

OPERATIONS & SUPPLY CHAIN MANAGEMENT

The Operations and Supply Chain Management Specialist (OSCM) program is designed for students who have completed a Bachelor's degree with industry experience, or have a technical or science diploma with significant relevant industry experience.

The OSCM program consists of five management courses (15 credits) that will allow students to develop critical thinking and analytical skills, communication skills, effective project management abilities, teamwork and interpersonal skills. Students will attain a solid understanding of how to interpret and synthesize core business, financial and performance data to make informed decisions.

Six courses (18 credits) of focused OSCM content prepare students to apply best in practice processes and tools to a wide range of operations and supply chain areas, identify and assess performance improvement opportunities in a variety of industries, and competently support informed decision making.

OSCM graduates will:

- Complete successful transportation planning, inventory control, warehouse management, customer service standard design and implementation, product and process design and re-engineering, and development and execution of procurement strategies
- Determine the requirements, selection and plan the implementation of technology and information systems in supporting operations and managing the supply chain
- Utilize effective skills and proven models, tools and techniques for managing service operations
- Design and implement quality control and productivity improvement systems in operations and supply chains
- Assess supply chain management strategies in international settings
- Apply an ethical understanding and perspective to business situations both locally and globally, and apply the newest theoretical and practical approaches with respect to social responsibility and sustainability in operations and supply chain management

Upon completion of the OSCM program, students will have also attained a strong applied management knowledge base, be able to demonstrate their ability in applying business, operations and supply chain management processes, tools and strategies as part of seeking their professional accreditation or designation in:

- Supply Chain Management Professional (SCMP) designation through the Supply Chain Management Association of Canada www.scma.ca (<https://scma.com/en/>)
- Project Manager Professional (PMP) certification through the Project Management Institute www.pmi.org (<https://www.pmi.org/>)
- ASQ certification through the American Society for Quality asq.org (<https://asq.org/>)

Programs

- Post-Baccalaureate Diploma in Operations and Supply Chain Management (<https://calendar.kpu.ca/programs-az/business/operations-supply-chain-management/operations-supply-chain-management-post-baccalaureate-diploma/>)

Courses

Registration in some course sections is restricted to students in particular programs. See Timetables - [kpu.ca/registration/timetables](http://www.kpu.ca/registration/timetables/) (<http://www.kpu.ca/registration/timetables/>) - for current section information.

Visit the BC Transfer Guide - [bctransferguide.ca](https://www.bctransferguide.ca) (<https://www.bctransferguide.ca/>) - for information about course transfer in B.C.

OSCM 5100 3 credits

Strategic Operations Management

An operations strategy refers to a set of operational decisions that a firm makes to achieve a long-term competitive advantage. The course covers strategic decisions in product and process design, technology, facilities, vertical integration, work design, and other areas, and also explores means of competition such as cost, quality, timeliness, productivity, customer service and innovativeness. Students will also analyse the intra-organizational relationships among the major functions both in manufacturing and service companies and the interface with the organization's suppliers, customers, and other stakeholders. Note: This course may be offered in compressed mode. Consult the current timetable.

Level: UG

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)

OSCM 5110 3 credits

Information Systems for Operations and Supply Chain Management

Students will learn how to employ information technology to support the building and maintenance of competitive advantages through operations and supply chains, based on international benchmarks such as Supply Chain Operations Reference (SCOR). With the help of information technology, students will learn the theory and practice associated with developing and managing an effective and efficient flow of materials and information throughout the value chain within internal processes, between an organization and multiple tiers of suppliers and between an organization and customers. Students will understand concepts and apply technology-based approaches aiming at reducing operational costs, optimizing processing capacity, expediting accurate information transfer, enabling effective forecasting and planning under complex and dynamic environments. Ultimately, applying such technologies will capacitate students to implement and maintain in-transit delivery of customizable value. Information systems covered will include, but are not limited to Enterprise Resource Planning (ERP), Business Intelligence Systems (BI), Radio Frequency Identification Systems (RFID), and Geographic Information Systems (GIS)

Level: UG

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)

OSCM 5120 3 credits

Quality Management

Students will demonstrate advanced understanding of a number of critical components of Quality Management as a conduit to organizational effectiveness. Specific outcomes include demonstrating an understanding of quality management in both manufacturing and service industries, and related concepts including Statistical Quality Control (SQC) and Statistical Process Control (SPC); Six Sigma and Total Quality Management (TQM); measurement of quality in services; and quality systems.

Level: UG

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)

OSCM 5130 3 credits

Productivity, Innovation, and Lean Systems

Students will study the organic link between productivity and standard of living. The effects on productivity of organization-level factors will be analyzed in depth. The major importance of innovation (especially incremental innovation) for productivity gains will be examined in the context of understanding the typical processes that ensure the transformation of inputs into outputs both in manufacturing and in services. Note: This course may be offered in compressed mode. Consult the current timetable.

Level: UG

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)

OSCM 5140 3 credits

Supply Chain & Logistics Management

Students will learn how to design and implement supply chain and logistics networks, and how to set and monitor relevant and meaningful metrics leading to competitiveness enhancement. Students will examine in depth the evolving concepts and tools of customer service management, transportation, warehousing, reverse flows, humanitarian logistics, sustainability, and the roles of external forces such as technology, globalization, government regulations, and the growing power of informed customers. Students will apply their knowledge and skills to audit or design real supply chain and logistics activities.

Level: UG

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)

OSCM 5150 3 credits

Applied Operations & Supply Chain Management Project

Students will complete an Operations & Supply Chain audit of an organization and submit suggestions destined to improve the existing Operations & Supply Chain metrics. Class work will include interactive sessions on planning and structuring the audits, solving specific Operations & Supply Chain problems and dealing with project management issues, and addressing – in a large group setting – complex problems encountered by groups and their client organizations.

Level: UG

Prerequisite(s): 9 credits from courses in OSCM, including OSCM 5100 and OSCM 5140

Attributes: BUSI (<https://calendar.kpu.ca/courses-az/#courseattributestext>), F2A9 (<https://calendar.kpu.ca/courses-az/#courseattributestext>)