

## ***Supply Chain and Logistics***

The *Supply Chain and Logistics Diploma Program* of Eastern College is accredited by the Canadian Supply Chain Sector Council through its National Accreditation Program (the NAP). The accreditation was granted in *January 2017* and is effective for three years.

The NAP recognizes educational offerings in supply chain-related topics that meet the Council's standards for accreditation, created with significant input from supply chain stakeholders. The standards are based on national and international best practices and principles, and include requirements for course/program needs assessment, design, development, delivery, and student evaluation. As an accredited program, the *Supply Chain and Logistics Diploma Program* of Eastern College has shown that it meets all of those standards.

### **PROGRAM OBJECTIVES**

Today's global market requires capable, well-rounded employees who can multi-task to meet a variety of challenges. The Supply Chain and Logistics program provides students with a well-rounded exposure to the international supply chain and the skills needed to be successful in the industry. Students will develop proficiencies appropriate for a wide range of careers in supply chain and logistics.

Graduates will have developed essential skills needed to succeed in a role that requires attention to detail, analytical thinking and problem solving.

### **CERTIFICATES AND MEMBERSHIPS**

Successful graduates of the program who meet the requirements outlined by the Canadian International Freight Forwarders Association (CIFFA) will achieve a Certificate in International Freight Forwarding.

The certificate is nationally recognized within the international transportation and international trade logistics industries.

### **CAREER OPPORTUNITIES**

The Supply Chain and Logistics (+Internship) program will qualify graduates to pursue positions such as Logistics Coordinator, Dispatcher, Warehouse Associate Supervisor, Purchasing Agent, Billing Agent, Materials Management Analyst, Scheduler, Loss Prevention Agent, Cargo and Freight Agent, Customs Broker and more.

Note: Some career and education options may require advanced degrees, further training or experience.

### **PREREQUISITES**

Grade 12 or equivalent or mature student status.

### **GRADUATION REQUIREMENTS**

A student must obtain an overall grade, in each module of at least 70% in order to graduate and receive a diploma. A student must complete all requirements of Student Success Strategies as well as all Internship requirements.

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## PROGRAM OVERVIEW

| Course  | Hours |  |           |
|---|-------|--|-----------|
| Student Success Strategies                      | 20    | Customer Service                           | 20        |
| Software Lab: Computer Fundamentals             | 40    | Professional Purchasing                    | 40        |
| Software Lab: Word Processing                   | 40    | Introduction to Operations Management      | 40        |
| Software Lab: Spreadsheets                      | 40    | Negotiations and Supplier Management       | 40        |
| Software Lab: Presentations                     | 40    | Inventory Control and Materials Management | 40        |
| Software Lab: Database Management               | 40    | International Transportation and Trade     | 60        |
| Writing for Comprehension                       | 40    | Essentials of Freight Forwarding           | 60        |
| Business Math                                   | 40    | Customs Issues and Procedures              | 40        |
| Introduction to Logistics and Transportation    | 40    | Career Planning and Preparation Level I    | 20        |
| Introduction to Purchasing                      | 20    | Career Planning and Preparation Level II   | 20        |
| Introduction to Contract Law and Administration | 20    | Internship                                 | 16 Weeks  |
| Security, Compliance and Loss Prevention        | 20    | <b>TOTAL WEEKS</b>                         | <b>57</b> |
| Introduction to Business                        | 40    |  |           |

## COURSE DESCRIPTIONS

### Student Success Strategies

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note-and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem solving skills, setting SMART goals and maintaining a positive attitude; techniques for managing change, stress and conflict will also be explored.

### Software Lab: Computer Fundamentals

Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills.

### Software Lab: Word Processing

This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools.

### Software Lab: Spreadsheets

This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and pivot tables, and using data tools.

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### **Software Lab: Presentations**

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This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations.

### **Software Lab: Database Management**

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This software lab module consists of online training and assessment in Microsoft Access. Students learn a comprehensive set of skills, including creating and modifying database tables, defining table relationships, sorting data, creating simple and advanced queries, creating and formatting forms and reports, and creating and running macros.

### **Writing for Comprehension**

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This module helps students develop writing skills applicable to the job: accident reports, short proposals, newsletters, progress reports, cover letters and other types of correspondence. The module focuses on the requirements of the reader providing documents that are easily understood and useful to the audience. Extra emphasis is placed on summary writing techniques.

### **Business Math**

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This module provides the students with an understanding of arithmetic, mathematics, and measurements used in common business and industry environments. At the end of the module the student will be able to define whole numbers, fractions, decimals and percentages; become familiar with equations and formulae; and learn the use of graphs.

### **Introduction to Logistics and Transportation**

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This course introduces students to a definition of Supply Chain, Logistics and Transportation. Topics include a general overview of the career paths available, networking/professional training opportunities, and how the changing global environment impacts the forward and reverse flows of goods and services. Students will also learn about the financial impact of logistics costs on an organization and the importance of information technology and transportation along the supply chain in order to make strong business decisions.

### **Introduction to Purchasing**

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This module introduces students to the concepts of Total Cost of Ownership for products and services, as well as an introduction to Supplier Relationship Management. Topics include Economies of scale, the preparation of documents for RFI and RFP processes, as well as the various costs involved in purchase decisions (acquisition, ownership, obsolescence, etc.). Students will demonstrate the different approaches to a transactional supplier relationship as compared to a partner based business agreement.

### **Introduction to Contract Law and Administration**

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This module provides a study of the Canadian legal system and its effect on business and business organizations. Topics include business law, contracts and sales, torts, consumer protection issues, employment issues, the regulation of business organizations, finance and debtor and creditor law. On completion the student will know about the various important areas of law impacting business and be able to apply the same in day to day decision making.

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### **Security, Compliance and Loss Prevention**

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This module identifies common causes of asset loss. Topics include planning, monitoring and controlling assets, internal and external to the company. Students will learn how to prevent loss and damage as well as how to record losses for claim recovery from suppliers, insurance companies or other sources. This module also involves creating a general awareness to ethical issues as well as cover specific topics and many examples of business managers violating ethical rules and those that have met and have exceeded such standards. Topics include values, principles, responsibility, governance and ethics related to various business disciplines. This module will also allow the opportunity for students to interact and understand the relevance of ethics on business and how decision making is impacted by the same.

### **Introduction to Business**

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This module introduces students to what business involves in today's environment. Topics include the business environment, managing a new or existing business, employees and the various functions of business. Students will have the opportunity to prepare a business plan encompassing the various areas of business including the business functions, organizational structure, while incorporating important ethical concepts in business.

### **Customer Service**

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Customer service is a key factor in differentiating a business in current climate conditions. This module will offer students the opportunity to learn how to provide exceptional customer service, tips and tricks of "wowing" the customer experience, turning problems into opportunities and the confidence in handling complex customer issues. An introduction to a computerized customer relationship management system will be provided.

### **Professional Purchasing**

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This module builds on Introduction to Purchasing and involves students in understanding the function or Purchasing in today's business environment. Topics include ABC vendor analysis and rating, Forward Buying, Life Cycle costing, Quality, etc.

### **Introduction to Operations Management**

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This module is concerned with the design of systems to produce goods and services and the operation of those systems. It discusses relationships within the company environment, particularly with marketing and product design. Topics covered include facilities planning, total quality management (TQM), cost analysis, project planning, and operations resource management.

### **Negotiations and Supplier Management**

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This module gives students experience and tools to work in a Purchasing environment. Topics include types of supplier relationships, methods of negotiation and factors involved in developing lasting supplier relationships. Students will know which supplier relationships to nurture and which to minimize their time managing.

### **Inventory Control and Materials Management**

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This module introduces students to methods for controlling inventory while developing decision-making skills for re-buying. Students learn essential vocabulary and skills for identifying and applying the basic principles of inventory management. Basic methods of planning and controlling inventory in manufacturing, institutional, distribution and retail environments are covered. The questions of what to

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stock are addressed through an examination of current and evolving technologies of inventory management.

### **International Transportation and Trade**

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This module builds on Introduction to Transportation and involves students in understanding how to minimize the costs involved in acquiring materials as well as delivering to customers. This module also introduces students to the importance of time management and capacity planning. Topics include packaging, lane saturation, partnering and reverse logistics, as well as how to effectively schedule resources (people, trucks, etc.) as well as communication skills for dispatching service providers to customer sites. Students will learn to make transportation related decisions that add value to the customers and reduce the overall operating costs for the business.

### **Essentials of Freight Forwarding**

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This module focuses on international transportation and trade. Topics include understanding freight forwarding, international payments and terms of trade. Almost all supply chains are global in scope and very few companies can navigate the international intricacies on their own. Students will learn the value of partner selection to optimize the supply chain.

### **Customs Issues and Procedures**

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This module introduces students to the regulatory requirements of an import or export business. Topics include government regulations, security issues, and international trade requirements. Students will prepare documentation that would accompany goods crossing the border for inbound and outbound shipments.

### **Career Planning and Preparation Level I**

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This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contacts and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

### **Career Planning and Preparation Level II**

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This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment.

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### **Internship**

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At the completion of the in-class section of this program, students are required to complete 16 weeks of an Internship at a business or organization within the Supply Chain and Logistics industry.

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