

SUPPLY MANAGEMENT TRAINING

Sharpen Your Skills.

Increase Your Productivity.

INTRODUCTORY COURSES AND SEMINARS IN SUPPLY MANAGEMENT PRINCIPLES, PRACTICES AND PROCESSES



PROCUREMENT • TRANSPORTATION • LOGISTICS • OPERATIONS • BUSINESS COMMUNICATIONS • NEGOTIATIONS
CONTRACT LAW AND ADMINISTRATION • FINANCE AND ACCOUNTING • MARKETING • BUSINESS PLANNING

The Purchasing Management Association of Canada (PMAC) is the leading professional association in Canada for supply chain management professionals.

With more than 40,000 members and program participants working in all sectors of the Canadian economy, PMAC is the principal source of training, education and professional development for supply chain management professionals in Canada.

The highest achievement in professional supply chain management education in Canada is the Certified Professional Purchaser (C.P.P.) designation. C.P.P.s meet a growing market need for highly strategic, management and executive-level professionals with an integrative and holistic organizational perspective.

At the same time, a prevailing market demand exists for skilled entry to mid-level practitioners to support the management of increasingly complex upstream and downstream components of extended supply chains. PMAC now offers a new series of courses and seminars in supply management to develop proficiency in functional area processes and technical competencies.

SUPPLY MANAGEMENT TRAINING

Technical Courses

13 lessons

- Introduction to Procurement
- Introduction to Logistics
- Introduction to Transportation
- Introduction to Operations Management

Soft Skill Seminars

2-day seminars

- Introduction to Business Communications
- Introduction to Negotiations
- Introduction to Contract Law and Administration

Business Management Seminars

2-day seminars

- Introduction to Accounting and Finance
- Introduction to Marketing
- Introduction to Business Planning

WHO WILL BENEFIT FROM SUPPLY MANAGEMENT TRAINING

The intended audience for the courses and seminars are entry and intermediate-level practitioners who require a technical competence in supply management. The training will also be of interest to others seeking knowledge of supply management at an introductory level.

- Junior buyers, purchasing assistants, production planners, warehouse clerks, material handlers, logistics administrators, inventory co-ordinators as well as associates, analysts and specialists
- Individuals who work outside of the supply management field but have some procurement, logistics, transportation or operations responsibilities
- Those with supervisory/management responsibility seeking basic knowledge of their direct reports' supply management functional areas
- Anyone who influences an organization's procurement decisions

WE'VE MADE IT EASY. CHOOSE WHAT'S RIGHT FOR YOU!

- No education or experience pre-requisites
- PMAC membership not mandatory
- Select the courses or seminars that best meet your needs
- Take one or multiple courses or seminars
- Available in instructor-led format; self-study option coming in 2009

Those who successfully complete all courses and seminars within a stipulated timeframe will be eligible to receive a document of completion (Diploma/Certificate).

Contact your PMAC Provincial or Territorial Institute for more information or to register.

Note: These introductory courses and seminars are separate from the Strategic Supply Chain Management Leadership Program, and cannot be applied towards C.P.P. accreditation. To learn more about C.P.P. accreditation, visit www.cppcareer.ca.

WITH SUPPLY MANAGEMENT TRAINING FROM PMAC, YOU WILL...

- **Learn** the fundamentals of procurement, transportation, logistics and operations
- **Master** the tactical skills you need on a day-to-day basis
- **Gain** recognition for your commitment to your skills development
- **Demonstrate** your ability to assume more responsibility within your organization
- **Maximize** your productivity and efficiency

TECHNICAL COURSES

Introduction to Procurement

From recognizing a need to issuing a purchase order, participants will learn the essentials of determining quantity, specifications and price that are the cornerstone of procurement. This course covers a variety of procurement scenarios: repetitive purchases of production materials, procuring one-time low-cost items, large capital goods acquisition and securing commodities under long-term supply contracts. The opportunities and challenges of international procurement versus domestic will be discussed. Participants will gain a broad understanding of the role of procurement and the various ways it can be organized.

Introduction to Logistics

The interconnections between procurement, operations and transportation will be explored in this course. Participants will discuss how to balance the pressures for large order sizes to achieve low unit costs with the competing pressures to keep order sizes low to minimize warehouse space and inventory obsolescence. The options of few centralized warehouses versus multiple distributed warehouses will be addressed. Among the topics covered are forecasting, uncertainty, safety stocks and customer service requirements. Computer systems such as DRP, WMS and TMS will also be presented.



Introduction to Transportation

Participants will learn the advantages and limitations of the four modes of transportation: road, rail, air and water, as well as intermodal transportation. 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 2000 and their impact on buyer-seller responsibility for transportation will also be examined.

Introduction to Operations Management

This course will familiarize participants with operations in manufacturing, distribution and services organizations. They will learn the basics of location selection and layout. Among topics covered are capacity planning and scheduling, as well as the key concepts of JIT/Lean, OPT/TOC and MRP. Participants will discuss the challenges of balancing capacity with demand and be introduced to forecasting techniques, demand planning and inventory ordering. Quality systems and continuous improvement methodologies, including Deming, Juran, ISO 9000 and Six Sigma, will also be addressed.

SOFT SKILL SEMINARS

Introduction to Business Communications

Principles and guidelines for effective communications in a business environment are the focus of this seminar. Topics covered include the impact of emotion on communication, using appropriate language, how to improve listening skills and the role of non-verbal behaviour. Participants will examine how to give and receive feedback, as well as how to respond to

conflict. The seminar will address developing strong presentation skills and how to communicate in meetings. An overview of written communication, including e-mail etiquette, will also be provided.

Introduction to Negotiations

This seminar begins with an exploration of the nature and causes of conflict, and the barriers to resolving conflict. Various conflict resolution approaches are then introduced. Participants will get to know their own negotiation style as the five negotiation styles are presented. Among the other topics covered in this seminar are assumptions and myths of negotiating, elements of win-win negotiations, how to prepare for the big event and dealing with difficult people. Participants will leave with an action plan to successfully conduct their next negotiation.

Introduction to Contract Law and Administration

While contracts are legal documents, contract administration is also about relationships. Participants will learn the basics of effective contract management from both perspectives. Contract basics such as types of contracts, characteristics of good contracts and the contract management lifecycle are topics covered. Participants will gain a familiarity with managing service level agreements and mitigating risk. The importance of relationship management and key factors for success are discussed. Communications, trust and dispute resolution are among the issues participants will explore.

BUSINESS MANAGEMENT SEMINARS

Introduction to Accounting and Finance

This seminar provides a comprehensive overview of how finance impacts supply management. Basic terminology used in

finance and accounting are defined.

Participants will 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.

Introduction to Marketing

Participants will learn the role and purpose of marketing with a special emphasis on how marketing affects 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 are the marketing mix: the "4 Ps" of product, pricing, place and promotion. Strategies for market leaders and market followers will also be outlined.

Introduction to 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.

