

## **Proposed Luxembourg ACADEMY for LOGISTICS and TRANSPORT**

Presentations were hosted by Luxembourg Senior Consultants (LSC), PricewaterhouseCoopers (PWC) and SOLE- The International Society of Logistics (Luxembourg Chapter) on 5 December 2003. Presentations were made by Mr. Norbert Rischette, LSC, and Mr. David Petiteville, PWC. This paper highlights the rationale and background, need for e-Learning, logistics management systems at PWC and way ahead.

This idea was launched in May 2003 by the political “Konvent “ of the Saar - Lorraine - Luxembourg greater region in recognition of growing demand for skilled professionals in logistics. The Luxembourg government contact is Mr. Jacques Santer, Chairman of the Konvent. The objectives are to promote professional training in advanced logistics methods and tools and to encourage interregional cooperation among enterprises and achieve effective synergies in the field of traffic and transport logistics.

LSC is a non-profit making association regrouping about 100 businessmen, leaders of companies and retired managers advising public and private institutions and small and medium enterprises (SME). A mandate was given to LSC by the Luxembourg Government to conduct a market survey among a representative sample of regional enterprises to find out their specific training requirements in logistics to identify potential international providers of logistics courseware, to provide a functional feasibility plan with a prototype demonstration and to promote the concept of an open collaborative network of interested parties.

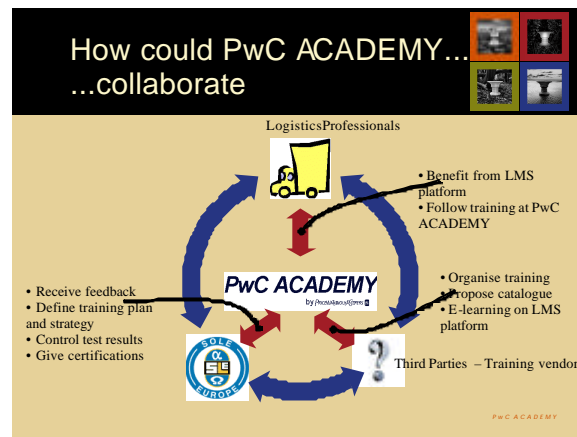
A new pedagogical approach for is needed for authentic and up-to-date content, collaborative and team-oriented approach, comprehensive and self-directed cost effective learning, reduced travel time, dynamic, real-time and on-demand individualized and learner-centred interactive training with tutors and experts.

This is a shift to technology-based learning with digital content, multimedia data and Internet based. It provides blended learning involving a number of techniques for learning with Web Based Training, Multi-modal Learning, traditional class-room education, seminars, workshops and electronic publishing

Some Logistics Institutes and Schools are providing e-learning such as Kuehne-Logistik Institut, Hamburg School of Logistics, Deutsche Logistik Akademie, Bremen, ESIDEC Metz and other universities. There are other knowledge communities, e-logistics companies, European Commission Programmes and Sources of Logistics Courseware, Learning Management Systems (LMS), Learning Content Management Systems (LCMS), Norms and Standards.

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LMS at PwC Academy provides Course Publication with Search (search and advanced search engine), Browse (Categories, catalogues) and My Training (personal training plans & tests). Course registration has enrolment, cancellation, rescheduling (for classrooms and e-learning supports), demonstration of interest, evaluation, reporting feedback and analysis and key performance indicators (KPI). PWC My Development software was written to provide a means of self training that enables more time to be spent on training with easy lookup. My Development also provides an idea of what the student could learn and feedback resulting in retained knowledge. This provides a means to correlate logistics professional development with investments. Follow on classroom training is possible. <http://pwcacademy.pwc.lu/academy/eng>



**Way ahead** - A task force comprised of individuals with interest in logistics and e-Learning will work on evaluating questionnaire results and preparing a feasibility study for Luxembourg government approval. The attached questionnaire has been designed to capture the expectations and needs of the logistics enterprises in professional education and training. Mr. Norbert Rischette [nrischet@pt.lu] is compiling the questionnaires. Once approval is obtained, the range and scope of training to be implemented in stages following success of previous stages will be determined, a control mechanism to verify positive results will be defined, a collaborative organization will be created, a funding scheme will be agreed and trial services will start.

LSC will pursue the contact with the participants at the 5 Dec Meeting with the goal to specify their specific requirements in professional training in relation to their internal development plans in logistics. The most interested companies right now are:

CARGOLUX and its newly outsourced Champ Cargosystems S.A. for e-logistics

PANALPINA and its worldwide coverage and its advanced business approach to supply chain logistics.

PwC should plan a calendar of resident events on logistics related topics with focus on business issues (e-commerce, EDI / ebXML, activity-based costing)

At a recent meeting between LSC and Centre de Recherche - Henri Tudor on collaboration projects discussions centered on CRP-HT offering awareness presentations and technology-oriented seminars as a blended complement to the Academy for Logistics.

There are other forms of blended learning available. The US Defense Acquisition University is offering about 50 logistics courses (<http://clc.dau.mil>) free of charge. Under the DAU-SOLE partnership agreement SOLE Luxembourg is certified to teach the new distance learning courseware LOG 235 on performance-based logistics. The Luxembourg Chapter should take advantage of this opportunity and be able to evaluate and demonstrate content and benefits to their members and interested parties. NATO is involved with Advance Distributed Learning (e-Learning) ([www.adllms.cmil.org](http://www.adllms.cmil.org)). The Luxembourg Chamber of Commerce is offering logistics courses ([seminars@cc.lu](mailto:seminars@cc.lu)). The Ecole Supérieure Internationale de Commerce ([www.esidec.fr](http://www.esidec.fr)) in Metz is offering university level internet courses as well as classroom classes leading to a degree in logistics areas.

The LSC, PwC Academy and the Luxembourg Chapter of SOLE appreciate your interest in the potential Luxembourg Academy for Logistics and Transportation.

Tim Russell

Chairman, SOLE Luxembourg Chairman, 20 January 2004

QUESTIONNAIRE

Luxembourg Senior Consultants

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**Questionnaire LOGISTICS ENGINEERING & MANAGEMENT  
by E-learning**

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**Company / Institution :**

**Address :**

**Main Activities (x) : Manufacturing .... Distribution ....  
Transportation .... Logistic Services ....**

1.1. **Contact Person :** .....

**Tel :..... Fax :..... e-mail : .....**

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**Tick your topics of interest in education and training in logistics :**

- 0 not relevant**
- 1 low**
- 2 medium**
- 3 high**

**A. Inbound Logistics : Supply Orientation**

- A.1 Procurement and supply chain management ....**
- A.2 Just-in-Time and Just-in-Sequence control ....**
- A.3 Warehousing and inventory management ....**

**B. Process Logistics**

- B.1 Material and Workflow Logistics ....**
- B.2 Process maintenance logistics ....**
- B.3 Computer-based maintenance management ....**
- B.4 Activity-based costing for logistics ....**

<b>C. Outbound logistics : Demand orientation</b>		
<b>C.1 Transportation scheduling and tracking</b>		...
<b>C.2 Route optimisation of fleets</b>		....
<b>C.3 Inter-modal transportation</b>		....
<b>C.4 Customer relationship management</b>		....
<b>C.5 Computer-based transportation management</b>		....
<b>D. E-Logistics</b>		
<b>D.1 E-Business</b>		....
<b>D.2 Traffic simulation and optimization</b>		...
<b>D.3 EDI/ebXML E-commerce</b>		....
<b>D.4 Professional certification in Logistics</b>		...
<b>E. Norms and Standards</b>		
<b>E.1 ISO 14001</b>		....
<b>E.2 Security standards</b>		....
<b>E.3 Web services</b>		....
<b>E.5 Linux</b>		....
<b>F. Relevant commercial software systems / products / tools</b>		
<b>F.1 Vendor</b>	<b>Reference</b>	....
<b>F.2 Vendor</b>	<b>Reference</b>	....
<b>F.3 Veador</b>	<b>Reference</b>	....
<b>G. Comments</b>		