

UC Irvine Extension

Supply Chain Management Specialized Studies

PROGRAM OVERVIEW

Supply Chain Management involves all activities associated with the flow and transformation of products and services from raw materials through delivery to the end customer. Today's competitive environment forces companies to look beyond internal process improvement to the way their entire supply chain process performs, to examine how internal operations interact with suppliers and customers for total value. The effectiveness of customer/supplier relationships depends on how well companies plan and implement Supply Chain business models. The courses in this program present the fundamentals of supply chain design as well as models, techniques and measures important in the design, control, operation and management of supply chain networks. Additional topics include: strategic alliances, logistics to achieve competitive advantage, and selection, development and the use of appropriate information technology.

WHO SHOULD ATTEND?

These Specialized Studies are designed for those who are currently in operations, purchasing, contracts, logistics, quality assurance, distribution and other supply chain roles that impact the organization's supply chain processes and effectiveness. In addition, project managers, small business professionals, consultants, entrepreneurs, and those who want to update their skills in all aspects of supply chain management will benefit from this program. Students not pursuing a certificate are welcome to take as many individual courses as they wish.

Program Objectives

1. Recognize the key elements and steps for designing a robust and flexible supply chain
2. Define a strategy/model for managing a supply chain for results (reduced cost, speed in execution)
3. Apply proven tactics for implementation of supply chain networks including trading and logistics partners
4. Describe the process for incorporating the appropriate advanced technology into the supply chain; ex: connectivity, portals, integration applications

SPECIALIZED STUDIES REQUIREMENTS

A Specialized Studies Certificate of Completion is awarded upon completion of three (3) *required* courses and two (2) *elective courses* each with a grade of a "C" or better. This program of study entails a minimum of 93 hours of instruction. It is highly recommended that students take *Introduction to Supply Chain Management* as their first course. Instruction is at the post-baccalaureate level and includes coursework, examinations and homework assignments. For more information about this program, please call (949) 824-5528 or (949) 824-5736.

REQUIRED COURSE DESCRIPTIONS

Introduction to Supply Chain Management Mgmt X471 (1.5 units)

This overview course provides an introduction and orientation to supply chain management (SCM). Cases, lectures, and discussions will focus on the knowledge, application and analysis necessary for establishing a supply chain network. Topics include: Supply chain business process flows, strategic partnering, people dynamics, information technology management, supply chain process metrics, benchmarking for improvement, change management, risk management, and the importance of strategy/tactics in execution.

Supply Chain Strategy Development Mgmt X471.1 (2.5 units)

This course introduces the student to the elements critical for successful supply chain planning. Successful strategies encompass the total business environment utilizing the best competencies of each trading partner in the chain. The course focus is on discovering the best supply chain model(s) tailored to the needs of end Customers, business models/strategies that support mission, vision, and values. Supply chain elements are reviewed in the context of total strategy. Also discussed are supply chain management costs and contribution to company profit, and sharing of benefits to drive excellence.

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Supply Chain Implementation Tactics

Mgmt X471.2 (2.5 units)

Tactical plans are critical to execution of effective supply chain strategy. All supply chain models are complex and require careful planning and project management for successful implementation. The supply chain management professional must be able to develop and execute plans collaboratively to realize optimal benefits. This course provides the student with a 'toolbox' of proven methods and skills required to implement the supply chain strategic vision. Topics covered include: Modeling (local/global), Metrics (SCOR), deployment of information technology, process quality, inventory management techniques such as demand-pull, VMI (vendor managed inventory), trading partner collaboration techniques, logistics/3PLs and business process improvement practices to leverage supply chain network effectiveness.

ELECTIVE COURSE DESCRIPTIONS

E-Commerce Logistics and E-Fulfillment

Mgmt X488.17 (1.5 units)

Payment processing, order fulfillment, product delivery, and the possibility of handling product returns have been the largest gaps in electronic commerce today. This course covers the practical and proven techniques necessary to ensure that customers receive the products ordered online in a timely and traceable manner. Learn how to enable your customers to choose how fast they want their order shipped, track the order status, see when the merchandise has been shipped and track its progress to their doorstep. Topics also include how to cost-effectively work with the warehousing and inventory processes or if needed how to outsource these functions.

Negotiation Skills

Socecol X456 (2 units)

Traditionally, the primary negotiation strategy utilized has been a competitive approach commonly referred to as "distributive bargaining." Recently, a more cooperative approach has emerged fostering the term "win-win" negotiation. This approach centers on interests rather than issues and attempts to create value for each side. In an interest based negotiation, attention moves toward solution. Explore the theory and practice of negotiating and the methodology of obtaining cooperative conflict resolution. Business managers and professionals will benefit by examining

positional bargaining, cooperative approaches to impasses and collaborative styles of negotiation techniques.

Communication in the Business Environment

Mgmt X497.2 (2 units)

Virtually everything that we do in business involves working with people. In today's, highly competitive business world, it is more important than ever to recognize and study the significant role communication plays in our lives. As managers and supervisors, how well we communicate in a large part determines how successful we will be on the job and our level of personal job satisfaction. This course is for individuals at all levels in all types of businesses who desire to polish and/or develop additional communication skills in formal and informal settings. Through interactive discussions, role plays and activities, the following areas are covered: conflict resolution, dealing with difficult people, giving and receiving criticism, defensive communication, assertiveness, focused listening, non-verbal communication, team building and delegation, empowerment, small group dynamics, leadership, management and sales strategies, customer service, problem solving and negotiation, intercultural communication, interviewing, and power and authority.

Principles of Business Contracts

Mgmt X409.5 (4 units)

Learn the basics of what it takes to procure, negotiate and administer contracts that are binding as you gain a broad understanding of business contracts. Ensure the success of your contract by acquiring an insider's view of contract administration, negotiation, and financial analysis, while learning how to select the most appropriate type of contract and understand business contract principles. Learn the most advanced techniques for monitoring contracts, ensuring compliance and resolving performance difficulties, as well as exploring the key distinctions between commercial, public and international contracting. This course gives you the foundation you need to build on your knowledge of business contract management.

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Import/Export: International Logistics and Supply Chain Management
Mgmt X462.61 (2.5 units)

The physical act of importing and exporting, whether it is raw materials, components or finished products is an integral part of international trade. Large or small companies marketing to just one country or all over the world need to know the distribution systems of their manufacturing locations and their target markets. This course surveys the field of international physical distribution and supply chain management as essential components of a global strategy. Sessions focus on the differences between domestic and international physical transportation, infrastructure and the availability of modes. Other topics include: inventory and packaging issues, use of customs privileged facilities, developing efficient freight pricing, the role of service providers and marine cargo insurance.

Course #	REQUIRED COURSES	Units	W	SP	SU	F
Mgmt X471	Introduction to Supply Chain Management	1.5		•		•
Mgmt X471.1	Supply Chain Strategy Development	2.5		•		
Mgmt X471.2	Supply Chain Implementation Tactics	2.5	•			
	ELECTIVE COURSES					
Mgmt X488.17	E-Commerce Logistics and E-Fulfillment	1.5				•
Socecol X456	Negotiation Skills	2	•	•		•
Mgmt X497.2	Communication in the Business Environment	2	•	•	•	•
Mgmt X409.5	Principles of Business Contracts	4		•		•
Mgmt X462.61	Import/Export: International Logistics and Supply Chain Management	2.5			•	

Check www.unex.uci.edu for most current schedule.

F=Fall, W=Winter, SP=Spring, SU=Summer

Note: Schedules are subject to change.

UNIVERSITY OF CALIFORNIA, IRVINE
UNIVERSITY EXTENSION

APPLICATION FOR CANDIDACY

Supply Chain Management Specialized Studies

This form must be submitted, along with a filing fee of \$25, prior to completion of the third course in the Program.

NAME Mr. Mrs. Ms.

HOME ADDRESS

CITY

STATE

ZIP

PHONE: DAY

EVENING

SOCIAL SECURITY NUMBER

JOB TITLE

EMPLOYER

EMPLOYER ADDRESS

Payment must be included with application.

MY CHECK FOR \$25 IS ENCLOSED (Payable to Regents of University of California).
CANDIDACY FEE IS NONREFUNDABLE AND NONTRANSFERABLE.

CHARGE TO: VISA MASTERCARD AMERICAN EXPRESS

ACCOUNT NUMBER

EXP DATE:

AUTHORIZED SIGNATURE

Mail To:

UNIVERSITY OF CALIFORNIA, IRVINE
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Revised 7/14/04