Hello, and welcome!

As large as the world is, you still manage to stay connected—more so now than ever. Apart from the internet and advanced communication technology, as a consumer or worker in the global supply chain, you are part of a living and breathing ecosystem. And this interconnected system relies on communication, planning, and sustainability. In this course, you will study concepts of supply chain management and risk management. You will explore relationships, distribution, logistics, sourcing, and transportation. You will discover how the supply chain affects consumers. And you will look at the role of the sales and operations planning (S&OP) process in operations and supply chain management. As you finish this course, you will have a strong understanding of the global supply chain. And you will see how it helps link the world together.

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 four modules. These modules are broken into smaller units. Throughout the course, you will find readings and a variety of interactive elements. These include module-level quizzes and knowledge checks 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.

Portions of this course are aligned with aspects of the Association for Supply Chain Management (ASCM) certification programs, the Certified Supply Chain Professional (CSCP), and Certified in Production and Inventory Management (CPIM).

The objective assessment allows you to demonstrate four core competencies from the course. You will have two attempts to pass the exam.

- 1 final exam  • 3 competency units

This course covers the following competencies:

- The learner describes concepts of supply chain management and supply chain risk management.
- The learner describes the management of relationships, distribution, logistics, sourcing, and transportation within the supply chain.
- The learner explains how the supply chain affects consumers.
- The learner explains the role of the Sales and Operations Planning (S&OP) process in Operations and Supply Chain Management.
## Course Outline

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<tr>
<th>Module</th>
<th>Upon completion of this module, you will be able to:</th>
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| **Fundamentals**        | A. Identify fundamental aspects of supply chain management.  
                          B. Explain strategic considerations of supply chains given a scenario.  
                          C. Describe planning and designing supply chains.  
                          D. Explain practices to manage risks in the supply chain.  
                          E. Identify key factors within global supply chain management.  
                          F. Explain sustainable supply chain management practices. |
| **Relationships**       | A. Explain the role of sourcing within the supply chain.  
                          B. Describe the impact of logistics within the supply chain.  
                          C. Describe the relationships within supply chain management. |
| **Consumers**           | A. Explain how marketing and the supply chain affect consumers.  
                          B. Explain how operations management and the supply chain affect consumers. |
| **Sales and Operations**| A. Explain forecasting and its relationship to other functions in the supply chain.  
                          B. Explain key aspects of sales and operations planning (S&OP) related to supply chain management. |

## Technology Requirements

We want you to have the tools to succeed! Since this course includes at least one proctored test, please be sure to have a working microphone, speakers, and an *external* webcam. Unfortunately, an internal webcam (built into many laptops) is not acceptable. (Note: The external webcam is required only for exams that have proctors. You do not need one for practice tests and other non-proctored assessments.) For other details about the technology you’ll need, 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 Global Supply Chain Management Lobby in the course site! In 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 StudentAffairs@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.