

COURSE DESCRIPTIONS

LOGISTICS MANAGEMENT

LGM 1013: Principles of Logistics and Supply Chain Management

Provides an overview of the key processes, concepts, and methodologies of supply chain management. Emphasis is given to the study of the impact that the supply chain management framework, (that includes distribution, procurement, inventory, transportation and information technology components) has on business and the economy. The decision making process within supply chain is of particular importance as the interrelationships (cost and service trade-offs) between logistics and other areas of business will be covered. The overall focus is the strategic and financial significance the supply chain has on the firm's ability to add customer value.

LGM 2023: Transportation Management

This course will introduce students to the role and importance of transportation, and to overview the operations of each mode of the transportation industry. Students will be introduced to the carrier cost structures of transportation providers (motor carriers, railroads, air carriers, intermodal and special carriers), operating characteristics, and public policy as it relates to transportation regulations. Practical aspects of transportation and distribution such as planning, routing, scheduling and loading cargo, and adhering to regulatory, safety, security and administrative requirements will be stressed.

LGM 2033: Warehousing and Inventory Management

This course introduces students to practical concepts of warehousing and inventory management including the types of equipment, storage processes and systems, the technologies used to identify and track units in a warehouse, and the regulations designed to ensure safety in warehouse operations. Students will learn skills including basic warehousing functions, e.g., receiving; storage; order picking; and shipping; and industrial truck operator safety training; inventory control; human relation skills such as teamwork, communication, and employee motivation; handling returns; automated identification technology; basic unitization practices; freight claims; hazardous materials; and auditing both private and third-party warehouse operations to gain a better understanding of warehouse processes through field trips and/or applied lab exercise. Ozark CF Logistics Management Fee (ProctorU online testing fees): \$186.

LGM 2043: Foundations of Strategic Procurement

Prerequisite: LGM 1013 Principles of Logistics and Supply Chain Management.

This course is designed to teach an overview of the procurement function in a supply chain and a corporation. It focuses on how basic and advanced purchasing management can be used effectively to meet the challenges and responsibilities of today's constantly changing business climate. Topics include the challenge of purchasing and materials management; objectives and organization; function; specification; quality control and inspection; computerization; international purchasing; legal and ethical aspects of purchasing including systems, staffing, price/cost analysis, contract administration, and dealing with vendors; and the establishment of teams to support complex supply chain and logistic programs. LGM fee: \$150.

LGM 2053: International Logistics

Prerequisites: ENGL 1023 and LGM 2023 Transportation Management

An in-depth coverage of international trade operations, including concepts that are important to managers who are actively importing or exporting goods. Includes the economic and service characteristics of international transportation providers, the government's role, documentation and terms of sale used in global business, terms of trade, customs clearance, security issues, and the fundamentals of effective export and import management. This course is a capstone to the Logistics Management program, offered in the Spring semester only, and uses group work to accomplish projects for international trade activities.

LGM 2083: Operations Management

Operations Management is a study of the efficient production of goods and services that will satisfy the wants and needs of identified customer groups. The course begins with a more detailed description of what Operations Management is, then moves to an examination of the customer and methods for determining customer demand. Emphasized are analytical reasoning, problem solving, and continuous improvement concepts required in today's dynamic business and industry environments. Concepts include quality, productivity, demand forecasting, organizational effectiveness, financial analysis, and the management of human, physical, and information resources. This course is a capstone to the Logistics Management program, and is offered in the spring semester only.

LGM 2093: FREIGHT BROKERAGE AND CUSTOMER RELATIONS MANAGEMENT

This course introduces students to the world of freight brokerage and customer service management (CRM). Students will learn to manage the resources and skill necessary to provide efficient brokerage solutions, including skills in technology, negotiation, communication, and time-management skills. Through learning the "middle man" role of brokerage, students will gain insight into the important roles and tasks that CRM and customer service play in managing logistics within a supply chain. Including the basics of customer service; sound communications; advice for dealing with challenging customers; the customer order and return processes (reverse logistics); jobs in customer service; and legal concerns.

LGM 2993: SPECIAL TOPICS IN LOGISTICS

This course is designed to introduce students to specific areas in Logistics Management. Course content and credit are designed to meet the needs of the student. The topic will vary from offering to offering; thus, approval for enrollment is required. This course requires 150 clock- hours per semester.