

# SUPPLY MANAGEMENT TRAINING



**SUPPLY CHAIN  
CANADA**

PROFESSIONALS ADVANCING THE FUTURE.



# SUPPLY MANAGEMENT TRAINING

Today's global market demands skilled practitioners to support the management of complex supply chains. Supply Chain Canada's Supply Management Training (SMT) meets this need with a series of tactical courses and seminars designed to provide a solid skills base.

The SMT will equip early-to mid-level practitioners with the necessary skills to support supply chain functions, and the related business skills to help advance their careers. Take each course individually or complete them all to earn a Diploma/Certificate in Supply Management.

The award of a Diploma or Certificate is determined by the local provincial or territorial government of each Supply Chain Canada Institute. In some jurisdictions, work experience may be required to be eligible for the Diploma/Certificate.

Accredited by the Canadian Supply Chain Sector Council (CSCSC).

---

5 SMT AT A GLANCE

6 REGISTRATION & EVALUATION

7 TECHNICAL COURSES

10 SOFT SKILL WORKSHOP

11 BUSINESS MANAGEMENT KNOWLEDGE SEMINARS

# SMT-At-A-Glance

## WHO

Those seeking to improve their functional knowledge of supply management, including supervisors and first-time managers with a desire to grow their careers.

## ADMISSION REQUIREMENT

No education or experience prerequisites. English or French language proficiency and basic math skills are required.

## DELIVERY

Courses and seminars are delivered through Supply Chain Canada Institutes. Candidates can choose from different options: instructor-led (virtual-led) or self-study delivery. The instructor-led option is offered only in locations where numbers warrant.

## LENGTH

Courses, seminars and workshops vary in length. Take them individually or complete them all to earn a Diploma/Certificate in Supply Management.

## TECHNICAL COURSES

- SMT - Procurement
- SMT - Logistics
- SMT - Transportation
- SMT - Operations Management

## SOFT SKILLS DEVELOPMENT WORKSHOPS

- Communication and Relational Skills
- Negotiation Skills
- Competitive Bidding and Contract Management

## BUSINESS MANAGEMENT KNOWLEDGE

- SMT - Accounting and Finance
- SMT - Marketing
- SMT - Business Planning

Note: Supply Management Training is distinct from the Supply Chain Management Professional designation program, although successful completion of some courses may be applied towards the SCMP designation program, if all other qualifications are met. Previous post-secondary courses taken within the previous five years may be eligible for advanced standing in the SMT program. Contact your local Supply Chain Canada Institute for more information about advanced standing opportunities.

# Registration & Evaluation

## REGISTRATION

Supply Management Training (SMT) is delivered through the Supply Chain Canada Institutes. In some cases, this is in conjunction with a post-secondary institution. Online training is also available for the four technical courses.

- No education or experience prerequisites. English or French language proficiency and basic math skills are required.
- Supply Chain Canada membership is not mandatory but encouraged as it does provide discounts on the cost of training as well as other benefits.
- Select the courses, workshops or seminars that best meet your needs.
- Take one or take multiple courses, workshops or seminars.
- Instructor-led/Virtually-led format is available for all components; online and self study is available for courses.

Contact your Supply Chain Canada Institute for more information on course, workshop and seminar availability or to register.



## EVALUATION

Evaluation in Supply Management Training courses and seminars is based on a variety of graded components, including quizzes and written assignments. Both individual and group work is incorporated.

### Courses

Include a final examination consisting of true/false, multiple choice and short-answer questions.

### Seminars

Include a final assignment, exam or presentation.

### Passing Grade

In order to successfully complete a Supply Management Training course or seminar, a passing grade of 60% is required.

Individuals who successfully complete all the Supply Management Training courses and workshops may be eligible to apply for the Supply Chain Management Professional Designation Program Diploma/Certificate. Pre-requisites may vary depending on local legislation – please check with your local Institute for details.

# PROCUREMENT

## Procurement

---

**Supply Management is the process of managing flows of goods, services, knowledge and resulting finances into the organization.**

The goal of this course is to have candidates appreciate the procurement process and how it fits into Supply Management. The procurement process extends well beyond the boundaries of the procurement department. For instance, senior management may be heavily involved in selecting supply partners. Similarly, design departments will be heavily involved in selecting key technologies, which will have major implications in selecting suppliers. However, in most organizations the procurement department plays an integral role in all major procurement activities, in either a lead, or supporting role.

This course introduces the tactical aspects of procurement. It intends to provide information and techniques to allow junior to intermediate procurement staff to work more effectively. For those not currently working in a procurement role, the course may prepare you for a move to such a role, or allow you to work more effectively with procurement staff.

### LEARNING OBJECTIVE

Describe the historical developments of Procurement and how it fits within an overall Supply Chain.

- Define Supply Chain Management, Value-Chain, Purchasing.
- Define types of Tender processes and explain their uses.
- Understand the Integration of Procurement with enterprise objectives.
- Explain best practices for sourcing, selecting and evaluating suppliers.
- Explain contract formation, the competitive bidding laws of Canada and ethics.
- Apply negotiation tactics and techniques appropriately.
- Appreciate the use of calculations for the total cost of ownership, the break-even point, cost management and the learning curve.
- Understand the need for quality from suppliers.

# Transportation

---

Participants will learn the advantages and limitations of the four main modes of transportation: road, rail, air and water, as well as intermodal transportation and pipelines.

Topics covered include the role of freight forwarders, brokers and integrated transportation companies. This course will introduce participants to transportation documentation and allow them to experience basic load planning. Participants will gain an overview of contracts, insurance, customs clearance and letters of credit. The fundamentals of Incoterms 2010 and their impact on buyer-seller responsibility for transportation will also be examined.



## LEARNING OBJECTIVES

- Describe how transportation contributes to a well-managed supply chain.
- Describe the key attributes of road, rail, water, air and intermodal transportation.
- Demonstrate the basics of load and route planning.
- Demonstrate an understanding of weight and volume calculations as they impact cargo rate calculations.
- Describe key aspects of special and dangerous goods transportation.
- Describe the attributes of proper cargo insurance.
- Describe the impact of cargo security, especially on cross-border freight.
- Demonstrate an understanding of how Uniform Commercial Code (UCC) and Incoterms 2010 impact and define the transportation department's responsibilities.

# Logistics

---

**Integrated logistics is focused on ensuring that your customer needs are satisfied through effective management of processes and activities, from the sourcing of materials and services, through the conversion/production phases, then finally to the customer through a distribution network.**

The goal of this course is to have candidates appreciate the big picture of integrated logistics and recognize that through its evolution, significant value and competitive advantage have been realized by those organizations that expend efforts in their logistics activities.

## LEARNING OBJECTIVES

- Describe a supply chain.
- Describe the importance of the integration of logistics.
- Describe the importance of Forecasting.
- Describe the importance of Inventory Management.
- Describe the logistics planning process.
- Describe the role of Transportation and Warehousing in SCM.
- Describe how technology can support integrated logistics processes.
- Assess the potential impact of supply chain initiatives or shortcomings.

# SMT – Operations Management

---

**Operations Management is the transformation of goods or services from one state to another to add value for a customer.**

This course will cover the basic and essential aspects of this field of study at the tactical level. A calculator will be required for some of the lessons.

## LEARNING OBJECTIVES

- Explain Operations Management responsibilities in the corporation and within their respective value/supply chains.
- Describe quality and outline the various quality management programs.
- Understand how operations management strategies are linked with goods and service processes within facilities to achieve a competitive advantage.
- Comprehend the importance of a forecast, its process and understand how the forecast results are managed within the corporation by varying inventory levels, amending the APS, MPS and MRP and scheduling issues for both goods and services.
- Identify the principles of lean systems and the advantages of using technology to apply these concepts to production systems or service operations.



# SOFT SKILL WORKSHOPS

## COMMUNICATION AND RELATIONAL SKILLS

Essential to the successful supply chain professional are the competencies of listening skills, spoken and written communication, persuasiveness and the ability to explain complex issues up and down the organization and around the supply chain. Another critical ability is building effective interorganizational supply chain relationships.

This Workshop covers how to create and deliver strong presentations and how to be professional in your spoken communications by looking at steak, sizzle and style.

Non-verbal communication such as appearance and body language are also explored. The Workshop offers guidance on producing clear, concise and compelling reports and written communication, and examines do's and don'ts in electronic communication today.

## NEGOTIATION SKILLS

Negotiation skills are an essential competency for any manager, and especially those responsible for supply chain management. This Workshop provides you with a roadmap for leading or participating in successful negotiations. You will focus on the entire negotiation process, and learn the activities and techniques to be used from the preparation stage to the actual face-to-face negotiations. It covers understanding the other negotiator, responding to power imbalances, as well as looking beyond the deal to building longer-term relationships.

Interactive activities, including negotiation simulations and role-playing exercises, feature prominently and allow opportunities to fine-tune your own negotiating skills.

## COMPETITIVE BIDDING AND CONTRACT MANAGEMENT

Competitive bidding and contract management, if not handled properly, can lead to serious legal and financial consequences for any organization. This Workshop seeks to equip you with the tools required to turn this into a competitive advantage for your enterprise. The Workshop looks at the conditions for successful competitive bidding and the elements of the bidding process, including RFPs and RFQs. Electronic tendering is also addressed. The Workshop moves on to examine types of contracts and contract law. Candidates also gain an understanding of writing contract terms and how to manage a contract from performance review to dispute resolution and termination.

# BUSINESS MANAGEMENT KNOWLEDGE SEMINARS

## SMT - Accounting & Finance

---

**This seminar provides a comprehensive overview of how finance impacts supply management.**

Basic terminology used in finance and accounting is defined. Participants learn how to read financial statements and understand how decisions are taken. They will be introduced to using key ratios to interpret financial information. The principles of accounting and budgeting will be presented. Participants will gain an understanding of how supply management practitioners make a business case for an investment and evaluate investment opportunities.



### LEARNING OBJECTIVES

Upon completion of this seminar candidates should be able to:

- Describe the content that is found in the major sections of each of the financial statements.
- Assemble appropriate accounts to create a simple Income Statement and Balance Sheet for a business.
- Use examples to illustrate the concept of liquidity and be able to describe the relationship of the Cash Flow Statement to the other three statements.
- Relate financial, investing and operating decisions to financial statements.
- Have a general understanding of the accounting process.
- Use basic accounting terms correctly.
- Trace the flow of accounting information from the Income Statement through the Statement of Retained Earnings and into the Balance Sheet.

## SMT - Business Planning

---

**Every department has a critical role to play in delivering on an organization's strategy.**

This seminar provides an overview of strategic planning in an organization and the basic elements of a strategic analysis (SWOT). The Porter 5-forces model for analyzing the competitive environment will be introduced. Topics covered include critical success factors, strategic maps and company positioning, and strategic models (low-cost, differentiation, niche). Participants will discuss how to develop a strategic plan in a supply management role and the linkages between the strategic plan and a budget.

### LEARNING OBJECTIVES

Upon completion of this seminar candidates should be able to:

- Define strategy.
- List and describe the role of strategy relative to the organizational hierarchy and alignment through the hierarchy.
- Discuss two models used to describe business level strategy.
- List and describe the steps within strategy formulation including situational analysis tools such as SWOT and Porter's 5.
- Identify the critical success factors of the implementation plan including financial budgeting.
- Describe supply management's role within the strategic process.

## SMT - Marketing

---

**Participants will learn the role and purpose of marketing with a special emphasis on how marketing drives supply management.**

The differences between marketing and sales, marketing products and services, as well as B2B and B2C marketing will be addressed. Market research, understanding your competition, market segmentation and market selection are key topics covered. Among the other subjects discussed is the marketing mix: the "4 Ps" of product, pricing, place and promotion. Strategies for market leaders and market followers will also be outlined.

### LEARNING OBJECTIVES

Upon completion of this seminar candidates should be able to:

- Understand the role and importance of marketing in a business organization.
- Identify opportunities and challenges for an organization in the business environment.
- Identify potential markets for a business's offering.
- Understand how the marketing mix is applied to target market segments.
- Create and present an abbreviated marketing plan.

**SUPPLY CHAIN CANADA**  
supplychaincanada.com

**INSTITUTES**

Alberta  
British Columbia  
Manitoba  
New Brunswick  
Newfoundland & Labrador

Northern Territories  
Nova Scotia  
Ontario  
Quebec  
Saskatchewan