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Learning Paths

Service Supply Chain

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1. Overview

Syncron Learning operates with a digital first philosophy. Our learning programs provide an unparalleled learning experience that combines the flexibility of online education with the depth of a traditional classroom environment.

Our unique Learning Paths, anchored in real-world business cases, offer a dynamic and holistic learning experience. As users progress through the courses, they do more than accumulate knowledge; they build a foundation of practical expertise. With each module, they leverage their prior experience to tackle increasingly complex challenges, ensuring a seamless transition from theory to application. This iterative approach not only fosters a deeper understanding but also empowers learners to synthesize their learning and apply it effectively to solve the next set of problems they encounter. In essence, our Learning Paths cultivate an educational journey that's as enriching as it is progressive, enabling users to master skills and make informed decisions with confidence.

Each of our courses includes an assessment at the end. Course completions are subject to the users passing these assessments. Each learning path includes a comprehensive exam at the end. Completion of these exams leads to earning micro-certificates
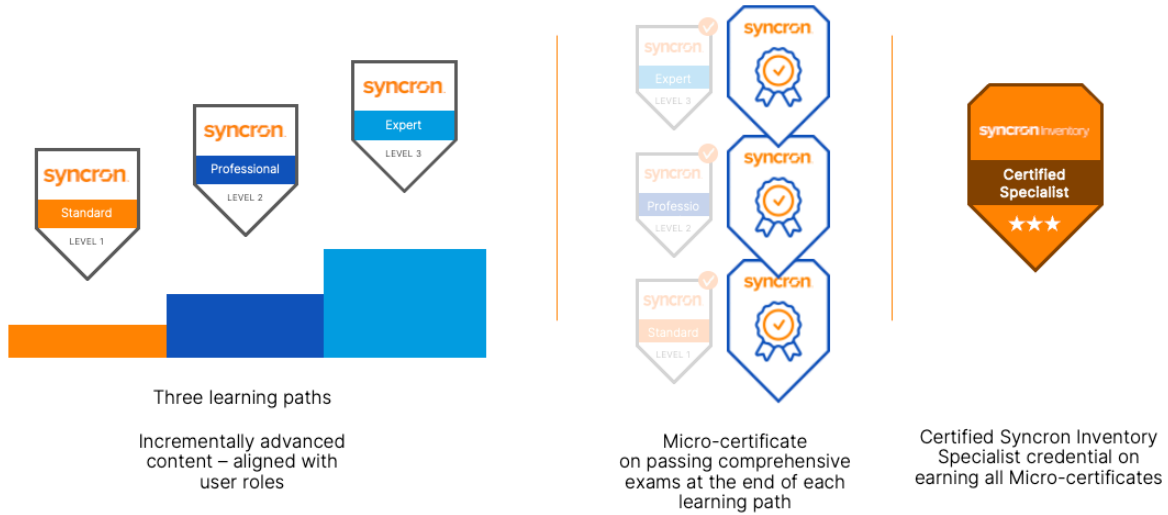
2. Offerings

We offer the following learning programs for the Service Supply Chain portfolio of products:

1. Certification Path: Syncron Inventory
   - Syncron Inventory- Standard
   - Syncron Inventory- Professional
   - Syncron Inventory- Expert
2. Learning Path: Syncron Retail Inventory
3. Learning Path: Syncron Insights for Inventory

3. Certification Path: Syncron Inventory

Introduction

The Syncron Inventory Certification path consists three learning paths- Standard, Professional, and Expert. Each learning path includes an exam, completion of which leads to a micro-certificate. When a user earns all three micro-certificates, they are conferred the credential "*Certified Syncron Inventory Specialist*".

Three learning paths

Incrementally advanced content – aligned with user roles

Micro-certificate on passing comprehensive exams at the end of each learning path

Certified Syncron Inventory Specialist credential on earning all Micro-certificates

Syncron Inventory- Standard

The Standard learning path is designed for users who want to learn the basic concepts, functionalities and operations in Syncron Inventory. The learning path focuses on introducing the capabilities and strengths of the system to new users or to users who want to refresh or enhance their theoretical as well as functional knowledge.

The learning path includes 9 courses and the Syncron Inventory- Level 1 exam.

Learning Path	Course Title
	1. Understanding the Business Case- Standard
	2. Fundamentals of Inventory Management I
	3. Fundamentals of Inventory Management II
	4. Navigation in Syncron Inventory
	5. Working with Orders in Syncron Inventory
	6. Working with Items in Syncron Inventory
	7. Forecasting in Syncron Inventory
	8. Stock Replenishment in Syncron Inventory
	9. Replenishment Policy Approval in Syncron Inventory
Certification Exam	Syncron Inventory- Level 1

Syncron Inventory- Professional

The Professional learning path is designed for users who already have completed the Standard learning path and want to learn about the advanced functionalities and gain a deeper understanding of the system. The learning path focuses on building theoretical depth as well as explaining the concepts and usage of advanced functionalities in Syncron Inventory.

The learning path includes 13 courses and the Syncron Inventory- Level 2 exam.

Learning Path	Course Title
	1. Understanding the Business Case- Professional
	2. Advanced Forecasting in Syncron Inventory
	3. Stock Redistribution in Syncron Inventory
	4. Virtual Planning in Syncron Inventory
	5. Seasonality in Syncron Inventory
	6. Critical Stock in Syncron Inventory
	7. Inventory Policy in Syncron Inventory
	8. Replacements in Syncron Inventory
	9. KPI reports in Syncron Inventory
	10. Item Locator in Syncron Inventory
	11. Returns in Syncron Inventory
	12. Point-of-Sale Aggregation in Syncron Inventory
	13. Supply Chain Visibility in Syncron Inventory
Certification Exam	Syncron Inventory- Level 2

Syncron Inventory- Expert

The Expert learning path is designed for users who are experienced in using the system and have completed the Standard and Professional learning paths. This learning path focuses on building expertise in areas around configuring and adjusting the system for enhanced system output.

The learning path includes 10 courses and the Syncron Inventory- Level 3 exam.

Learning Path	Course Title
	1. Understanding the Business Case- Expert
	2. Configuring Currencies in Syncron Inventory
	3. Configuring Warehouses in Syncron Inventory
	4. Configuring Suppliers in Syncron Inventory

	5. Target Service Level Optimization in Syncron Inventory
	6. Data Validation in Syncron Inventory
	7. User Access and Administration Management in Syncron Inventory
	8. Causal Forecasting in Syncron Inventory
	9. Installed Base Forecasting in Syncron Inventory
	10. Market Volume Density in Syncron Inventory
Certification Exam	Syncron Inventory- Level 3

4. Learning Path: Syncron Retail Inventory

This learning path is designed for Parts Managers at dealerships and warehouses who use Dealer Portal. The learning path covers all the activities that a Parts Manager performs on a daily basis, and also provides an overview of Inventory Management in general.

The learning path includes 9 courses and the Syncron Retail Inventory certification exam.

Learning Path	Course Title
	1. Fundamentals of Inventory Management
	2. Navigation in Dealer Portal
	3. Policy Suggestions in Dealer Portal
	4. Working with Orders in Dealer Portal
	5. Working with Items in Dealer Portal
	6. Stock Replenishment in Dealer Portal
	7. Reports in Dealer Portal
	8. Returns in Dealer Portal
	9. D2D in Dealer Portal
Certification Exam	Syncron Retail Inventory

5. Learning Path: Syncron Insights for Inventory

This learning path is designed for viewers and designers who use Insights in Syncron Inventory. The learning path covers working with widgets and filters, Components of a dashboard, downloading and interacting with dashboards, creating an effective dashboard, creating formulas using functions, and analyzing date and time using functions.

The learning path includes 3 courses and the Syncron Insights for Inventory exam.

Learning Path	Course Title
	1. Syncron Inventory Insights for Viewers
	2. Syncron Inventory Insights for Designers I
	3. Syncron Inventory Insights for Designers II
Exam	Syncron Insights for Inventory

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