital Tools
8. Procurement Planning and Budgeting
9. Risk Management in Procurement
10. Supplier Relationship and Performance Management
11. Sustainable and Ethical Procurement
12. Total Cost of Ownership (TCO) Analysis
13. Make-or-Buy Decision Frameworks
14. Procurement Policies and Governance
15. Procurement in Public vs. Private Sectors
16. Procurement Audit and Compliance
17. Procurement Data Analytics and Reporting
18. Procurement Scorecards and KPIs
19. Strategic Supplier Partnerships
20. Category Strategy Development
21. Managing Global and Offshore Procurement
22. Negotiation Simulation Workshop
23. Contract Law for Procurement Managers
24. Cost Reduction Strategies in Procurement
25. Supplier Risk Assessment Models

Micro-Learning Programs in Procurement ...



26. Procurement Process Mapping and Improvement
27. Procurement Automation and AI Applications
28. Managing Procurement Teams Effectively
29. Procurement Ethics and Transparency
30. Procurement in the Digital Supply Chain
31. Vendor Consolidation Strategies
32. Spend Analysis and Optimization
33. Demand Forecasting for Procurement
34. E-Auction and Reverse Bidding Techniques
35. Inventory and Procurement Alignment
36. Procurement in Project-Based Organizations
37. Supplier Onboarding and Development
38. Procurement Market Intelligence
39. Measuring Supplier Innovation
40. Procurement in Times of Supply Disruption
41. Cross-Functional Collaboration in Procurement
42. Writing Effective RFPs, RFQs, and RFIs
43. Contract Negotiation Best Practices
44. Green Procurement and Circular Economy
45. Legal Aspects of Procurement Contracts
46. Performance-Based Contracting
47. Procurement Leadership and Strategic Influence
48. Cost Avoidance and Value Creation in Procurement
49. Managing Procurement with Power BI Dashboards
50. Future Skills and Trends in Procurement



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