



## Supply Chain Fundamentals Series

# PREPARE FOR A CAREER IN SUPPLY CHAIN MANAGEMENT

## 100% Online Courses!

Unlock new career opportunities and prepare to be job-ready with a new program designed to support workforce readiness and upward mobility for entry-level and supervisory associates. Courses available in English and Spanish!

**REGISTER FOR OUR ONGOING, OPEN ENROLLMENT PROGRAM CONSISTING OF EIGHT SELF-PACED AND INSTRUCTOR-SUPPORTED ONLINE COURSES:**

- **Warehousing Operations**
- **Supply Chain Management Principles**
- **Customer Service Operations**
- **Transportation Operations**
- **Supply Management and Procurement**
- **Inventory Management**
- **Demand Planning**
- **Manufacturing & Services Operations**

### WHY TAKE THE ONLINE COURSES:

- Start at anytime and work at your own pace with our convenient online format. *These courses can also be offered in alternative formats (in classroom, onsite, hybrid) and as custom, tailored offerings to meet your company's specific employee training needs*
- Receive practical and immediately applicable training in various supply chain functions
- Become more marketable to employers who need to fill jobs with highly skilled supply chain talent

### WHO SHOULD SIGN UP:

Entry-level and supervisory associates, executives new to a supply chain domain, returning veterans seeking to commercialize their skills, and other professionals interested in learning more about supply chain either for personal or career growth.



# SUPPLY CHAIN FUNDAMENTALS (SCF) COURSES in English & Spanish

## **WAREHOUSING OPERATIONS**

Structured to prepare students in warehouse operations with a fundamental understanding of the physical, technological, process, and safety considerations of warehouse/distribution operations. Additional topics include: facility configuration, storage and handling techniques, metrics, customer service considerations, and the role of distribution operations in different industries. Includes exposure to bar-coding, picking and shipping processes, and storage and sorting systems.

## **SUPPLY CHAIN MANAGEMENT PRINCIPLES**

Prepares students in the basics of supply chain and supply chain's roles within organizations. The course includes defining supply chain management and the various domains within supply chain (e.g., customer service, manufacturing and service operations, order management, procurement and supply management, demand planning, inventory management, warehousing operations, and transportation operations). It includes an explanation of how the supply chain supports organizations' strategic and financial goals.

## **CUSTOMER SERVICE OPERATIONS**

This course prepares students in the basics of customer service operations and the role of customer service within an organization's overall supply chain. The course includes presentations of the key elements of customer service including: the order management process, customer relationship management, management of challenging customers, effective customer communications, returns and reverse logistics, and performance metrics.

## **TRANSPORTATIONS OPERATIONS**

Prepares students in the basics of transportation operations and the role of transportation within an organization's overall supply chain. The course includes review of the key elements of transportation such as: modes of transportation, transportation technology, company roles and operations within the transportation field, the impact of transportation on the overall economy, sustainability in transportation, and how the field is evolving to meet future needs.

## **SUPPLY MANAGEMENT AND PROCUREMENT**

Focuses on the importance of evaluation, selection and maintenance of supplier functions and integration of internal functions with external supply chain partners.

## **INVENTORY MANAGEMENT**

Offers knowledge of inventory management essentials, including different approaches and variables that affect decisions. Discussion incorporates elements of inventory control techniques, cycle counting, and inventory cost analysis.

## **DEMAND PLANNING**

Provides knowledge of essentials for sales and operations planning, integrating demand forecasts with capacity forecasts and marketing with sales functions. Discussion incorporates elements of forecasting, demand planning, and supply planning.

## **MANUFACTURING & SERVICES OPERATIONS**

Focuses on planning, organizing, controlling, directing, motivating, and coordinating activities used to produce goods and services. Additional discussion focuses on elements of the reverse logistics and service operations. Explores analytical tools useful for measuring productivity.