Supply Chain and Operations Management + Internship

PROGRAM OBJECTIVES

The Supply Chain and Operations Management diploma program prepares graduates to thrive in today's global economy by building a strong foundation in operational processes and systems across manufacturing, distribution, services, transportation, and inventory management. Beyond technical expertise, the program emphasizes the development of leadership and managerial capabilities, equipping students to oversee teams, coordinate cross-functional operations, and make strategic decisions that drive business success. The program's focus on technical and leadership development ensures graduates are well-prepared to meet organizational goals, optimize efficiency, and advance their careers in a wide range of industries. Featuring a delivery model with synchronous, instructor-led remote classes, the program is designed to meet the needs of a diverse student body. The program also prepares students for the workplace by engaging them in real-world problem-solving scenarios and a 12-week internship, equipping them with the practical experience to excel in today's complex global supply chains.

REACCREDITATION

This program has been reaccredited by Supply Chain Canada, recognizing its alignment with national standards for supply chain education. This reaccreditation also supports advanced standing toward the Supply Chain Management Professional, SCMP™, designation, helping students build a stronger pathway into Canada's supply chain profession.

CERTIFICATES

Successful graduates of the program who meet the requirements outlined by the Canadian International Freight Forwarders Association (CIFFA) will achieve a Certificate in International Freight Forwarding.

The certificate is nationally recognized within the international transportation and international trade logistics industries.

CAREER OPPORTUNITIES

Careers in logistics, procurement, transportation, inventory management, warehousing, and supply chain coordination are available to successful graduates who combine strong academic skills with professional drive and dedication. Graduates may pursue roles such as Logistics Coordinator, Purchasing Clerk, Inventory Control Specialist, Freight Forwarding Agent, or Supply Chain Analyst, with advancement potential into supervisory and management positions as experience grows.

PREREQUISITES

1. Students have Grade 12 or equivalent or meet criteria for Mature Student Status.
2. Mature students must be 19 years of age, pass a qualifying test, and provide a Letter of Intent OR resume that supports their skills and aptitudes to be successful in the program.
3. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 18.

GRADUATION REQUIREMENTS

A student must obtain an overall grade of at least 60% in each module in order to graduate and receive a diploma.

NOTE: In order to continuously improve our programs, Eastern College reserves the right to modify programs at any time. Program delivery order may vary depending on program start date. This diploma program may not be available at all campuses.

Supply Chain and Operations Management + Internship

PROGRAM OVERVIEW

Course	Hours	Weeks
Student Success Strategies	20	1
Digital Literacy for Professionals	40	2
Career Planning and Preparation - Level 1	20	1
Microsoft Word	40	2
Microsoft Excel	40	2
Microsoft PowerPoint	20	1
Microsoft Outlook	20	1
Business Communication	40	2
Introduction to Canadian Business in the Global Marketplace	40	2
Business Negotiations	40	2
Introduction to Supply Chain Management	20	1
Introduction to Logistics and Transportation	40	2
Supply Chain Security Principles and Loss Prevention	20	1
Customs Administration and Procedures	40	2
International Transportation and Trade	60	3
Essentials of Freight Forwarding	60	3
Fundamentals of Contract Law	20	1
Professional Purchasing	60	3
Introduction to Operations Management	40	2
Inventory Control and Materials Management	40	2
Introduction to Databases (using Microsoft Access)	20	1
Advanced Excel and Data Analysis	60	3
Enterprise Resource Planning Systems	80	4
Business Project Management	80	4
Foundational Competencies for Managers	80	4
Career Planning and Preparation - Level 2	20	1
Internship - Supply Chain and Operations Management	300	12
Total	**1360**	**65**

**Work terms/internships are scheduled for a minimum of 25 hours per week, but the total number of hours worked and the timing of hours scheduled are at the discretion of the employer/host to a maximum of 40 hours per week.

NOTE: In order to continuously improve our programs, Eastern College reserves the right to modify programs at any time. Program delivery order may vary depending on program start date. This diploma program may not be available at all campuses.

COURSE DESCRIPTIONS

Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic, and career success. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course emphasizes strategies needed to succeed in your program, such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

Digital Literacy for Professionals

This course introduces essential concepts and principles for navigating and working in a digital environment. Key topics include using devices, managing information, creating and editing content, communicating and collaborating with digital tools, and ensuring online safety and responsibility. You will also apply best practices for folder organization and file naming conventions.

Career Planning and Preparation - Level 1

This course will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this course will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise elevator pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

Microsoft Word

This Microsoft Office Word course is created for you to build and validate the skills businesses need to succeed in today's information economy. It also provides you with the skills and knowledge you need to use Microsoft Office Word effectively in all aspects of your personal and professional lives. Word is the world's most popular word processing software. Learning how to create, edit, format and print documents, enhance work with formatting, use bullets and numbering, add simple borders, tables, headers/footers, organizing data columns, and styles, are the foundational skills needed to perform in many positions. This course is computer intensive and demands basic computer proficiency and a basic understanding of word processing software. The course combines theory/demonstration by an instructor with readings, trainings, projects, and a final exam for you to work on in a simulation-based environment. You are expected to ensure you meet proficiency requirements for working in this environment.

Microsoft Excel

This Microsoft Office Excel course is created to help you build and validate the skills needed to succeed in today's economy. It will also provide you with the skills and knowledge you need to use Microsoft Office Excel effectively in all aspects of your personal and professional lives. Excel is the world's most popular spreadsheet

software. Whether you are managing a household or running a small business, Excel will help you develop useful techniques to help business processes. This course is computer intensive and demands basic computer proficiency and a basic understanding of spreadsheet software. You are expected to make arrangements to meet proficiency needs as necessary.

Microsoft PowerPoint

This course will show you how to create and modify basic presentations by using Microsoft Office PowerPoint. You will explore the PowerPoint environment and create a presentation; you will format text on slides to enhance clarity and visual appeal; and you will also add and modify graphical objects in order to finalize and deliver a presentation. This course is computer intensive and demands basic computer proficiency and a basic understanding of PowerPoint software. You are expected to ensure you meet proficiency requirements for working in this environment.

Microsoft Outlook

Using Cengage's integrated MindTap platform for Brightspace, students will complete readings and practice exercises to develop formatting, editing, and navigating skills in Outlook, while managing contacts, calendars, customization, and practicing keyboarding skills. MindTap practice exercises can be reviewed and completed multiple times to ensure the students become confident users that can successfully complete Outlook assignments graded by the facilitator as well as a scenario-based final exam in MindTap.

Business Communication

This course is designed to provide a basic understanding of communication skills in business environments. Focus will be placed on both written and spoken communications. You will review the basic writing process with emphasis on the mechanics of writing. You will also learn the importance of effective spoken communication, deliver oral presentations and participate in mock meetings.

Introduction to Canadian Business in the Global Marketplace

This course provides an overview of Canadian business practices and how Canadian businesses relate to the global marketplace. You will learn about the operations and management structure of businesses. You will also explore human resources management and the finance functions of a business. Additionally, you will analyze the effects of globalization on the Canadian business sector.

Business Negotiations

In this course, you will learn about the fundamentals of business negotiations, focusing on best practices for achieving successful outcomes. You will explore key concepts, tactics, and strategies for effective negotiation, emphasizing how these skills create value within an organization. Special attention will be given to common negotiation scenarios within supply chain management. Additionally, you will have the opportunity to apply and demonstrate the negotiation techniques you learn.

Introduction to Supply Chain Management

This course will introduce you to the fundamentals of supply chain management. You will explore the basic components of a supply chain and examine its strategic importance to organizations. Topics include an introduction to procurement, logistics and inventory management, and other vital supply chain activities. Additionally, you will review career paths, professional training opportunities, and the skills and knowledge required for success in the field.

Introduction to Logistics and Transportation

This course builds on your knowledge of supply chain concepts by focusing on logistics and transportation and their role in effective supply chain management. Topics include a global perspective on logistics and transportation, multimodal freight, containerization, and the application of Transportation Management Systems (TMS). You will also explore the significance of third-party logistics (3PL), Incoterms 2020, and the impact of information flow across the supply chain.

Supply Chain Security Principles and Loss Prevention

This course will equip you with knowledge of supply chain security. You will learn about navigating the compliance landscape. You will also gain insights into recognizing how to prevent loss and damage due to these threats against the supply chain.

Customs Administration and Procedures

This course will provide you with a detailed overview of how the importation and exportation of goods are administered in Canada. It emphasizes essential practices for understanding key legislation, ensuring regulatory compliance, and preparing trade documentation. Additionally, you will explore the significance of customs administration in maintaining an efficient and well-organized supply chain.

International Transportation and Trade

This course is one of two offered as part of the Canadian International Freight Forwarders Association's (CIFFA) professional standards program. You will learn the foundations of freight forwarding in the context of international trade, how to manage risks by selecting the appropriate Incoterm® for a shipment, how to calculate freight charges and load shipments, and the types of equipment and documentation used to move goods by land, air, and ocean modes of transport.

Essentials of Freight Forwarding

This course builds on the knowledge acquired in the International Transportation and Trade course. Key topics include commercial documentation and regulatory compliance, international payments, export packaging and warehousing, cargo insurance, cargo security and dangerous goods, costing and quoting, and alternative transport solutions.

Fundamentals of Contract Law

This course offers a specialized introduction to contract law, emphasizing its application in supply chain management. You will explore the foundational principles of contract formation, performance, and enforcement. Key topics include offer and acceptance, consideration, capacity, legality, and remedies for breach of contract, with a focus on how these concepts are applied in supply chain agreements and transactions.

Introduction to Purchasing

This course will provide you with an insight into the demands placed on purchasing and supply chain managers by business stakeholders. You will examine the impact of purchasing and supply management on the competitive success and profitability of modern organizations. You will also explore the influence of purchasing on other major functional activities within the company.

NOTE: In order to continuously improve our programs, Eastern College reserves the right to modify programs at any time. Program delivery order may vary depending on program start date. This diploma program may not be available at all campuses.

Professional Purchasing

This course introduces the strategic role of purchasing and supply management in modern organizations. You will learn how to develop effective purchasing strategies, apply supply management objectives, and utilize key procurement processes and documentation. The course also explores ethical and sustainable practices used by purchasing professionals. Topics include outsourcing principles, supplier selection and evaluation, and core purchasing decisions related to quality, quantity, delivery, price, and service, all of which contribute to supply management excellence.

Introduction to Operations Management

This course offers a comprehensive introduction to the field of operations management. You will explore key decision-making areas, including quality management, location strategy, plant layout design, and the principles of lean manufacturing. Additionally, you will gain insights into corporate social responsibility (CSR), sustainability, and project management tools, which are critical for managing operations effectively in today's dynamic business environment.

Inventory Control and Materials Management

This course provides a comprehensive introduction to the basics of materials management, emphasizing its critical role in supply chain operations. You will delve into topics such as manufacturing planning and control systems, inventory control, and physical distribution. You will also examine the relationships with other operational functions within the supply chain.

Introduction to Databases (using Microsoft Access)

This course covers the basic functions and features of Microsoft Access. You will learn how to design and create databases; work with tables, fields, and records; sort and filter data; and create queries, forms, and reports.

Advanced Excel and Data Analysis

This course is designed to enhance your Excel skills. You will learn advanced techniques to analyze, visualize, and manage data effectively, with a focus on supply chain and logistics applications. By working through hands-on projects, you will master tools like PivotTables, charts, and advanced formulas to solve problems and make data-driven decisions. By the end of the course, you will be equipped to use Excel to streamline processes, create insightful reports, and improve business performance.

Enterprise Resource Planning Systems

Enterprise Resource Planning (ERP) systems provide the backbone of organizational data and process integration. When Supply Chain Management functions are integrated into an ERP system, businesses can achieve greater efficiency, better decision-making, and improved visibility across their entire supply chain and operations. In this course, you will explore key planning systems used in Supply Chain Management, including Sales and Operations Planning (S&OP), Distribution Requirements Planning (DRP), Master Production Scheduling (MPS), Material Requirements Planning (MRP), Advanced Planning and Scheduling (APS), and Capacity Planning. Emphasis will be placed on understanding how these systems optimize supply chain processes and improve organizational efficiency. You will gain practical, hands-on experience using Oracle NetSuite through the Oracle Academy student hub using interactive learning modules, allowing you to apply ERP concepts and functionalities directly within a leading enterprise resource planning software.

Business Project Management

In this course, you will learn the essential tools and processes for successful project management. You will explore key concepts and skills used by managers to propose, plan, secure resources, budget, and lead project teams to achieve their goals. The course emphasizes the importance of formal project management processes in helping organizations maintain a competitive advantage. You will gain the skills to handle common challenges that arise during projects and understand how projects contribute to an organization's mission. Key topics include defining project scope, analyzing tasks and risks, building and managing teams, and creating comprehensive project plans based on industry-standard project management principles. Additionally, you will be introduced to the basics of Microsoft Project, a software tool designed to help track project progress and organize key project elements.

Foundational Competencies for Managers

In this course, you will develop the foundational management competencies needed to succeed in supply chain management roles. You will explore the core functions of management - planning, organizing, leading, and controlling - and learn how to apply them to drive organizational success. Through practical tools and strategies, you will enhance your ability to align with company goals, work effectively as part of a team, and prepare for future management opportunities. This course is designed to help you become a valuable resource in any organization and position yourself as a strong candidate for leadership roles.

Career Planning and Preparation - Level 2

This module builds concepts and skills introduced in the Career Planning and Preparation Level 1 module. In this subsequent module, you will update and refine your résumé and LinkedIn Profile. You will continue writing cover letters and learn the value of customizing cover letters to specific job postings. You will have the opportunity to apply this knowledge as you conduct a job search and write a cover letter tailored to an ideal job post. Through research, you will create a list of top employers and target current industry opportunities. You will learn about current methods for applying to job postings using technology. You will also gain an understanding of the job interview process, typical interview questions and possible responses, and expectations of both the interviewer and interviewee. In addition, you will engage in practical application of the interview process through role-play. Topics such as negotiating salary, self-management, and on-the-job success for placements and post-graduate employment will be also covered.

The Supply Chain and Operations Management Internship

At the completion of the in-class portion of this program, you are required to complete a 12-week (300 hours) field placement at a business or organization within the supply chain and operations industry.