

LOGISTICS (LOG)

Division: Business Division

LOG 101 Fundamentals Supply Chain Mngt (1 Credit)

This course offers a basic framework for understanding Supply Chain Management. The main objectives of this course is to make learners think about how supply chain management affects an organization, its supply chain partners, and to show how the all employees can improve the work performance within the realm of Supply Chain Management. The following components will be covered in this course: Demand Planning, Supply Management and Procurement, Warehousing Operations, Inventory Management, Manufacturing and Service Operations, Transportation Operations, Customer Service Operations and SCM Principles.

LOG 102 Customer Serv. Operations (1 Credit)

This course explores internal and external customers and how to deliver value to both. Upon completion of this course, students will be able to describe the management of customer relationships including the importance of communication, perceptions, understanding the product & service and knowing quality as it pertains to customer service. Associated careers are Customer Service Manager, Call Center Supervisor, Customer Support Agent, Service Recovery Specialist, Service Quality Assurance Manager, and Compliance Specialist.

LOG 103 Transportation Operations (1 Credit)

This certification course explains in detail the different types of transportation modes (i.e., air, water, rail, and pipeline) used throughout the supply, as well as reasons for selecting each mode. The track looks at cost effect driven modes, delivery requirements, and other special requirements (refrigerated or hazardous materials) as inputs to key transportation decisions.

LOG 104 Warehouse Operations (1 Credit)

Warehouse associates, as well as associates in other supply chain domains, should have a good understanding of the processes, software, and terminology in today's distribution operations. This course trains students on the basics of warehousing, so they may quickly acclimate themselves and be effective contributors in warehouse and distribution operations. Some careers associated with Warehousing Operations include Warehouse Manager; Shipping and Receiving Supervisor or Clerk; Order Picker and Packer; Materials Handler; and Safety and Compliance Specialist. Key elements of the track include 1) the role of warehousing in the supply chain, 2) facility configuration, 3) storage and handling techniques, 4) performance metrics, 5) customer service considerations, and 6) safety concerns across various types of distribution facilities.