Hello, and welcome!

Consider for a moment the rate at which technology is advancing through the 21st century. New technological innovations and software impact everything from your daily life to the global supply chain. And these advances impact the supply chain in both positive and negative ways. Understanding supply chain and operations issues, as well as knowing how to use data to create solutions, has never been more important. In this course, you will explore modern issues in supply chain management. You will look at how disruptions transform operations and the supply chain. And you will learn how to use qualitative and quantitative data to evaluate solutions.

Please note that this course builds on the supply chain landscape and concepts introduced in prior courses.

We invite you to take a minute to learn about the course by reviewing the information that follows. This way, you will be better able to understand the expectations of the course as a whole. Then you can determine how to manage your time and efforts as you navigate through it.

You are in the right place. You belong here. You can do this!
Course Description and Competencies

What to Expect

In this course, you will work through two modules of material. Throughout the course, you will find readings and a variety of interactive elements. These include unit and module quizzes to help deepen your understanding of the content. Engaging with these activities reinforces new learning. It also complements the knowledge you bring to this area of study.

This course covers the following competencies:

1. The learner explains how disruptions transform operations and supply chain.
2. The learner evaluates solutions to operational problems based on relevant qualitative and quantitative data.

You must achieve a ranking of Competent on each assessment to pass the course. You may attempt the assessment two times before additional support is necessary. If you require further attempts, please contact our support team at (888) 320-0540 or support@academy.wgu.edu.

1 final project  • 3 competency units
Course Outline

Module | Upon completion of this module, you will be able to:
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Transformation | A. Optimize business operations through industry trend adherence.  
B. Explain current and future state processes in detail to convey ideas.  
C. Define supply chain management performance metrics.  
D. Analyze industry trends.  
E. Assist in the implementation of supply chain processes that integrate strategy, technology, and people to enable process improvements.

Data-Driven Supply Chains | A. Determine the best option to solve a problem by evaluating solutions using data and facts.  
B. Present analytical and statistical information to decision makers and other stakeholders.  
C. Analyze business operations and identify opportunities for improvement.  
D. Manage inventory activities related to strategic or tactical purchasing, material requirements planning, inventory control, warehousing, or receiving.  
E. Implement new or improved supply chain processes to enhance efficiency or performance.

Technology Requirements

We want to be sure you have the tools to succeed! Review the Computer System and Technology Requirements. If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven’t already, download this free software. You may encounter an interactive form that contains fields that you can select or fill in. Review how to fill in a PDF form.
Key Contacts

Your Fellow Learners
Check out the Course Lobby in the course site! If this online community, you can ask questions and explore ideas. You can connect with your fellow learners. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Technical Support
If you encounter technical issues, be sure to contact the Help Desk. Just submit a Support Request for assistance.

Program Support
Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.

Accommodations
WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email Support@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU's services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX’s commitment to accessible content is published on their Website Accessibility Policy.