



**triOS COLLEGE**  
BUSINESS ♦ TECHNOLOGY ♦ HEALTHCARE

Let us help you discover a  
richer, more rewarding career.

## Supply Chain & Operations Management

The Supply Chain & Operations Management diploma program at triOS is 61 weeks. It includes a 12-week internship. The Supply Chain & Logistics sector is one of the most essential and thriving sectors of the Canadian economy. Nearly all companies rely on supply chain and logistics professionals to source, produce, purchase and coordinate the delivery of goods and services in today's marketplace, and the need continues to grow.

For those looking to find an exciting and in demand career in an industry that needs trained workers, a diploma program in Supply Chain & Operations Management at triOS is the right move.

### Program Benefits

- ✓ This program has been approved for advanced standing towards obtaining the Certified Supply Chain Management Professional (CSCMP) designation
- ✓ Supply Chain Management Association Ontario (SCMAO) Student Membership
- ✓ Certificate in International Freight Forwarding
- ✓ Certificate of Recognition in Introductory Dispatch and Operations Software

### Here's a look at some of the courses included in this program:

#### Microsoft Applications

Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Business Communication

#### Introduction to Supply Chain & Logistics

Introduction to Canadian Business in the Global Marketplace, The Business of Buying, Selling and Negotiating, Introduction to Logistics and Transportation, Introduction to Purchasing, Security, Compliance and Loss Prevention

#### Supply Chain Purchasing & Inventory Management

Professional Purchasing, Introduction to Operations Management, Negotiations & Supplier Management, Inventory Control & Materials Management

#### Supply Chain Transportation

International Transportation and Trade, Essentials of Freight Forwarding, Customs Issues & Procedures

#### Management Data Skills

Integrated Enterprise Resource Planning, Advanced Excel and Analytics, Business Project Management, Foundational Competencies for Managers



## Employment and Wage Outlook for Careers in this field:



Employment Rate based on 2022 contactable triOS graduates employed in a related field within 12 months.

Source: [workingincanada.gc.ca](http://workingincanada.gc.ca)

NOC Code: 1523/14402, 1524/14403, 1225/12102 - \*\*Wage data based on NOC Code 1523/14402 and rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

### Career Opportunities

Material Management Officer

Ocean Freight Operations

Production Scheduler

Warehouse Inventory Analyst

E-Commerce Specialist

Procurement Analyst

### Employers Who Have Hired triOS Grads



### Other Employers Include:

- Atlas Cargo
- Bombardier
- Ryder Logistics
- Challenger Motor Freight Inc.
- DHL Global Forwarding
- Canadian Customs Brokers Inc.



**"I will always remember my time at triOS - I was apprehensive about being "the oldest student on campus". But I made many new friends - achieved the formal qualifications I needed for advancement - and enjoyed my teachers. I looked forward to every day - it was over too soon!"**

-Keith P.,  
triOS College Supply Chain Graduate

# Supply Chain & Operations Management + Internship

NOC Code: 1523/14402, 1524/14403, 1225/12102

Diploma Program Length:

**61 Weeks**

Student Success Strategies  
Digital Literacy for Professionals  
Career Planning & Preparation - Level 1 **4 Weeks**

Microsoft Word  
Microsoft Excel  
Microsoft Outlook  
Microsoft PowerPoint  
Business Communication **8 Weeks**

Introduction to Canadian Business in the Global Marketplace  
The Business of Buying, Selling and Negotiating  
Introduction to Logistics and Transportation  
Introduction to Purchasing  
Security, Compliance and Loss Prevention **8 Weeks**

Introduction to Operations Management  
Inventory Control and Management  
Negotiations and Supplier Management  
Professional Purchasing **8 Weeks**

Customs Issues and Procedures  
International Transportation and Trade Essentials of Freight Forwarding **8 Weeks**

Integrated Enterprise Resource Planning  
Advanced Excel and Analytics  
Business Project Management  
Foundational Competencies for Managers **12 Weeks**

Career Planning and Preparation - Level 2 **1 Week**

Internship **12 Weeks**

## Program Highlights Include:

- Registered and approved diploma
- This program has been approved for advanced standing towards obtaining the Certified Supply Chain Management Professional (CSCMP) designation (details at [www.triOS.com](http://www.triOS.com))
- Supply Chain Management Association Ontario Membership
- Certificate from CFFA
- Certificate of Recognition in Introductory Dispatch and Operations Software
- Career services
- Job search assistance
- Alumni program benefits

## Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR  
Is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent.\*
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 18.
3. The College admissions test for this program is the triOS College Business, Legal & Healthcare Entrance Exam. A passing score for this program is 60%.

\*Applicants from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test.

International Students: Please contact us for more detail regarding admissions requirements.

## Accreditation Policy:

Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

## Certifications:

Successful graduates of this program will achieve a Certificate in International Freight Forwarding from CIFFA. The certificate is nationally recognized within the international transportation and international trade logistics industries. Successful graduates of this program will also achieve a Certificate of Recognition in Introductory Dispatch and Operations Software from Universal Freight Operating System (UFOS). The certificate is evidence that students are prepared to use the UFOS transportation management system, which is used by hundreds of supply chain organizations across North America.

## Note:

In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on the program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

**You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at [www.triOS.com/kpi](http://www.triOS.com/kpi).**

## Course Descriptions:

### Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note- and test-taking techniques. Personal exercises will focus on teamwork, setting goals and maintaining a positive attitude. Techniques for managing change, stress, and conflict will also be explored. Digital Literacy for Professionals This course introduces students to the fundamental concepts and principles of learning and working in a digital environment. This course will cover the following elements: using devices and handling information, creating and editing information, communicating and collaborating, and being safe and responsible online.

### Career Planning & Preparation – Level 1

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contacts, and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level 2.

### Microsoft Word

This Microsoft Office Word course is designed for students to build and validate the skills businesses need to succeed in today's information economy. It also provides students with the skills and knowledge they need to use Microsoft Office Word effectively in all aspects of their personal and professional lives. Word is the world's most popular word processing software. Learning how to create, edit, format and print documents, enhance work with formatting, use bullets and numbering, add simple borders, tables, headers/footers, organizing data columns, and styles, are the foundational skills needed in preform in many positions. The course combines lecture/demonstration by an instructor with readings, trainings, projects, and a final exam for students to work on in a simulation-based environment. Students are expected to ensure they meet proficiency requirements for working in this environment.

### Microsoft Excel

In this Microsoft Office Excel course students build and validate the skills businesses need to succeed in today's information economy. The course provides students with the skills and knowledge they need to use Microsoft Office Excel effectively in all aspects of their personal and professional lives. Areas explored include the use of mathematical operations, functions and formulas; the various tools and features that assist with data analysis; and basic spreadsheet techniques.

### Microsoft Outlook

Microsoft Outlook has become the corporate standard electronic personal organizer, and in this course, students learn its many functions besides email. Areas covered include composing and sending email, scheduling appointments, and managing contact information.

### Microsoft PowerPoint

In this course students learn the fundamentals needed to create and modify basic presentations by using Microsoft Office PowerPoint. Students explore the PowerPoint environment and create a presentation. In so doing they learn to format text on slides to enhance clarity, and to boost the visual appeal by adding graphical objects to a presentation. In addition, students explore how to add tables and charts to a presentation to present data in a structured form, and how to finalize a presentation for delivery.

## **Business Communication**

This course helps students develop the communication skills needed to function in the modern business setting. The course starts with a review of grammar, sentence structure, and punctuation as they apply to business communication. Students explore the various formats for written and verbal business communication. In addition, they complete various exercises with the emphasis on improving their communication skills and apply them to the writing of letters, memoranda, and reports. Students also complete public speaking exercises to enhance verbal and non-verbal skills.

## **Introduction to Canadian Business in the Global Marketplace**

This course provides students with an overview of Canadian business practices and how Canadian businesses relate to the global marketplace. Students will learn about the business and management structure of businesses. They will also explore human resources management and the finance functions of a business. Students will also analyze the effects of globalization on the Canadian business sector.

## **The Business of Buying, Selling and Negotiating**

In this course, students will explore the importance of developing interpersonal skills used to negotiate effectively as a buyer or a seller. Students will learn techniques, model skill sets, and articulate terminology used when buying or selling in business to business (B2B), or business to consumer (B2C), interactions.

## **Introduction to Logistics and Transportation**

This course introduces students to Supply Chain, Logistics and Transportation. Topics include a general overview of the career paths available, networking/professional training opportunities, and how the changing global environment impacts the forward and reverse flows of goods and services. Students will also learn about the significance of 3rd party logistics, incoterms and the impact of information across the supply chain.

Students will also develop an understanding of the importance of supply chain management software.

## **Introduction to Purchasing**

This course provides students with an insight into the demands placed on purchasing and supply chain managers by business stakeholders. Students will develop an in-depth understanding of the impact of purchasing and supply chain management on the competitive success and profitability of modern organizations, in addition to understanding the influence of purchasing on other major functional activities.

## **Security, Compliance and Loss Prevention**

This course will provide students with knowledge of supply chain security, navigating the compliance landscape, and recognizing how to prevent against loss and damage due to these threats against the supply chain. Specific emphasis is placed on the provisions of the Canada Border Agency's Partners-in-Protection (PIP) program for Canadian importers and their internal trade partners. This course will also focus on other internal programs used to secure the supply chain.

## **Professional Purchasing**

The course explores the purchasing cycle including supply management and commodity strategy, supplier qualification, selection and management. Students will also learn why performance metrics are critical to purchasing performance. Students will gain insight into the role of a professional purchaser, including purchasing strategy, best practices and applying ethics to the function.

## **Introduction to Operations Management**

This course will provide students with a broad introduction to the field of operations management in a realistic, practical manner. Key decision areas within Operations Management will be discussed. These topics include design of goods and services, managing quality, location strategy, plant layout strategy and lean manufacturing. Students will also learn the basics of project management and the use of project management tools to develop on time, on budget results.

## Negotiations & Supplier Management

This course will teach students the importance of negotiation between partners in supply chain management. Key topics will include various concepts, tactics and strategy to achieve a successful negotiation and in turn create value within an organization. Students will be given opportunities to practice and demonstrate the negotiation concepts that they have learned. To further complement their studies on negotiations students will examine the basics of formation of contracts, the interpretation of contracts, breaches of contract and contract types. Students will also study the impact of the respective sale of goods act legislation on business agreements.

## Inventory Control and Materials Management

This course provides students with a broad introduction to the basics of materials management, manufacturing planning and control systems, inventory control, physical distribution and relationships with other operational functions within the supply chain.

## Integrated Enterprise Resource Planning

This course provides students with the knowledge on how strategic investments in modern supply chain management (SCM) systems such as enterprise resource planning (ERP) and cloud-native environments can help companies manage the flow of goods, data, and finances related to a product or service. Students will be capable of gleaning new insights, collaborating more effectively, and adapting quickly to changing market conditions. Becoming data-driven enables company executives and supply chain professionals to implement lean operations, manage direct and indirect material stocks more effectively, and understand business impact across functions—from warehousing to engineering to sales and customer service. Students will examine how ERP can help organizations create an agile, responsive supply chain.

## Advanced Excel and Analytics

Data analytics is the process of capturing, analyzing, integrating and interpreting high-quality, real-time data that fuels process optimization and predictive analytics with the aid of a main data engine and peripheral systems/tools. As the use of data analytics technologies and techniques become more widely used to enable organizations to make more-informed business decisions leading to increased revenues, improved operational efficiency, optimized marketing campaigns and customer service efforts, it is important for supply chain professionals develop analytic skills. The course is aimed to analyze a variety of advanced features of Excel, including complex functions, what-if analysis, pivot tables and macros, with specific examples and exercises for the purpose of data analytics.

## Business Project Management

It covers concepts and skills that are used by managers to propose, plan, secure resources, budget, and lead project teams to successful completion of their projects. This course should prove useful to students and prospective project managers in helping them understand why organizations have developed a formal project management process to gain a competitive advantage. Students will be able to deal with typical problems that arise in the course of a project, to understand the role of projects in the missions of their organizations, to help explain the data needed for project implementation as well as the operations of inherited or purchased software. Students will learn to define scope, analyze tasks and risks, build teams and develop a project plan based upon the phases and knowledge areas according to standard project management principles. Students will be introduced to Microsoft Project as an effective software tool for practical project management and tracking project progression using timelines and Gantt charts for presentation of data.

## Foundational Competencies for Managers

This course explores the various foundational competencies that supply chain professionals should have when seeking a career in supply chain management. Together with an understanding of the general functions of management, we explore specific aspects of management planning, organizing, leading, and control. Using these elements together, students will become a more efficient, effective, and successful employee. The aim is to provide the student the tools to become better aligned with the organization and to attain company goals as a valuable resource, with aspirations of becoming a future manager.

## International Transportation and Trade

This course is one of two that are part of a professional standards association program (Canadian International Freight Forwarders Association) which provides students with a broad introduction to the basics and principles of freight forwarding. A combined theory and hands-on environment allows students to gain a deeper understanding of the role of the freight forwarder, transportation geography, various modes of transportation, and how terms of trade are used between buyer and seller in a contract of sale of goods.



## **Essentials of Freight Forwarding**

This course builds on the knowledge acquired in the International Transportation and Trade course. A combined theory and hands-on environment will introduce students to the requirements for various international payments, export packaging and warehousing, commercial documentation, transportation insurance, cargo security and dangerous goods, as well as alternative methods of transportation. Students will also learn about cost and quoting.

## **Customs Issues and Procedures**

This course will provide all students with a detailed overview of how the importation and exportation of goods are administered in Canada. Basic practices for successfully understanding of key legislation and regulatory compliance, plus preparing various trade documentation will be of key focus. Students will be introduced to the various careers in the customs field and the importance and benefits of the Canadian Society of Customs Brokers.

## **Career Planning & Preparation - Level 2**

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment.

## **Internship - Supply Chain and Operations Management**

At the completion of the in-class portion of this program, students are required to complete a 12-week field placement at a business or organization within the Supply Chain Industry.