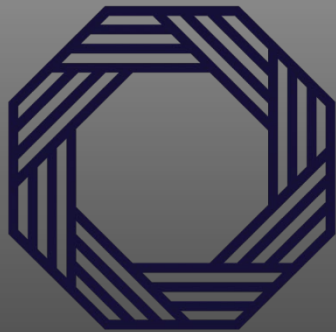


COMPANY PROFILE

MUHAKAT



مُحَاكَاة



Agenda

01 About us

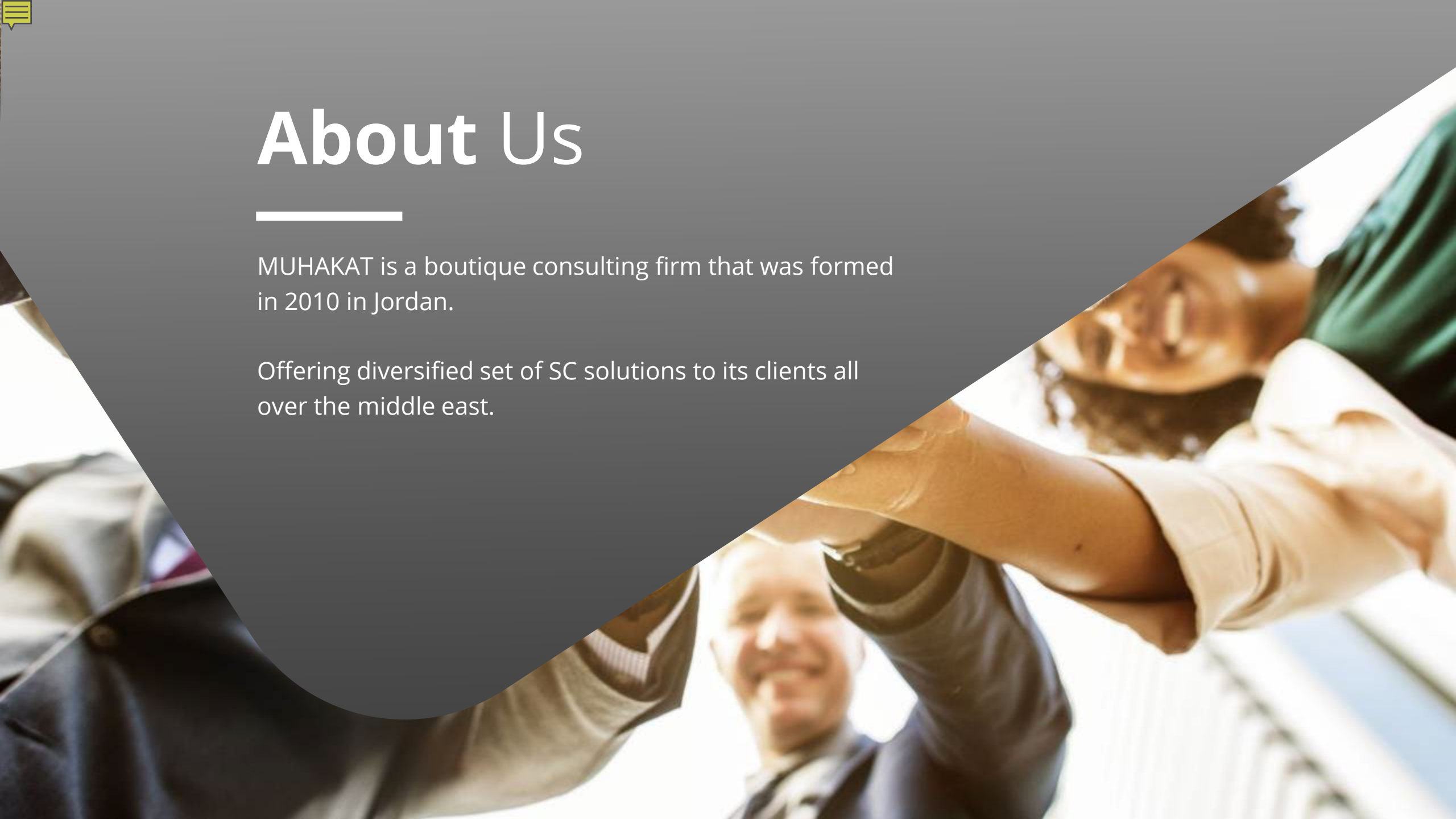
04 Our Team

02 Founders

05 Our Projects & Clinets

03 Our Ecosystem

06 Our Services



About Us

MUHAKAT is a boutique consulting firm that was formed in 2010 in Jordan.

Offering diversified set of SC solutions to its clients all over the middle east.



Founders

Samer Almadhoun

Managing Director
MCIPS, CSCP, SCOR-P
MBA



“

Holds 15 years in
management and
business development

“

Holds 25 years
experience in
Procurement, Supply
Chain and
management
consulting



Isra Ali

Partner- Business
Development



Our Core Values

Supply chains shape the world we live in, with economic, environmental, social, and ethical stakes for every organisation.

As supply chains become more technologically advanced, complicated, interconnected, and global, these stakes only grow.

We see the extraordinary mission potential of this moment. If we can mobilize global supply chain communities, our solutions and visionary partners, we can bring prosperity and opportunity to our clients, solve critical problems and grow their business in a sustainable manner.



Vision

To leverage Supply Chain discipline to help organizations grow their business



Mission

To work closely with our clients to achieve value for money and optimize operations.



Our Team

Our team holds years of experience in various supply chain consulting applications



Samer Almadhoun
CSCP, CLTD, SCOR-P,
MBA



Mai Abou Gannam
CSCP, SCOR-P, MBA
Supply Chain, MSc
Industrial Technology



Muhannad Diab
CSCP, CLTD



Cizar Dorak
CPIIM, CSCA



Hazem Momani
CSCP, MSc Industrial
Engineering



Hazem Labib
CSCP, CPIIM, MBA



Our Services

We offer a portfolio of solutions ranging from Supply Chain Excellence Programs, Maturity Assessment, Supply Chain Capacity Building, Process Reengineering, Supply Chain Sustainability Assessment and Performance Benchmarking



01

Supply Chain Excellence

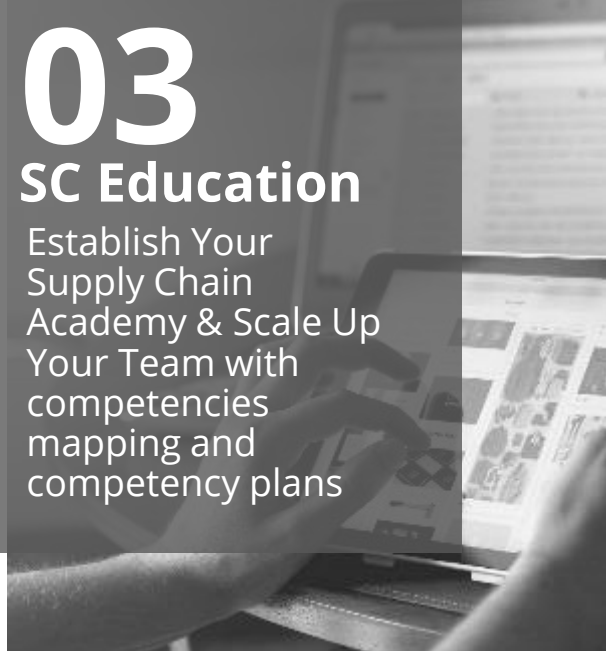
Gap Analysis, Benchmark your supply chain & re-engineer your processes, Set a strategy, policies and procedures



02

SC Maturity Assessment

Obtained thorough understating of your supply chain maturity



03

SC Education

Establish Your Supply Chain Academy & Scale Up Your Team with competencies mapping and competency plans

2023

MUAHKAT Won the Award Of
Excellence For The **Best Supply
Chain Consulting Project** of the year
2023

Awards Of Excellence



Sample Of Our Clients in 2025

hikma.



قطر للطاقة
QatarEnergy



TAMER



سابك
sabc



Jordanian Royal
Medical Services

البنك العربي
ARAB BANK



Our Achievements

MUHAKAT is awarded by APICS/ASCM for its outstanding achievements in 2023, 2024, 2025 as an education partner.



MUAHKAT Received Certificate Of Recognitions For The **Top Performing Partner in Middle East & Africa 2024**



Certificate of recognition to

Muhakat

In Appreciation of

#2 Partner MEA Region

Issued: September 8, 2024

A handwritten signature in black ink, reading 'Abe Eshkenazi', written over a horizontal line.

Abe Eshkenazi, CSCP, CPA, CAE
ASCM Chief Executive Officer

A handwritten signature in black ink, reading 'Pamela Dow', written over a horizontal line.

Pamela Dow, CSCP
ASCM 2024 Chair of the Board

Top Partner



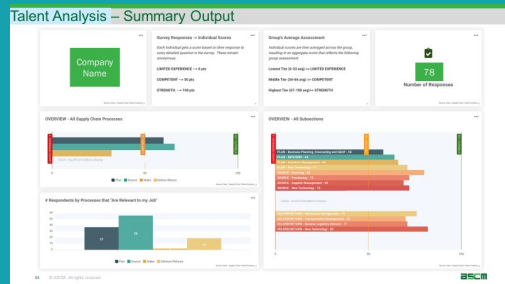
Training and Supply Chain Academies

Establishing Supply Chain Academies



Capability Assessment

- Analysis and testing of capability vs APICS Best practise
- Qualitative Talent Assessment vs desired Supply Chain Performance



Skills Alignment

- Skills Map Development using the SCOR framework

sS1.2 RECEIVE PRODUCT		
People		
HS.0001 3-Way Receiving Match	HS.0009 Bar Code Handling and Radio Frequency Identification (RFID)	HS.0027 Cross-Docking
HS.0033 Data Management and Analytics	HS.0034 Discrepancy Reporting and Resolution	HS.0046 Enterprise Resources Planning (ERP) Systems
HS.0049 Receiving Inspection	HS.0058 Inventory Management	HS.0066 Regulations, Laws and Standards



Sustained Education

- ASCM / APICS Certifications and Training
- Foundational Level Training
- SCOR-P
- Certificates
- Customized Training

Return on Education

- Improvement programs driven through Muhakat
- Internally driven improvement programs

Assess supply chain skills and competence through Talent Assessment

Overview

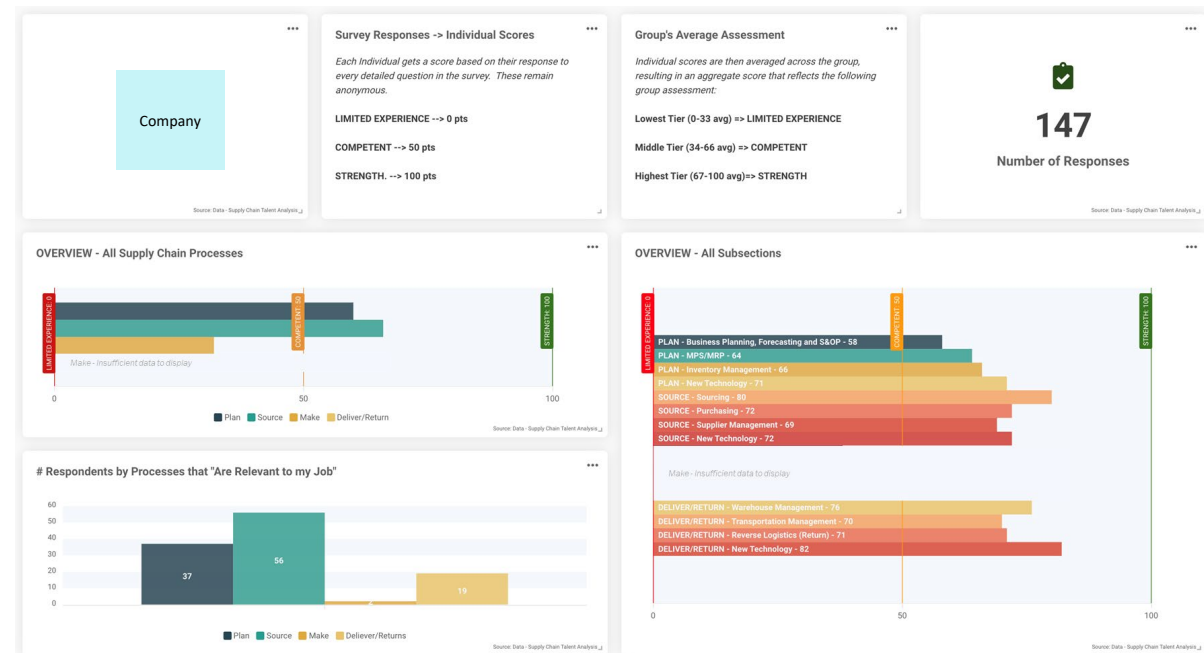
- Identify competency gaps in supply chain organization and guide discussion to elevate skills
- Surveys collect data from supply chain associates using qualitative interactive survey focused in the areas of Plan, Source, Make, Deliver/Return
- Individual answers remain strictly confidential and are not presented in such a way to identify an individual
- All responses presented in aggregate form only
- The content was based upon rigorously developed ASCM body of knowledge
- Follow on / Value add – Assistance in skills alignment / competency gap closure plan

Benefits

- Clear view of skills gaps to guide future skills gap closure plans

Deliverables

- Aggregate gap analysis report with demographic and output insights
- Presentation with recommendations
- High level skills mapping report



Establishing Supply Chain Academies



Establishing Supply Chain Academies

We helps organizations understand their educational gap, build capacity plans for human capitals and execute them, A sustainable Supply Chain Academy Approach





We have built supply chain capacity for hundreds of organizations around the G.C.C

Client portfolio includes organizations like UN, HIKMA, PWC, MAADEN, NAHDI, INDEVCO, Tamer Group







APICS/ ASCM Association For Supply Chain Management

		PLAN	ORDER	SOURCE	TRANSFORM	FULLFILL	RETURN	ORCHESTRATE
COMPREHENSIVE	Certification for Supply Chain Transformation							
	CSCP Certified Supply Chain Professional							
	SCOR DS SCOR Model Training							
	CPIM Certified in Planning & Inventory Management							
	CLTD Certified in Logistics, Transportation and Distribution							
TARGETED	CERTIFICATE PROGRAM – Planning							
	CERTIFICATE PROGRAM - Procurement							
	CERTIFICATE PROGRAM - Warehousing							
	CERTIFICATE PROGRAM – Technology Certificate							
	Supply Chain Sustainability – Best Practices & Solutions							
	Foundations of Supply Chain Management							



Letter of Attendance



Certificate

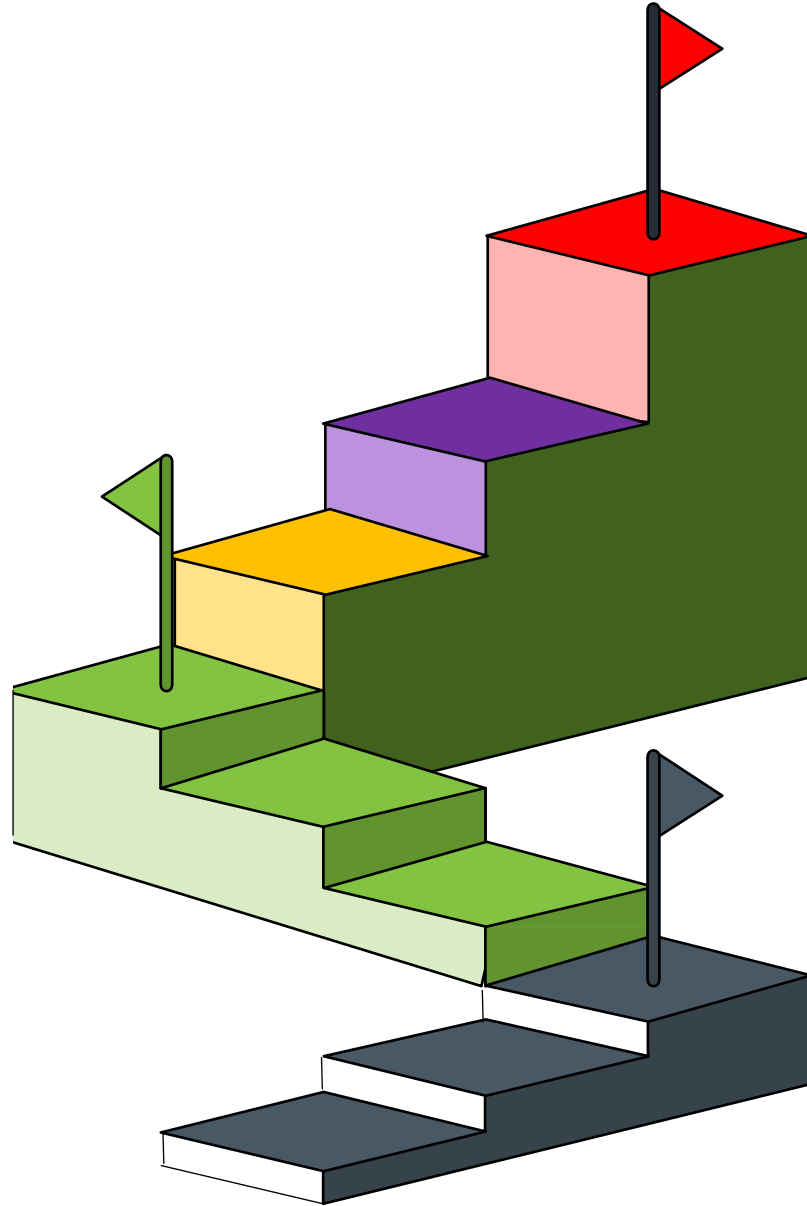


Certification

APICS/ ASCM Association For Supply Chain Management

Gaining Skills can be obtained in many ways:

- On the job Learning
- Training & Certifications
- Self-Reading
- University Education



Supply Chain Professionals

World recognized Certifications

Certified Supply Chain Professional (CSCP)

Certified in Logistics, Transportation, & Distribution (CLTD)

Certified in Planning & Inventory Management (CPIM)

Accelerating Professionals

ASCM Procurement Certificate program ASCM

Warehousing Certificate program

ASCM Technology Certificate program ASCM

Resilience Certificate program

ASCM Supply Relationship Management Certificate

Workforce Development

Entry Level Supply Chain and/or Supply Chain Adjacents (Finance, IT, Sales and Marketing, etc.)

Foundations of Supply Chain Management

- Distribution and Logistics
- Manufacturing Management
- Operations Management
- Inventory Management
- Operations Planning
- Intro to Supply Chain

APICS/ ASCM Association For Supply Chain Management

FOUNDATIONS OF SUPPLY CHAIN MANAGEMENT

Course Overview Guide

Introduction to Supply Chain Principles

Foundations of Distribution and Logistics

Foundations of Manufacturing Management

Foundations of Managing Operations

Foundations of Inventory Management

Foundations of Operations Planning

Foundations of Supply Chain Management



APICS/ ASCM Association For Supply Chain Management

SUPPLY CHAIN
PLANNING
CERTIFICATE

SUPPLY CHAIN
TECHNOLOGY
CERTIFICATE

SUPPLY CHAIN
WAREHOUSING
CERTIFICATE

SUPPLY CHAIN
RESILIENCE
CERTIFICATE

SUPPLIER RELATIONSHIP
MANAGEMENT
CERTIFICATE

SUPPLY CHAIN
PROCUREMENT
CERTIFICATE

APICS/ ASCM Association For Supply Chain Management

CTSC
CERTIFIED IN TRANSFORMATION FOR SUPPLY CHAIN

CSCP
CERTIFIED SUPPLY CHAIN PROFESSIONAL

CPIM
CERTIFIED IN PLANNING AND INVENTORY MANAGEMENT

CLTD
CERTIFIED IN LOGISTICS, TRANSPORTATION AND DISTRIBUTION

APICS/ ASCM Association For Supply Chain Management

Principles of Distribution & Logistics

(PDL02)	Introduction to Distribution & Logistics
(PDL03)	Channel Network Design
(PDL04)	Inventory Management
(PDL05)	Distribution Requirements Planning
(PDL07)	Warehouse Management
(PDL08)	Packaging & Materials Handling
(PDL09)	Transportation Management
(PDL10)	Transportation Operations

Principles of Inventory Management

(PIM02)	Fundamentals of Inventory Management
(PIM03)	Purpose & Function of Inventory
(PIM04)	Inventory Replenishment Management
(PIM05)	Inventory Replenishment Techniques & Inventory Performance
(PIM07)	Lean Inventory — Theory & Practice
(PIM08)	Fundamentals of Purchasing
(PIM09)	Sourcing Strategies
(PIM10)	Purchase Order Management & Performance Measurement

Principles of Manufacturing Management

(PMM02)	Introduction to Manufacturing Management
(PMM03)	Manufacturing Product Structures
(PMM04)	Basics of Material Requirements Planning
(PMM05)	Managing with MRP
(PMM07)	Capacity Planning & Management
(PMM08)	Production Activity Control
(PMM09)	Advanced Scheduling
(PMM10)	Lean Production Management

Principles of Operations Planning

(POP02)	Planning Foundations
(POP03)	Forecasting
(POP04)	Demand Management
(POP05)	Sales & Operations Planning
(POP07)	Aggregate Operations Planning
(POP08)	Master Scheduling Foundations
(POP09)	Master Scheduling Processes
(POP10)	Operations Systems

Principles of Managing Operations

(PMO01)	Operation Management Foundations
(PMO02)	Processes and Operations
(PMO03)	Project Management
(PMO04)	Product Design and Development
(PMO05)	Process Design Strategies
(PMO07)	Total Quality Management
(PMO08)	Statistical Quality Control
(PMO09)	Process Improvement and Optimization
(PMO10)	Organizational Management and Performance

Capability Assessment

Test Your Team Capability & Assess the need for development

Testing Engine Of Best Practice To Pinpoint Your Team Strength & Weaknesses



What Are The Skills Needed To Build a Robust Team?

Build Training Plans

Capability Assessment

- Plan
- Source
- Make
- Deliver
- Return
- Enable

Core Pillar



- The Demand Forecasting
- Procurement Assessment
- Manufacturing Assesment.
- Logistics Capability
- Logistics Capability
- Management Issues

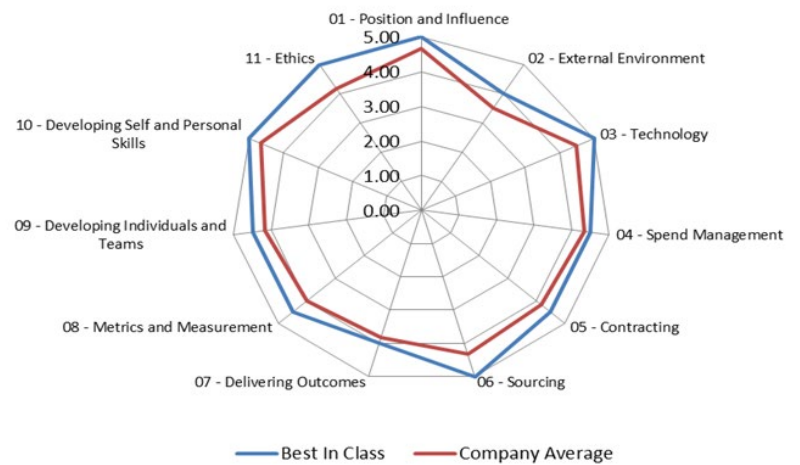
Capability Test



Bridge The Supply Chain Knowledge Gap In Your Team

Testing Engine Of Best Practice To Pinpoint Your Team Strength & Weaknesses

Personal Score = your personal scores, from 0-5 of the 11 themes measured in the questionnaire
Confidence Level = the self-assessed score of confidence of answers given in each them as provided by the candidate



Results: 1 to 31 ordered by

Date

▼

 Period

2022

▼

< First < Previous 1 Next >

Name	Percentage	Score	Duration	Date	Statistics ▼	Actions ▼
Average ?	66.1%	91.8 / 139	01:24:09			
Mustafa Sadek ?	58.7%	81 / 138	01:35:03	Sat 22 Oct '22 10:06am		Answers
Hussam Sheikh Mohammed ?	65.2%	90 / 138	01:22:26	Sat 22 Oct '22 10:02am		Answers
Rafaa Khafaji ?	68.8%	95 / 138	01:41:49	Sat 22 Oct '22 10:02am		Answers
Azmi Khudhier ?	67.4%	93 / 138	01:20:45	Sat 22 Oct '22 10:01am		Answers
Hiba Atiyat ?	89.9%	124 / 138	01:37:01	Sat 22 Oct '22 10:01am		Answers
Deema AlQaissi ?	71%	98 / 138	01:08:22	Sat 22 Oct '22 10:01am		Answers
Mohamed Hossam eldin ?	58%	80 / 138	00:34:49	Sat 22 Oct '22 10:01am		Answers
Liban Mohmamed Osman ?	60.1%	83 / 138	01:55:50	Sat 10 Sep '22 10:30am		Answers

Consulting Services

Transform the supply chain through our Transformation Program

Overview

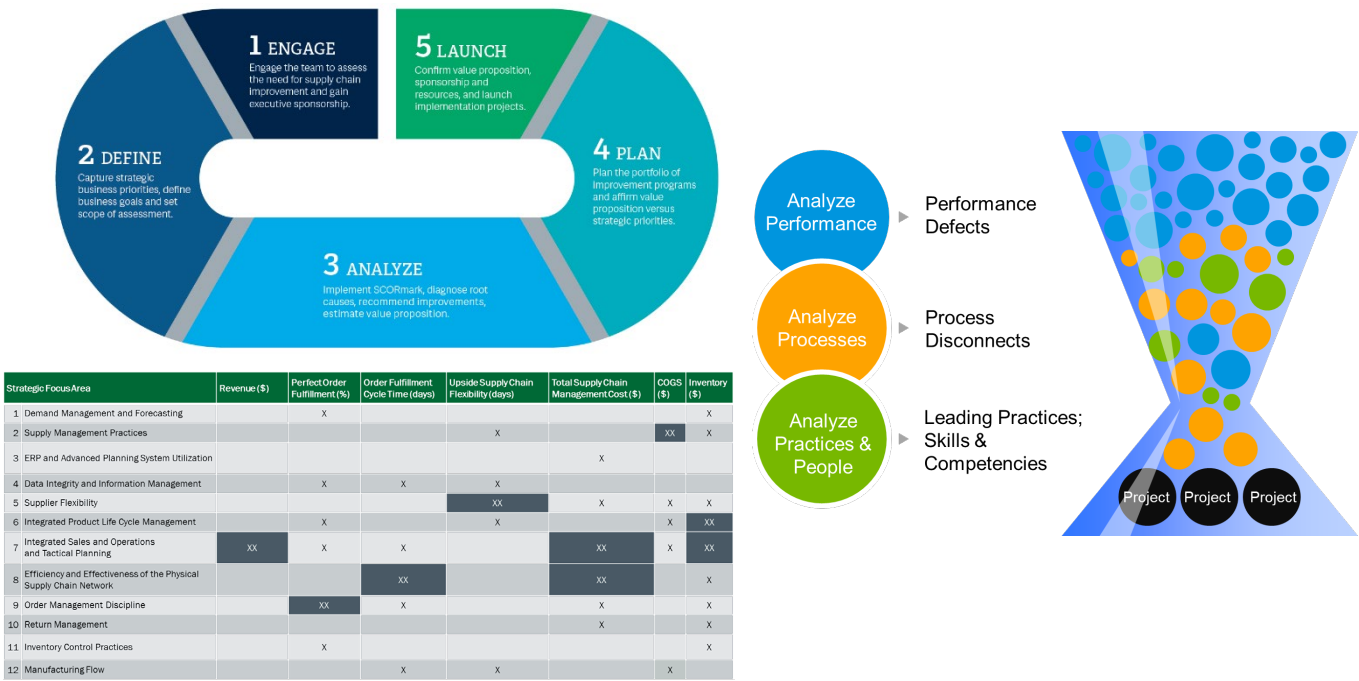
- To support supply chain transformational initiatives, ASCM has developed an experiential learning program for supply chain leaders that focuses on developing supply chain strategy, operationalizing goals for performance, process, practices and people, and delivering a return-on-investment in 12 months.
- The TLP roadmap is facilitated by ASCM through a seasoned advisor who will mentor your leadership team through a 5-step roadmap using SCOR and other ASCM Standards to drive business value.

Benefits

- True root cause analysis
- Skills transfer to internal employees
- Quantified view of supply chain performance and impact of process, skill and practises

Deliverables

- AS-IS and TO-BE Process Maps, practises, people structure
- Performance Metrics AS-IS and TO-BE / Impact on metrics from projects and ROI
- Project Placemats
- Project Portfolio



Benchmark supply chain performance through SCORmark

Overview

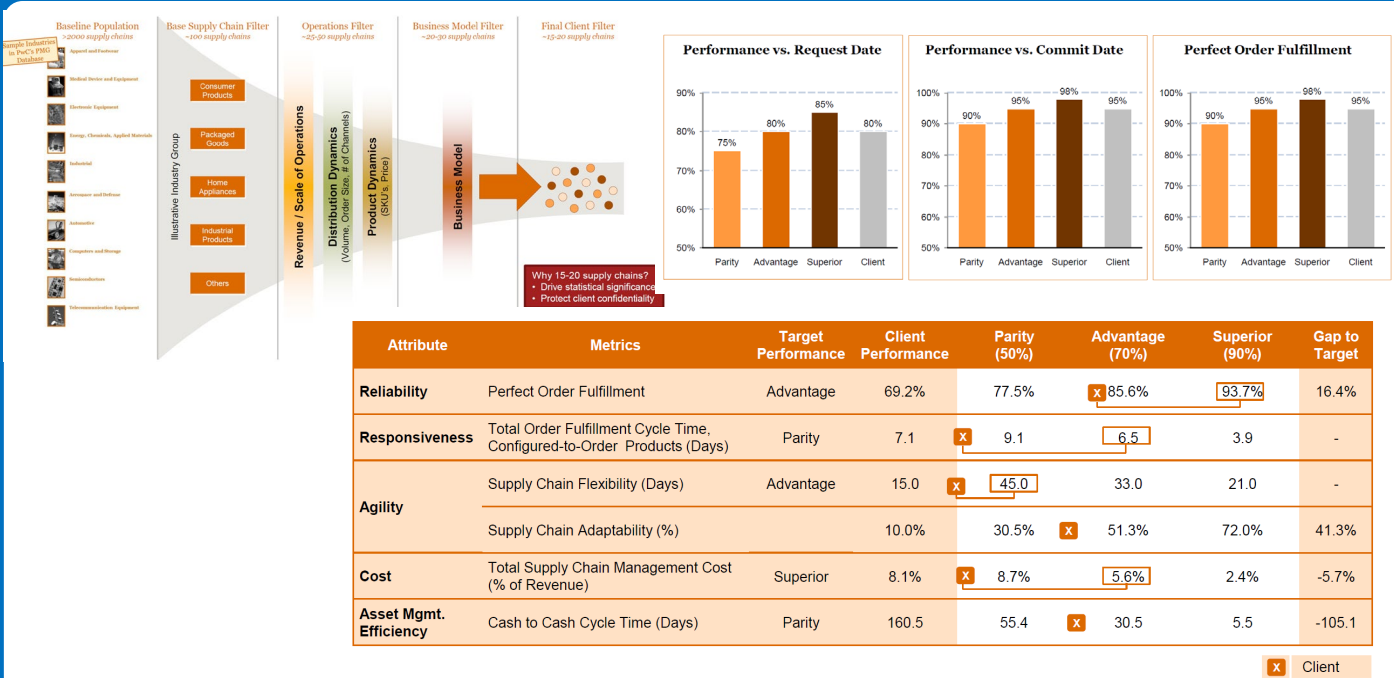
- This is an assessment project used to compare and improve supply chain performance.
- The process combines the SCOR Digital Standard Performance hierarchy with PwC’s historical population data of from more than 1,500 organizations and 2,500 supply chains to help identify gaps and make improvements.
- Key attributes for consideration in the chosen supply chain are Reliability, Responsiveness, Agility, Cost and Asset Management.
- (Process is facilitated by PWC)

Benefits

- Clear view of HARD METRIC performance gaps as a starting point for effective root cause / defect analysis

Deliverables

- Detailed SCORmark report at level 1, 2 and 3



Understand information flows using DCM Assessment

Overview

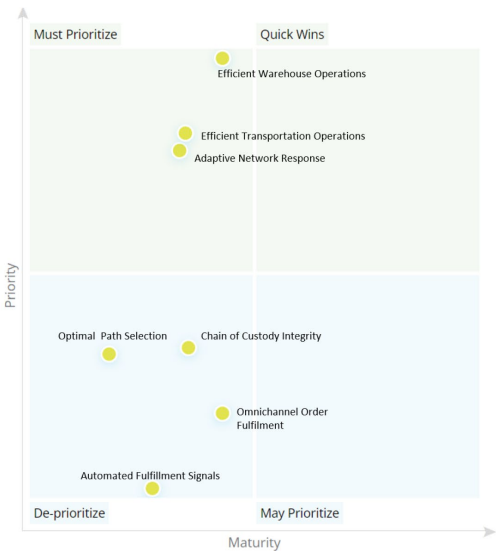
- Survey using the DCM MODEL as the basis for determining the maturity level and priorities
- A capability is the synergistic combination of people, processes, and technology that creates sustained business value. The capability-led approach of the Digital Capabilities Model allows prioritization of areas that drive the greatest value in the supply network and guide holistic transformation. DCM is anchored around the following Level 1 capabilities - Connected Customer / Product Development / Synchronized Planning / Intelligent Supply / Smart Operations / Dynamic Fulfilment.
- (Workshop is facilitated by Deloitte and / or ASCM)

Benefits

- Gap Analysis and prioritized enablement initiatives

Deliverables

- Deep Dive Review of Capabilities related to the specified business area
- Recommendations for gap closure
- High level roadmap



	Priority Level	Maturity Level
Dynamic Fulfillment	50	
Efficient Warehouse Operations	43	65
Efficient Transportation Operations	35	59
Adaptive Network Response	33	58
Chain of Custody and Integrity	35	45
Optimal Path Selection	18	45
Omnichannel Order Fulfillment	43	41
Automated Fulfillment Signals	27	36



SCOR-Based Maturity Assessment – Intention for Initiatives ➡ Maturity Level

Reactive Supply Chain

Level 1

- Key processes and industry standard performance metrics may not be defined and utilized
- Minimal use of SCOR best practices.
- Skills associated with key processes may not be well-defined.
- Supply chain is not well orchestrated, and there is little to no integration with customers and suppliers.
- Internal activities tend to be undertaken ad hoc rather than by plan.
- ERP at basic levels, not covering end to end supply chain.

Reactive Efficient Supply Chain

Level 2

- Key processes may be defined but may not be effectively monitored using industry standard performance metrics
- Some use of SCOR best practices
- Skills associated with key processes may be defined but may not be effectively managed / developed
- Organization is beginning to internally orchestrate supply chain, however linkages to other parts of the business may be missing or ad-hoc
- Little integration with customers and suppliers.
- ERP may not be fully utilized, and supply chain data and metrics may not be effectively managed

Integrated Enterprise Supply Chain

Level 3

- Key processes are defined and monitored with some level of governance
- Industry standard performance metrics are utilized and effectively monitored
- SCOR best practices are widely utilized
- Supply chain skills associated with key processes are defined and actively managed / developed
- Organization effectively orchestrates the supply chain internally and has begun to formalize linkages with other parts of the business
- Informal / Ad-hoc level of integration with customers and suppliers
- ERP tends to cover end to end supply chain, and there is a single source of truth for supply chain data and metrics.

Extended Enterprise Supply Chain

Level 4

- Key processes are fully governed
- Industry standard performance metrics are utilized and effectively monitored
- Performance metrics are starting to become more predictive in nature
- SCOR best practices are widely utilized
- Some continuous improvement efforts are underway
- Supply chain skills associated with key processes are defined and actively managed / developed
- Organization effectively orchestrates the supply chain internally and is well-integrated with other parts of the business.
- Organization is formally integrating its internal network with the internal networks of selected supply chain partners resulting in improved efficiency and / or quality.
- Proactive approach to GRC (governance, risk, and compliance)

Orchestrated Supply Chain

Level 5

- Key processes are fully governed, mapped to industry standard language and continuously improved
- Industry standard performance metrics are monitored and benchmarked, with effective root cause / corrective action for metric defects.
- Prescriptive analytics widely utilized throughout the supply chain
- SCOR best practices are widely utilized, and continuous improvement is embedded in the organization's culture
- Supply chain skills associated with key processes are defined and actively managed / developed
- Organization effectively orchestrates the supply chain internally and is well integrated with other parts of the business
- High levels of integration exist with customers and suppliers
- GRC efforts are proactive, informed by, and integrated with customers / suppliers.
- Technologies fully support supply chain processes and demonstrate a high level of digital readiness across the Digital Capability Model (DCM) capability areas – Smart Operations, Intelligent Supply, Connected Customer, Synchronized Planning, Product Development and Dynamic Fulfillment.

Sample Corporate Transformation Results

Typical Client Results:

30% FASTER ERP system implementations
with 30% more functionality and reduced
implementation cost

Continuous improvement portfolios
REFRESHED AT A VALUE OF 0.5%

20% IMPROVEMENT on inventory turns

25% IMPROVEMENT in delivery reliability

20% IMPROVEMENT in flexibility

MAXIMIZE SHARE GROWTH
through effective risk management

Our Most Advanced Clients:

RANK IN THE UPPER QUARTILE
of their industry group in shareholder value

Achieve average operating
INCOME IMPROVEMENT OF 3% of sales
(high 4.5% - low 1.5%)

OUTPERFORM COMPETITORS
on all major supply chain indices

CONSISTENTLY USED THE SCOR MODEL
to continuously improve their Supply Chain
operations



Sample Projects

- Supply Chain Process Re-engineering at Kifah Holding 2017 Saudi Arabia.
- Supply Chain Transformation Program for NAHDI 2023 Saudi Arabia.
- Supply Chain Transformation Program for Tamer Group 2023 Saudi Arabia.
- Supply Chain Benchmarking “Measuring Supply Chain Performance” at Nabil Foods 2020 Jordan.
- Sales & Operations Planning Process Setup at Savola Group 2016 Saudi Arabia.
- Supply Chain E-Solutions implementation IKEA Saudi Arabia-Bahrain.
- Supply Chain Maturity Assessment for Dar AlDawa 2023 Jordan
- Process structure for the E-Procurement software of Jordan Unified Procurement Department 2023
- Supply Chain Maturity Assessment for the public health care sector in Jordan government 2022
- Supply Chain Competency Mapping NAHDI 2024
- Supply Chain Competency Mapping Tamer Group 2024



Contact Us

We value your inquiries and questions on how we can help you achieve your target



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Thank You.