

WELCOME TO LINCS

(LEVERAGING, INTEGRATING, NETWORKING, COORDINATING SUPPLIES)



Welcome to the first issue of the **LINCS** (Leveraging, Integrating, Networking, Coordinating Supplies) newsletter.

We are a national consortium of 12 higher education institutions dedicated to the education and training of students for the supply chain and logistics professions.

Based in the major cities across six states, we are funded by a four-year grant from the US Department of Labor, nine colleges, supported by three universities – working in partnership with the Council of Supply Chain Management Professionals (CSCMP).

We have a two part mission — first, we will develop and deliver practical and relevant training, certifications aimed at people who will change to entry and mid-level opportunities in the growing area of supply chain and logistics functions. These certifications will be completed in weeks or months, not years.

Second, working with potential employers — and as a result of this training — we will support and assist those students who have completed the supply chain certifications to gain new jobs

in supply chain or position themselves for career growth.

We have partnered and are supported by CSCMP to ensure the most relevant certification work in supply chain functions — which will be applicable across a variety of industries and business sectors — from bulk commodities to industrial production to retail environments.

Additional partners are in the process of being secured to assist the nine college consortium to help with the identification and recruitment of students in the programs — and also the identification and support with employers who are seeking to hire trained talent in supply chain jobs.

We look forward to working with your organization to identify potential candidates for the eight certifications and potential job opportunities. The back cover lists all of main contacts for the LINCS supply chain program managers at each college, and the principal for the national team.

CERTIFICATIONS

Certifications to be made available the first half of 2015 through our partner colleges.



CUSTOMER SERVICE OPERATIONS

The focus of this training is the actual operations of customer service functions — essential to any organization, whether private sector (manufacturer, wholesaler, retailer, carrier, third party logistics provider) or public sector (airports, ports, terminals, etc). Students who complete this certification will have a detailed understanding of the skills required to effectively and efficiently handle customer complaints; address customer concerns; and communicate consistently within their organization to satisfy the customers.

SUPPLY CHAIN MANAGEMENT PRINCIPLES

This overview prepares the student for in-depth training for the other seven certifications in the training program. The successful student will understand the relationships, and importance, of the other modules as the supply chain is reviewed in detail — starting with demand planning to the ordering of required materials; to inventory management supporting the manufacturing operations; including warehouse management and the utilization of multi-modal transportation; concluding with customer service operations. Emphasis will be on the interconnectivity and interdependency of all of these critical functions.

TRANSPORTATION OPERATIONS

Transportation in today's world often requires the use of multiple modes and the mix can vary daily depending on the cost, values, dimensions, weights, frequencies, time-definite delivery requirements, and other special requirements such as hazardous or refrigerated cargoes. We go into details regarding surface transportation (rail, road, water, pipeline) and air transportation, discussing the selection criteria of both the operating carriers and the various third party logistics intermediaries (forwarders, brokers). Finally, the student will understand the various modal infrastructures such as airports, ports, rail lines, trucking terminals, etc. to appreciate the multi-modal options available.



WAREHOUSE OPERATIONS

Operating a warehouse in the 21st century is very different from previous warehouse operations as little as five years ago. Understanding of the various levels of detail in today's warehouse — at the skid, piece, carton, pack, and SKU (stock keeping unit) level are essential. As a result, in addition to training our students on the basics of correct building of warehouse skids and pallets and container stuffing, we provide students with an overview of warehouse management systems – so they are ready for training on their employers Warehouse Management Systems when hired.

CERTIFICATIONS

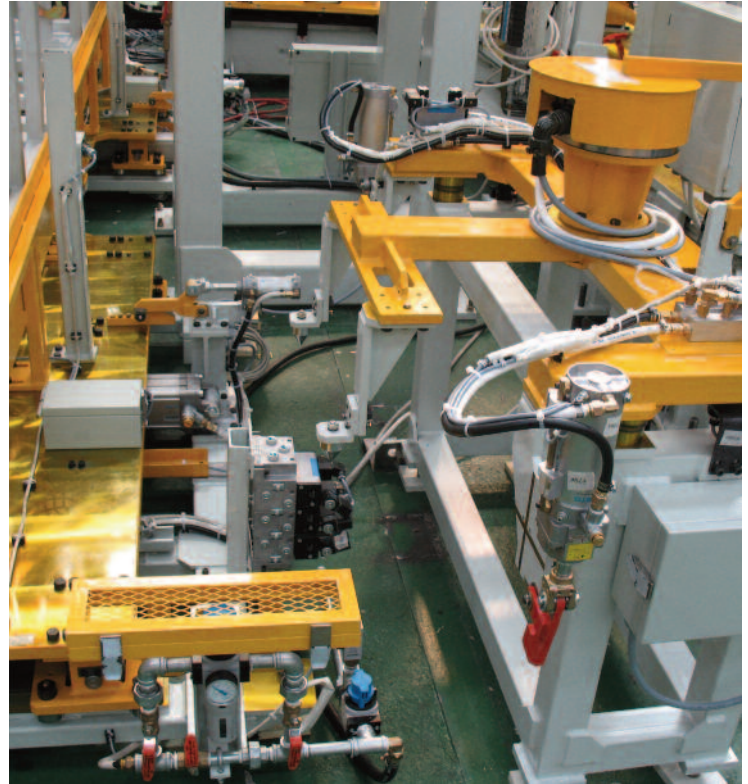
Certifications to be made available the second half of 2015 through our partner colleges.

DEMAND PLANNING

Students will be trained in planning the materials for inbound-to-manufacturing processes which are so critical in today's environment of lean inventory and just-in-time manufacturing. We will focus on the interpretation of the general requirements of the sales department for finished or semi-finished products and the "translation" of those requirements into the "just-right" orders for raw materials. Finally, we will address corrective actions when demand is out of balance with supplies and strategies for recovery.

INVENTORY MANAGEMENT

Since the late 1980's, companies operating domestically and globally have reduced their levels of inventory and their inventory carrying cost — and these are ongoing trends which we review in detail with our students. They will be instructed on the various approaches and methodologies for inventory management for application to their future or current employers. More importantly, they are trained on how inventory management affect the other aspects of supply chain management, such as inbound to manufacturing and outbound transportation.



MANUFACTURING & SERVICE OPERATIONS

Manufacturing and service operations are key components in the supply chain process once the raw materials or semi-finished inputs arrive for production. Students will be trained on the various manufacturing principles which are directly applicable across various industries and business sectors so that they will "hit the ground running" already knowing what are the right questions to ask – and how the manufacturing process directly affects the "downstream" supply chain.

SUPPLY MANAGEMENT & PROCUREMENT

Procurement has become a global function with suppliers located close to production facilities — or located on the other side of the globe. While we focus on basics such as full training regarding INCOTERMS, our supply management training also delivers specific training for the day to day management of suppliers, including, but not limited to: pros and cons of different key countries of global suppliers utilizing a landed costing approach; the specific issues which must be managed when dealing with different suppliers across different time zones and countries; and different approaches to mitigate supplier disruption (natural disasters, embargoes, strikes, military conflicts, etc.).

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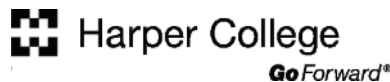
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