

# Supply Chain and Service Management

## College of Management

### University of Massachusetts, Boston

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# I – What is Supply Chain Management?

## 1- What is Supply Chain Management

- The field of supply chain management (SCM) is a critical area of competitive advantage for organizations around the globe.
- SCM coordinates business functions concerned about the development of goods, services and information along the value chain with the objective of creating an incentive for the end client.
- SCM is a cross-functional discipline including: product development, marketing, demand/supply planning, sourcing, production, inventory, logistics, customer service, and the connections among organizations and their channels of distribution.
- In the present complex business world, there is a need to arrange these supply chain functions inside the firm, as well as with business partners and clients.
- Subsequently, SCM is a critical, strategic component of business, and students with SCM education and expertise are sought after in the marketplace.

## 2- Interesting Features of Supply Chains in a Few Major Companies



Video



Video



Video



Video



Video

## 3- Service Management and Supply Chain Management

Service Management and Supply Chain Management fields are very close to each other. There are many techniques and approaches that can equally be applied to Supply Chain Management as well as Service Management, including:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Forecasting</li> <li>• Capacity Management</li> <li>• Layout Design</li> <li>• Facility Location</li> <li>• Aggregate Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Product and Service Design</li> <li>• Project Management</li> <li>• Quality Management</li> <li>• Scheduling</li> <li>• Operational Risk Management</li> </ul> |
|--|---|

## II – Supply Chain and Service Management (SCSM) at UMASS

### 4- SCSM Concentration (Management Major - Undergraduate)

To graduate in SCSM, you need take only 5 concentration courses. The combination of required can elective courses in SCSM provide a flexible set of options that helps you finish your major as soon as possible while you follow your interests.

Since Supply Chain is a multi-disciplinary field by nature, you can choose one elective from other concentrations. This facilitates double concentration if you are interested in this option.

To pursue a concentration in SCSM, you need to take the following two required courses as well as three of the listed elective courses.

- Required Courses:
  - SCSM 454L Supply Chain Management
  - SCSM 495 Supply Chain and Service Management Capstone

- Take three of the following elective courses:

You must take at least two courses from the following group. All three of your concentration electives can come from this group:

- SCSM 450 Service Operations Management
- SCSM 350 Strategic Operations
- SCSM 451 Operational Risk Management
- SCSM 480 Internship

You may take no more than one concentration elective course from the following group:

- AF 325 Theory of Corporate Finance \*
- AF 363 Cost Accounting \*
- IT 360 Enterprise Software \*
- MGT 434 Managing in the Global Economy \*
- MKT 310 Data Analysis for Marketing \*
- MSIS 425L Project Management \*

\* At most, only one of these courses can count toward the SCSM concentration.

### 5- SCSM Specialization (MBA)

### 6- Supply Chain Analytics (MS in Business Analytics)

## 7- Extra curriculum activities

- Supply Chain Speaker series events (MAP Miles eligible)
- Supply Chain Lunch and Learn events (MAP Miles eligible)
- Networking events (MAP Miles eligible)
- Competitions (MAP Miles eligible)
  - NE Inter-Collegiate Supply Chain Competition (MAP Miles eligible)
  - Target Case Competition (MAP Miles eligible)
- Limited scholarship opportunities

## III – Careers in Supply Chain

### 8- Typical Supply Chain Job Titles

Supply chain management jobs come under many different titles, which is an indication of its diversity and the vast opportunities exist for those who graduate in this area.

<b>Supply chain</b>	<b>Purchasing / Procurement</b>
Supply chain analyst	Assistant Buyer / Purchasing Assistant
Supply chain co-ordinator	Buyer
Supply chain manager	Senior Buyer
Supply chain consultant	Category Manager / Commodity Manager
Supply chain director	Purchasing Manager / Procurement Manager
VP supply chain	Purchasing Consultant / Procurement Consultant
<b>Forecasting/planning</b>	Purchasing Director / Procurement Director
Expeditor	VP Purchasing / VP Procurement
Materials planner	<b>Inventory Management</b>
Production planner	Expeditor
Sales Order Planner	Inventory Planner
Master Scheduler	Inventory Manager
Demand Planner	<b>Transport</b>
Production Planner	Transport Coordinator
Demand Planning Manager	Transport Planner / Scheduler
Production Planning Manager	Transport Supervisor
<b>Logistics</b>	Transport Manager
Logistics Analyst	Transport Planning / Scheduling Manager
Logistics Coordinator	<b>Warehousing &amp; Distribution</b>
Logistics Engineer	Shift Manager
Logistics Manager	Warehouse Supervisor
Logistics Specialist	Warehouse Manager
Logistics Director	Distribution Centre Manager
VP Logistics	Business Development Manager

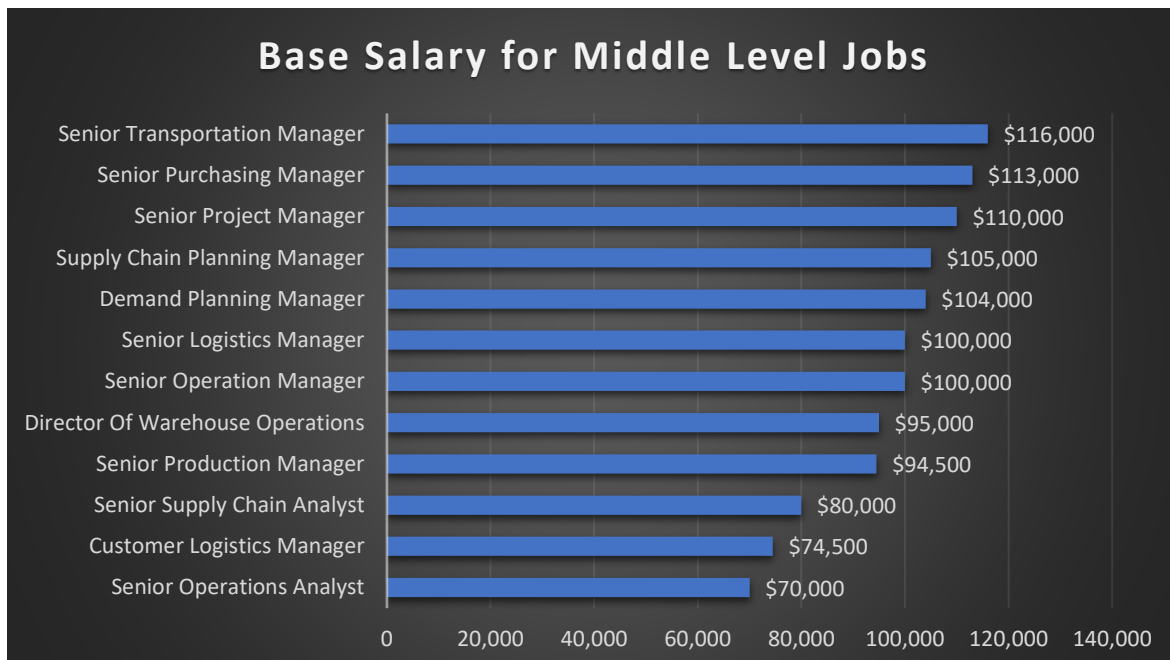
## 9- Income Range

Due to high demand for employees with supply chain management expertise, this is a well-paid area among management disciplines. Below is the information for the median of salaries for different supply chain jobs at entry, middle, and executive levels.



Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the United States

Note 1: Base Salary is median of available range of minimum and maximum salary on LinkedIn.



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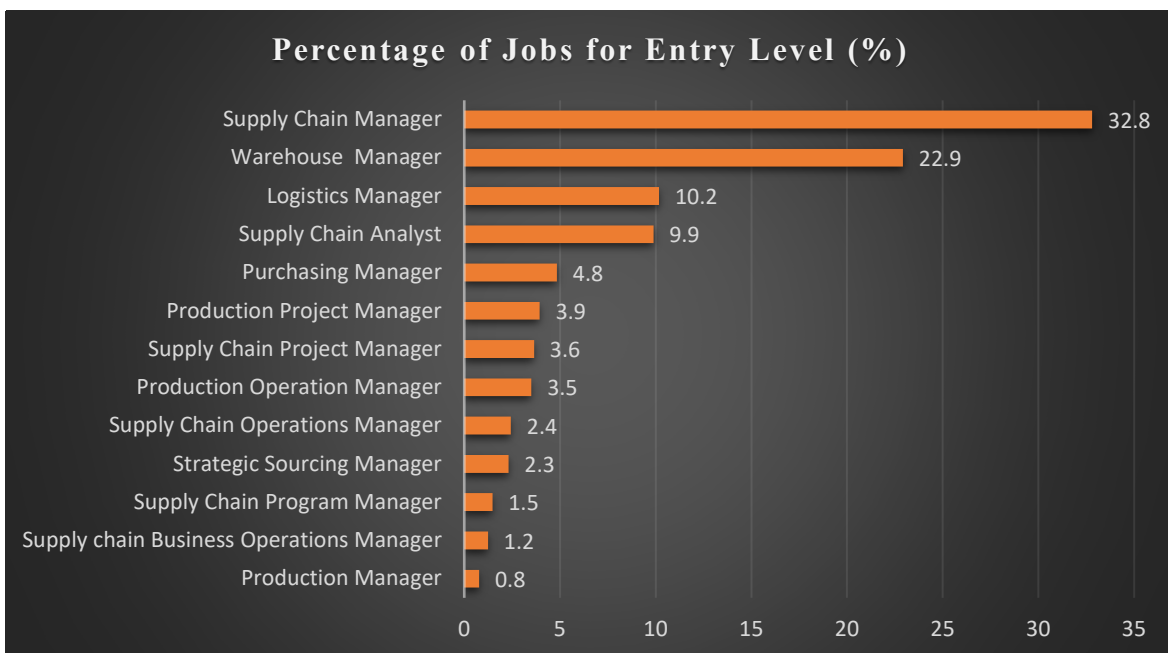


Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the **United States**

Note 1: Base Salary is median of available range of minimum and maximum salary on LinkedIn.

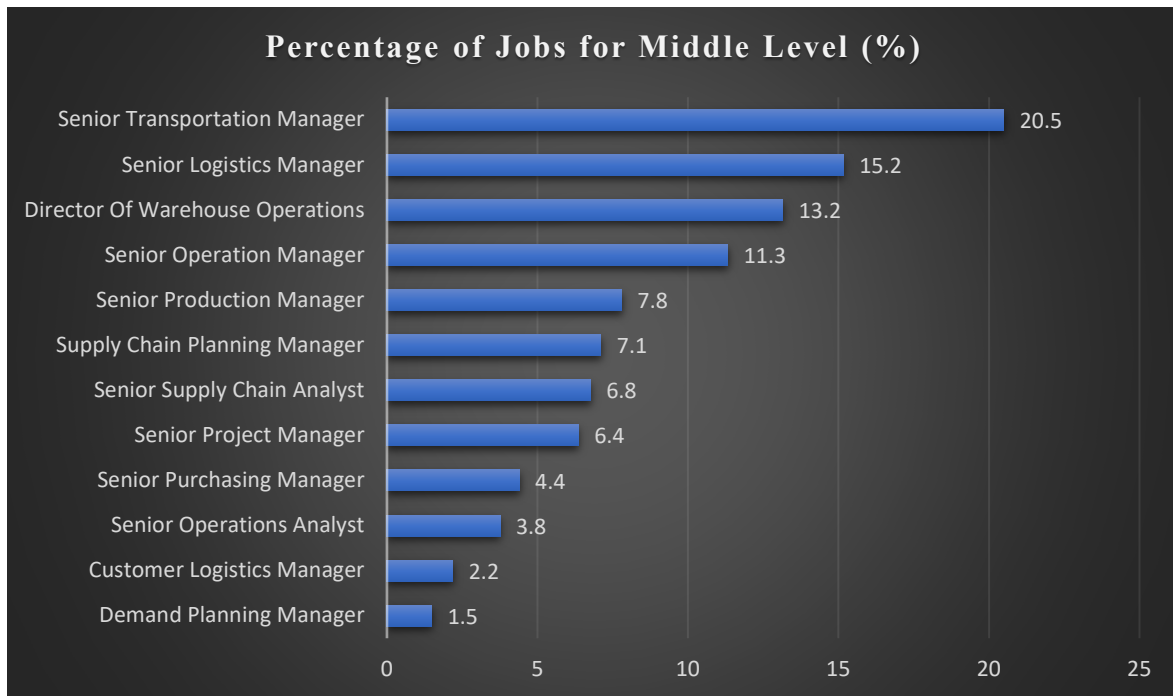
## 10-Job Availability

The following charts show the percentage of available positions of each job title for entry, middle, and executive level jobs.



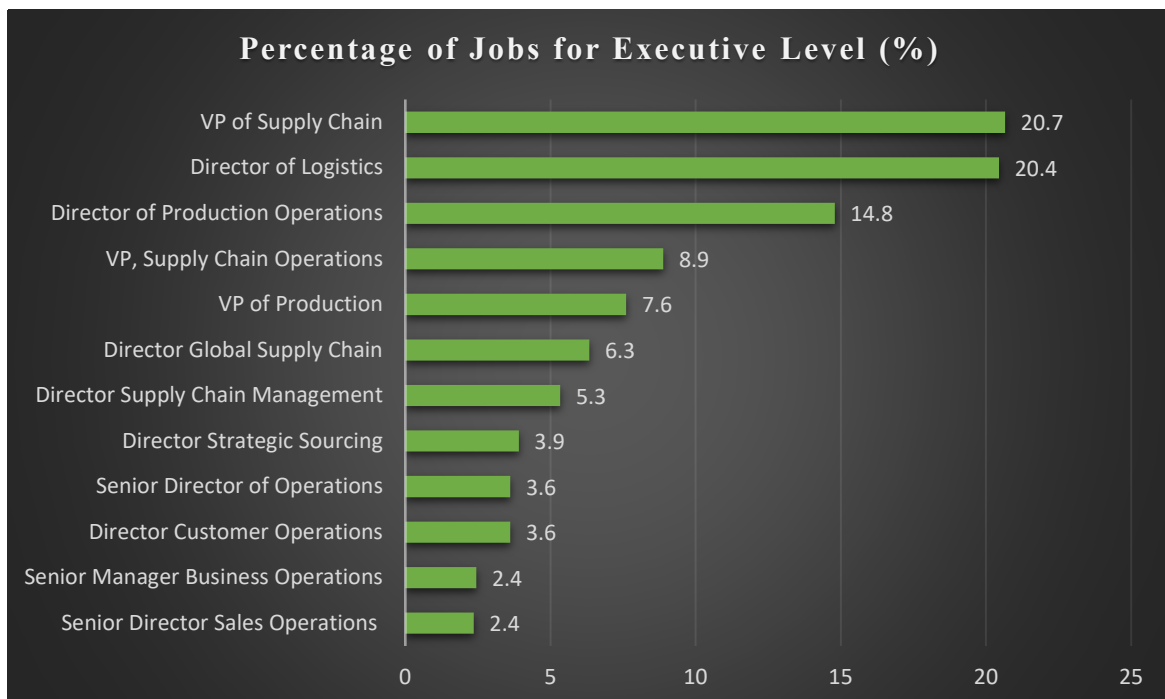
Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the **United States**

Note: The percentages in this chart are out of 28,694 entry level supply chain jobs on LinkedIn



Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the **United States**

Note: The percentages in this chart are out of 27,412 mid-level supply chain jobs on LinkedIn

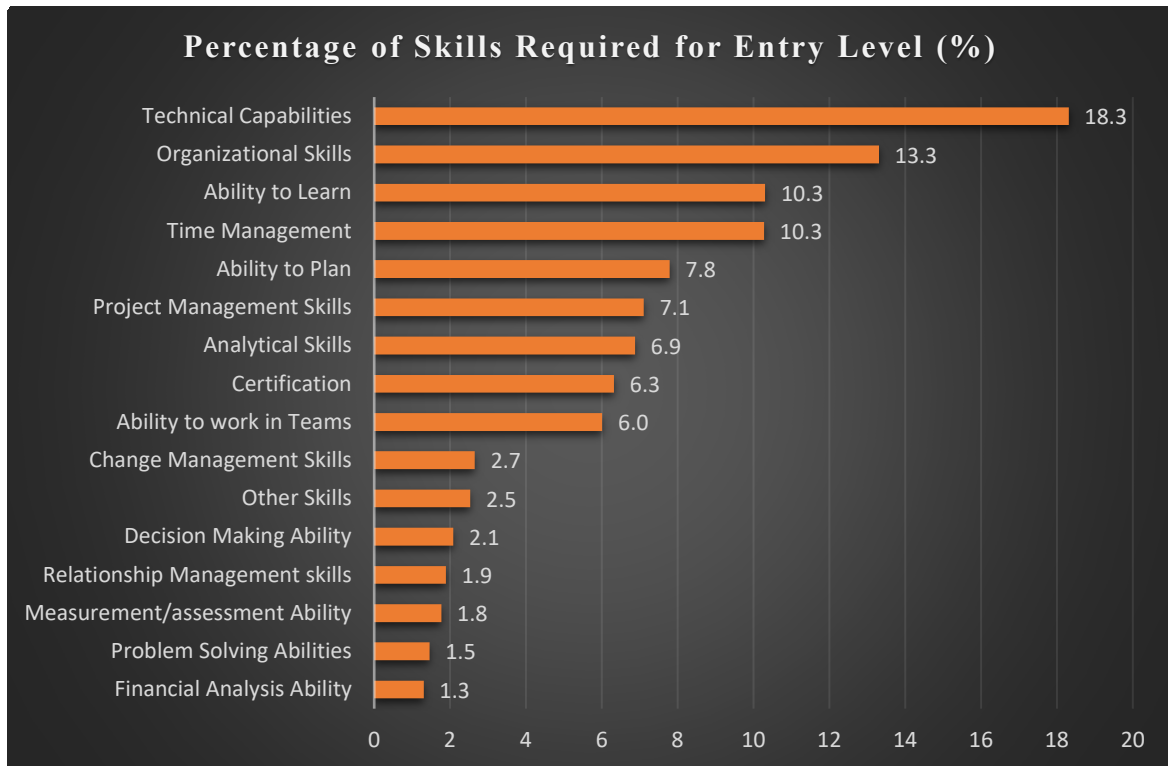


Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the **United States**

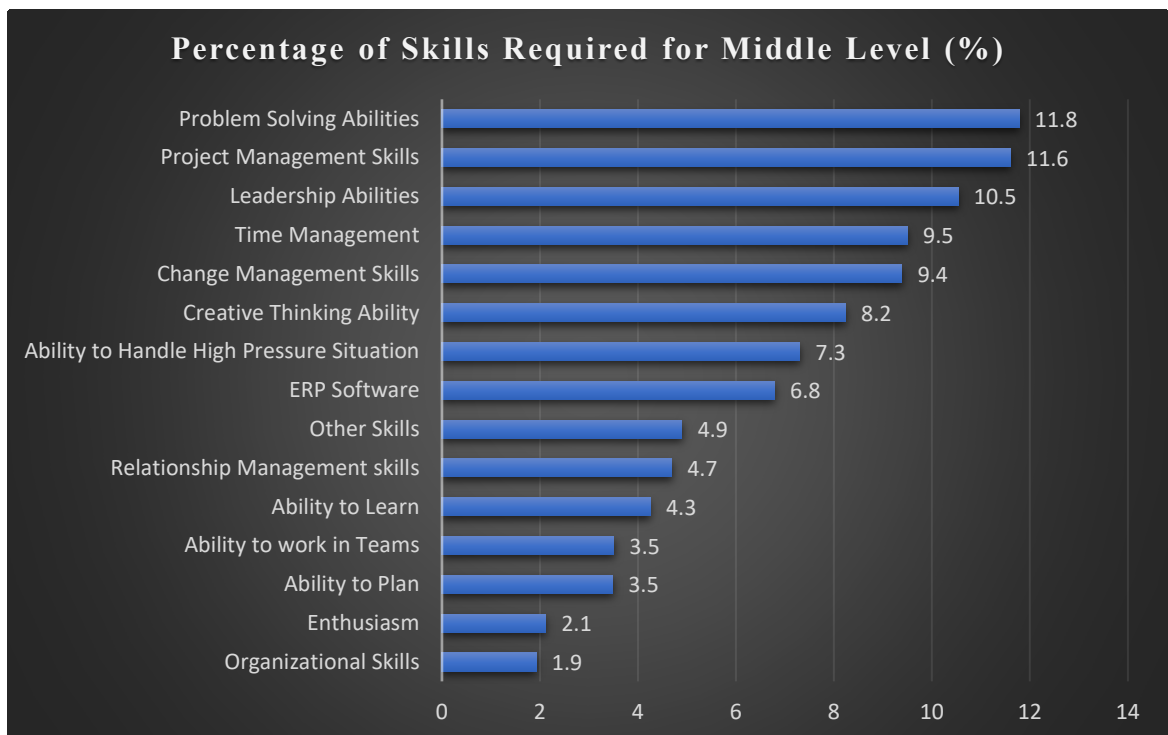
Note: The percentages in this chart are out of 4,705 executive level supply chain jobs on LinkedIn

## 11-Skills expected by employers

Below you can find the weights of skills required by the supply chain employers for entry, middle, and executive level jobs.

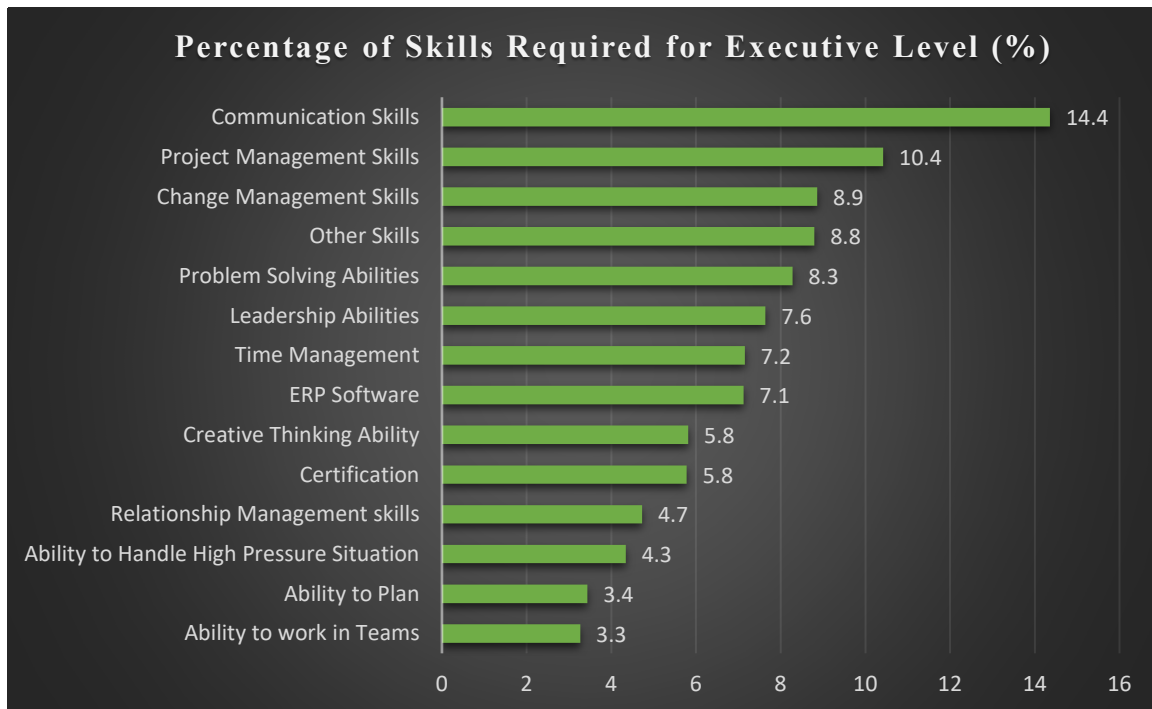


Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the United States



Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the United States





Source: LinkedIn.com, data collected on 6<sup>th</sup> April, 2018 for the United States

## 12-Articles related to Careers in Supply Chain

- [Jobs and Career Paths in Supply Chain and Logistics](#)  
Fresh out of college? Planning to make a career in supply chain or considering a mid-career change in supply chain? Here is what you need to know
- [Careers in Logistics and Supply Chain Management](#)  
This article will give you some insight about positions, courses, and career paths you might aim for if you are interested in making your career in Logistics and Supply Chain Management
- [10 Reasons to Pursue Career in Logistics and Supply Chain Now](#)  
Check out this article to know the reasons that why a career in Logistics and Supply Chain can be dynamic and so much rewarding

## 13-Where to look for supply chain jobs

- [Career Services](#) at University of Massachusetts, Boston
- LinkedIn.com
- Indeed
- scmportal.net
- glassdoor.com
- jobsinlogistics.com
- careerbuilder.com
- Monster.com
- Velvetjobs.com
- Mycareer.com

## IV –Supply Chain Professional Organizations

### 14-Supply Chain professional organization

Many employers require (or strongly value) professional certifications in addition to a related degree. There are many supply chain certifications available for those who pursue this field.

Below is some of the well-known supply chain certifications.

Organization	Certification	Description
<a href="#">APICS</a>	CPIM	Certified in Production and Inventory Management
	CSCP	Certified Supply Chain Professional
	CFPIM	Certified Fellow in Production and Inventory Management
	SCOR-P	Certified in the SCOR Model
<a href="#">ISM</a>	CPSM	Certified Professional in Supply Management
	CPSD	Certified Professional in Supplier Diversity
<a href="#">CSCMP</a>	CSPro	Supply Chain Professional

### 15-A Few of Supply Chain Groups on LinkedIn

- UMass Boston Supply Chain and Service Management (SCSM)
- Supply chain management group
- Logistics and supply chain professionals
- Supply chain minded
- World class Supply chain management
- Supply chain insight- Share and learn
- SCM professionals
- ISM-Greater Boston, Inc.
- APICS Boston

### 16-Some of many Supply Chain websites

- [logistics management](#)
- [supply chain digest](#)
- [SupplyChain247](#)
- [supply chain management review](#)