



Gain a Competitive Advantage with Your Supply Chain

Operations and Supply Chain Management

From start to finish, your supply chain offers opportunities to spearhead innovation, maximize organizational savings, boost company profits, and positively impact your customers' experience.

The performance of a business can be determined by the effectiveness of its supply chain management, an integral part of operations. Supply chain involves the coordination of many areas of business to serve the market in the best possible manner. It is not just a process for reducing costs and achieving operational efficiencies. It provides strategic alignment of end-to-end business processes.

Davenport University's 6-week Operations and Supply Chain Management (OSCM) program provides an understanding of the evolving responsibilities of operations and supply chain managers. Participants learn to optimize supply chain operations through efficient design, planning, control, and monitoring of supply chain activities. Learn to improve overall organizational performance and customer satisfaction by improving product/service delivery.

After completing this course, you will be able to:

- Enhance your abilities to develop strategies for effective supply chain management
- Evaluate the key supply chain management processes and procedures
- Improve supply chain networks to align goals and orchestrate collaboration across groups
- Identify opportunities to improve efficiencies while also meeting demand

Process Improvement Proposal:

Participants in this program will identify the components of a process improvement plan to improve cost-effectiveness and/or efficiency in operations at his/her organization.

The proposal serves as a guide for project implementation post-course.

To learn more, visit or call:

davenport.edu/ipex/operations | (616) 233-2589

Operations and Supply Chain Management Topics

Supply Chain Management Fundamentals

- Understand the strategic role of operations in all types of organizations
- Supply chain management across the end-to-end supply chain

Supply Chain Strategies

- Explore issues related to procurement, operations and logistics
- Understand strategic cost management
- Inventory: Just in Time or Just in Case?

Performance Measurement and Quality Improvement

- Improve the operational efficiencies of a supply chain
- Demand forecasting, aggregate planning, and sales and operations planning
- Identify supply chain vulnerabilities and formulate approaches to mitigate risk

Process Improvement Proposal

The process improvement proposal will include the following components:

- 1.) Identify the event or condition that signals a potential process improvement need/opportunity;
- 2.) Develop the problem/opportunity statement;
- 3.) Identify root cause;
- 4.) Create an overview of the improvement plan and objectives;
- 5.) Identify the qualitative or quantitative criteria for success.

Who Should Attend

This certificate is designed for a variety of people involved with supply chains and logistics: managers, analysts, consultants, planners, manufacturing, industrial, and process improvement. Including but not limited to:

- Managers of purchasing, operations, production, warehouses, and team leaders
- Professionals who want formal training in operations and supply chain management
- Operations and supply chain managers looking to enhance skills and advance their careers

Cost

\$1,995



Davenport University's Institute for Professional Excellence is authorized by IACET to issue 4.5 CEUs for this program.