

# Supply Chain Management Certificate

*Revised*

Certificate Number 90-182-5

## Description:

The Supply Chain Management Certificate is designed for a person seeking introductory or advanced positions with a carrier or shipper. Courses are offered on an Accelerated and Interactive Television basis and apply towards the associate degree in Supply Chain Management.

## Requirements for Certificate Entry:

Previous work experience in transportation, logistics, or supply chain management areas is preferred, but not required.

## Certificate Completers Will be Able to:

- Utilize terminology in the area of transportation.
- Apply methodologies and techniques to process flow of goods.
- Integrate the area of supply chain management for low total cost and improved service.
- Optimize utilization of modes of transportation.
- Utilize computerized applications of logistics.

## Curriculum

CATALOG #	DESCRIPTION	CREDITS
10-104-191 <i>Offered in: Fall 2008 Spring 2009</i>	<b>Customer Service Mgmt...</b> develop professional telephone etiquette, explore customer service work environments, identify and analyze customer service failures, resolve problems cost effectively, set complaint policies, and develop communication techniques to handle complaining customers.	3
10-182-130 <i>Offered in: Spring 2009</i>	<b>E-Business Logistics/Fulfill...</b> e-commerce, business-to-business e-commerce, consumer e-commerce, e-commerce distribution, e-procurement, e-commerce connection, legal and ethical issues, and e-commerce logistics applications.	3
10-182-160 <i>Offered in: Spring 2009</i>	<b>Global Supply Chain Mgmt...</b> methods of foreign market entry, international contracts, INCOTERMS 2000, terms of payment, international commercial documents, international insurance, export packaging, customs clearance, and global supply chain logistics infrastructure.	3
10-182-157 <i>Offered in: Fall 2008</i>	<b>Logistics/Supply Chain Mgmt...</b> integrated logistics supply chain, dimensions of logistics and supply chain management, demand management and customer service, procurement and supply management, global logistics, inventory management, warehousing, transportation and third-party logistics.	3
10-182-190 <i>Offered in: Fall 2008</i>	<b>Transportation Management...</b> importance of transportation, transportation regulations/public policy, overview of transportation providers (motor carriers, railroads, air carriers, inter-modal and special carriers), costing/pricing transportation, transportation documentation, transportation management technology systems/processes.	3

*Certificate Total*    **15**

**For more information, please contact:** The Business and Information Technology Division, (920) 498-5435, or (800) 422-NWTC, extension 5435, or contact Donna Meves, Flexible Learning Manager, (920) 498-6872 or (920) 498-5431, donna.meves@nwtc.edu