

Supply Chain Management

Program Code 101821

Associate Degree - Two Years

Offered at the Green Bay campus. For information: (920) 498-5444.

Toll-free: (800) 422-NWTC, ext. 5444.

Program Description

Supply Chain Management prepares students in all activities involved in the flow of goods from the point of origin to the point of consumption. Specific areas include transportation, inventory control, materials management, operations management, purchasing, international trade, customer service, and logistics management.

Program Outcomes

- Compare major transportation modes.
- Respond appropriately to requests for transportation services.
- Perform inventory control.
- Demonstrate familiarity with global trade processes.
- Develop a global supply chain business perspective.
- Plan a product using a manufacturing resource planning process.
- Perform supplier selection and evaluation.
- Demonstrate negotiation skills.
- Track commodity market trends.
- Perform logistical mathematical calculations.
- Apply legal and ethical standards pertaining to logistics.
- Monitor service, quality, and cost performance.
- Demonstrate knowledge of the application of supply chain concepts.
- Demonstrate ability to integrate computer applications to supply chain activities.

Requirements for Program Entry

- Completed application.
- High school transcript or equivalent (such as an HSED or GED® Transcript).
- NWTC Academic Skills Assessment or equivalent (See Academic Skills Assessment section for details and equivalents).
- Ability to use computer keyboard.
- Students should have mastered basic math skills. For a description of basic math, see the Basic Education section of this catalog.

Employment Potential

A graduate of this program will have the potential for employment in the following areas:

Buyer/Planner: coordinates activities between purchasing and manufacturing scheduling.

Claims Analyst: performs duties in the risk management process including over, short, and damage incidents and claims.

Customer Service Representative: communicates with customers in order to match customer needs with vehicle and driver availability, deals with customer inquiries, expedites freight, and tracks orders.

Dispatcher: assigns freight to routes, assigns vehicles and routes to drivers, and handles exceptions.

Employment Potential *continued*

Inventory Analyst: compiles and manages information of amount, kind, and value of merchandise, material, or stock on hand to obtain optimum inventory balance, price, and costs.

Inventory Control Specialist: coordinates inventory issues with purchasing, production, and marketing; tracks current and forecasted levels of inbound and finished goods inventory.

Logistics Technician: communicates effectively with carriers and customers in 3PL environment, manages trailer needs, provides carrier assignments, monitors and traces customer shipments, and participates in carrier evaluation process.

Materials Planner: coordinates and expedites flow of manufacturing materials, parts, and assemblies with or between departments or plants in accordance with production and shipping schedules.

Master Production Scheduler: creates master production schedule and work orders; establishes priorities for current and forecasted customer demand; establishes availability or capacity of workers, parts, machinery, and equipment.

Purchasing Assistant: performs basic activities related to supplier evaluation and selection, product specifications, order quantities, and delivery requirements.

Shipping and Receiving Specialist: coordinates the flow of raw materials and finished goods to meet production and customer requirements and works with transportation carriers to assure timely and accurate pickup and delivery.

Transportation Planner/Coordinator: interfaces with customers and carriers in resolving pricing and delivery issues in 3PL environment, optimizes order consolidation and carrier selection considering cost, lead time, carrier capacity, and warehouse space constraints.

Warehouse Specialist: manages the flow of inventory into and out of a storage facility or distribution center, and works with owners of the inventory to meet inventory level and customer service needs.

With additional education and/or work experience, graduates may find other opportunities for employment.

- Account Manager
- Logistics Manager
- Materials Manager
- Production and Inventory Control Manager
- Purchasing Manager
- Traffic Manager

Curriculum

The Supply Chain Management Associate Degree is a two-year, four-semester program. Upon graduation, a student will have completed 67 credits.

First Semester

Catalog No.	Description	Credits
10-103-121	Micro: Word-Intro	1
10-103-131	Micro: Excel-Intro	1
10-103-141	Micro: Access-Intro	1
10-103-151	Micro: PowerPoint-Intro	1
10-104-110	Marketing Principles	3
	OR	
10-104-148	Global Marketing	3
10-182-110	Lean Operations Mgmt	3
10-182-157	Logistics/Supply Chain Mgmt	3
10-804-123	Math w Business Apps	3
	Semester Total	16

Second Semester

10-101-106	Accounting-for Non-Accountants	3
	OR	
10-101-184	Business Finance/Budgeting	3
10-102-160	Global Business Mgmt	3
10-104-191	Customer Service Mgmt	3
10-182-127	Purchasing	3
10-182-190	Transportation Mgmt	3
10-801-195	Written Communication	3
	Semester Total	18

Third Semester

10-182-160	Global Supply Chain Mgmt	3
10-801-196	Oral/Interpersonal Comm	3
10-809-166	Intro to Ethics: Theory & App	3
10-809-172	Race Ethnic & Diversity	3
10-809-195	Economics	3
10-809-199	Psychology Of Human Relations	3
	Semester Total	18

Fourth Semester

10-182-120	Enterprise Resource Plan/Cont	3
10-182-130	E-Business Logistics/Fulfill	3
10-182-141	Supply Chain Mgmt Internship	3
	OR	
10-182-142	Supply Chain Mgmt Field Study	3
10-102-104	International Business Practice Firm	3
	Elective	3
	Semester Total	15
	Total Credits	67

Suggested Electives:

Negotiations, 10-182-131
Team Building/Prob Solve, 10-196-189

This program is fully eligible for financial aid.

Please Note

- Some courses have prerequisites (listed at the end of each course description, if applicable) that need to be taken prior to enrolling in those courses.
- Many courses are offered via our Flexible Learning Options (online, accelerated, ITV, video, weekend, and self-paced) and may be taken in any order as long as prerequisites are met. To find out which program courses are offered through Flexible Learning Options, go to www.nwtc.edu or consult a counselor, (920) 498-5444.
- Descriptions of courses not found on this page can be found in the back of this catalog.

Course Descriptions

These courses provide an opportunity for students to develop the knowledge, skills, and understanding required for employment in this field.

10-101-106 ACCOUNTING: INTRO FOR NON-ACCOUNTANTS ...teaching non-accountants to read, analyze, and interpret financial information for making informed business decisions. This class de-emphasizes the use of debits, credits, journal entries and other accounting procedures.

10-101-184 BUSINESS FINANCE/BUDGETING ...fiscal and monetary aspects of business. Each learner will demonstrate application of business types, cycles, forecasting, budgeting, expense control, and financial statement interpretation relevant to the supervisor as a non-accountant.

10-102-104 INTERNATIONAL BUSINESS PRACTICE FIRM(IBPF) is a group of virtual businesses at colleges around the world. Learners will staff the virtual business at NWTC.

10-102-160 GLOBAL BUSINESS MANAGEMENT ...globalization, cultural environment, global trade environment, politics and law, economic integration, global trade and investment theories, exporting, global marketing, and global supply chain.

10-103-121 MICRO: WORD-INTRODUCTION ...word processing basics including creating, revising, formatting, and printing; sections, tabs, multiple-page numbering; manipulating text; creating headers/footers; creating and formatting tables, graphics, creating charts; applying styles; and merging documents. Requires Windows experience.

10-103-131 MICRO: EXCEL-INTRODUCTION ...creating a worksheet, enhancing worksheet appearance, moving and copying data, using formulas and functions, creating charts and using clip art. Requires Windows experience.

10-103-141 MICRO: ACCESS-INTRODUCTION ...creating and modifying database tables, compacting a database, managing records, defining table relationships, creating queries, calculations, and aggregate functions, sorting, and using form and report wizards. Requires Windows experience.

10-103-151 MICRO: POWERPOINT-INTRODUCTION ...presentation development skills such as: graphics, tables, diagrams, shapes, design themes, sounds, animations, slide transitions, and integration with other software. Requires Windows and MS Word experience.

10-104-110 MARKETING PRINCIPLES ...marketing management, market segmentation, market research, consumer behavior, product decisions and management of distribution, pricing, promotional decisions for strategy planning.

10-104-148 GLOBAL MARKETING ...tools necessary for the student to understand the risks, rewards, and the technical aspects of doing business in a global environment.

10-104-191 CUSTOMER SERVICE MANAGEMENT ...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.

10-182-110 LEAN OPERATIONS MANAGEMENT ...lean operating concepts, total quality management, six sigma methodologies, continuous improvement tools/techniques, process mapping, 5S principles, statistical process control/pull signals, cellular manufacturing, mixed-model production, human resource development.

10-182-120 ENTERPRISE RESOURCE PLAN/CONTROL ...enterprise resource planning (ERP), benefits of ERP implementation in an organization, business process alignment, value chain process, technology and international considerations, successful change management, and ERP project management.

10-182-127 PURCHASING ...role of purchasing in business, industry, and the community; legal and ethical aspects of purchasing including systems, staffing, price/cost analysis, contract administration, and dealing with vendors.

10-182-130 E-BUSINESS LOGISTICS/FULFILLMENT ...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.

10-182-141 SUPPLY CHAIN MANAGEMENT INTERNSHIP ...training and experience through work experience and observation.

10-182-142 SUPPLY CHAIN MANAGEMENT FIELD STUDY ...alternative to the internship: in-depth study of an industry, business, career or project.

10-182-157 LOGISTICS/SUPPLY CHAIN MANAGEMENT ...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.

10-182-160 GLOBAL SUPPLY CHAIN MANAGEMENT ...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.

10-182-190 TRANSPORTATION MANAGEMENT ...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.