

Results of the Online Survey of Employers As of February 26, 2007

The objective of this survey was to collect information about supply chain courses being used by companies, particularly any that had been developed internally.

The survey was available online from January 29 to February 16, 2007 and was completed by 20 respondents, 19 in English and 1 in French. Results have been combined in the attached sample questionnaire.

About half of the respondents were senior managers, with the remaining coming from a range of functions including purchasing, transportation, warehousing, HR, IT, business analysis, and process management. About half worked in large companies with over 500 employees.

The survey asked about in-house courses in 13 categories related to supply chain management. Of the 20 respondents, 12 reported that their companies offered one or more courses for employees in this area. The courses were distributed as follows:

Subject	Companies offering in-house courses
Supply Chain Mgmt/Logistics	6
Lean Distribution	1
Warehousing	0
Material handling/management	3
Parts handling	0
Shipping and receiving	2
Inventory control/management	4
Operations control	0
Purchasing/wholesale buying	3
Transportation management	3
Scheduling/traffic management	0
Sales/Marketing	1
Information Systems for Logistics	1

The majority of internal courses were sourced from industry associations such as APICS, PMAC, CIFFA, CITT and THSAO (Transportation Health and Safety Association of Ontario). Only two commercial training organizations were mentioned: SkillSoft and The George Group.

A question about training courses from equipment or product suppliers was not well understood. Only one Information Technology course provided by a program developer was mentioned in the survey.

Asked which accreditation courses are taken by employees, four designations were mentioned most often: APICS, PMAC, CITT (by 7 of 20 respondents), and PLog (by 5). CPP and CCS were each used by employees from three companies, and CIFF, PFF, CPCP (Canadian Pallet Council) and CITP (Forum for International Trade Training) were each mentioned by one company representative.

All respondents felt that the accreditation programs were relevant and useful. The courses were felt to “offer a good foundation”, “ensure baseline knowledge” or give “an appreciation of the big picture”.

In answer to a question about college and university programs in the thirteen subjects listed above, a substantial number of post-secondary institutions were named. Awareness of general programs in supply chain management or logistics was particularly high. There was a preponderance of Ontario colleges and universities, but this may be due to the fact that most of the respondents were employed in Ontario. Comments about the relevance and usefulness of the post-secondary programs were positive although not quite as laudatory as for the professional association accreditation programs.

A compilation of all the responses follows.

Total Survey Statistics (English and French)	
Viewed	62
Started	28
Completed	20
Completion Rate	71%
Drop Outs (After Starting)	8
<ul style="list-style-type: none"> Average time taken to complete survey : 13 minute(s) 	

Survey Report : Supply Chain

1. Please describe any in-house courses your company offers on any of the topics listed below. Please provide the course name, length and any partner organization, consultant, or trainer/instructor e.g. Warehouse Supervisory Course, 3 days, Instructor A. Smith, Blue Bird College

Supply Chain Management or Logistics

01/26/2007	1244387	Fundamentals of Supply Chain Management, 2hrs, SkillSoft; Supply Chain Management Strategies, 5.5hrs, SkillSoft; Overview of Logistics Management, 3.5hrs, SkillSoft
Gestion de la chaîne d'approvisionnement / Logistique 02/06/2007	1267424	À l'interne
01/31/2007	1255569	Scorientation 2 days Instructor: John Menecola
02/05/2007	1264730	APICS Certification Review Courses, 5 Courses 3 days each, Instructor P. Howatt, APICS Nova Scotia Chapter
02/09/2007	1277441	Intro to supply chain management, 1/2 day
02/11/2007	1279453	APCIS CPIM Courses On-Site by Course

Lean Distribution

02/06/2007	1268453	Lean Six Sigma, Corporate initiative, The George Group.
------------	-------------------------	---

Warehousing

None

Material handling/management

02/05/2007	1264730	APICS Master Planning of Resources Certification Review Course, APICS Detailed Scheduling and Planning Certification Review Course, 3 days each, Instructor P. Howatt, APICS Nova Scotia Chapter
------------	-------------------------	--

02/05/2007	1265476	Forklift Operation - in-house
02/06/2007	1268453	Training and licensing

Parts handling None

Shipping and receiving

02/06/2007	1268453	SOP process review and training
02/12/2007	1280867	In house apprenticeship training- no formalised program

Inventory control/management

01/26/2007	1244387	Inventory Management, 3hrs, SkillSoft
02/02/2007	1259621	ALL levels of APICS, 12 weeks,
02/02/2007	1259884	CPIM Courses (5 modules) Instructor Harry Pryer, APICS
02/05/2007	1264730	APICS Detailed Scheduling and Planning Certification Review Course, 3 days, Instructor P. Howatt, APICS Nova Scotia Chapter

Operations control - None

Purchasing/wholesale buying

02/05/2007	1264730	APICS Detailed Scheduling and Planning Certification Review Course, 3 days, Instructor P. Howatt, APICS Nova Scotia Chapter
02/05/2007	1265476	PMAC Courses
02/11/2007	1279453	In-house Purchasing methodology training

Transportation management

01/26/2007	1244660	CIFFA/CSCB
02/02/2007	1259621	CITT In House Level I , 12 weeks, John D. Weir, CITT instructor
02/02/2007	1259884	CITT Courses (Distribution 1 & 2) In-House Qualified Instructor

Scheduling/traffic management - None

Sales/Marketing

01/26/2007	1244660	Various
------------	-------------------------	---------

Information Systems for Logistics

02/12/2007	1280867	FACTS -Training provided by CLI (program-developer)
------------	-------------------------	---

2. If your company uses any courses from suppliers, (e.g. about equipment operation, software, materials handling), please specify the Name or Topic of the Course, and the Name of your Supplier e.g. Introduction to WIS, from Warehouse Inventory Systems Inc

02/11/2007	1279453	APICS CPIM courses from a local consultant
02/12/2007	1280867	Forklift Training Supplied by THSAO (Transportation Health and Safety Association of Ontario)
01/31/2007	1255504	CITT - Canadian Institute for Transportation Technology
02/12/2007	1280867	WHMIS & TDG Supplied by THSAO

3. As far as you know, do employees in your company take courses toward any of these accreditations? (Select all that apply)

Frequency Analysis				20%	40%	60%	80%	100%
	Answer	Count	Percent					
	PLog	<u>5</u>	14%					
	CITT	7	20%					
	PMAC	<u>7</u>	20%					
	APICS	<u>7</u>	20%					
	CAMH	<u>0</u>	0%					
	CIFF	<u>1</u>	3%					
	CPP	<u>3</u>	9%					
	CCS	<u>3</u>	9%					
	PFF	<u>1</u>	3%					
	Other accreditation	<u>1</u>	3%		CPCP- Canadian Pallet Council; CITP-Forum for International Trade Training			
	Total	35	100%					

4. How relevant or useful are these accreditations for employees in your company?

01/26/2007	1244387	Very relevant. It gives employees an appreciation of the big picture and how their role impacts other areas of the business.
01/26/2007	1244660	Excellent
01/31/2007	1255569	APICS is relevant. CITT used occasionally P.Log not used
01/31/2007	1255504	Somewhat useful depending on function
02/02/2007	1259621	Very much so

02/02/2007	1259884	These accreditations are very important to our company. We truly believe that training & education of employees is crucial for selection, retention and development of top talented employees in order for our business to grow.
02/05/2007	1264730	Both very relevant and useful. PMAC is pursued by our buyers. APICS certification gives our IT staff a better understanding of the manufacturing and ERP environment.
02/05/2007	1265476	PMAC - very relevant
02/06/2007	1268453	These courses offer a good foundation and review of theory and practice for the employee's area of expertise.
02/11/2007	1279453	Very relevant to ensure baseline knowledge is similar with most employees.
02/12/2007	1280867	For some associates it would be advantageous to obtain some form of standardised accreditation
02/06/2007	1267424	Moyenne

5. As far as you know, which local colleges or universities offer courses on any of these topics?

Supply Chain Management/ Logistics

01/26/2007	1244387	Humber College, Wilfrid Laurier University, York University, Seneca College, Centennial College
01/26/2007	1244660	yes
01/31/2007	1255569	Schulich (York) ,UBC, Laurier,
01/31/2007	1255504	WLU; George Brown; York
02/02/2007	1259621	York Sheridan Centennial
02/02/2007	1259884	York (Schulich); Wilfrid Laurier; Queen's; Laval University; University of British Columbia; Northwestern University; George Brown College; Humber College
02/05/2007	1264730	None
02/05/2007	1265476	Humber, George Brown, Seneca, NAIT
02/06/2007	1268453	Laurier, Queens, York, Ryerson, Humber,
02/11/2007	1279453	Wilfrid Laurier University, Sheridan College, Humber College
02/12/2007	1280867	U of Laval

Lean Distribution -- None

Warehousing

01/26/2007	1244387	Humber College
01/31/2007	1255504	WLU; George Brown; York

Material handling/management

02/12/2007	1280867	Centennial College
------------	-------------------------	--------------------

Parts handling -- None

Shipping and Receiving -- None

Inventory control/management

01/26/2007	1244660	yes
------------	-------------------------	-----

Operations control

01/26/2007	1244387	Wilfrid Laurier University
01/31/2007	1255504	WLU; George Brown; York
02/06/2007	1268453	Queens
02/11/2007	1279453	Wilfrid Laurier University, Sheridan College, Humber College

Purchasing/wholesale buying

01/26/2007	1244387	Wilfrid Laurier University
02/11/2007	1279453	Wilfrid Laurier University, Sheridan College, Humber College
02/11/2007	1279638	
02/12/2007	1280867	Centennial College

Transportation Management

01/26/2007	1244387	Humber College, Centennial College
01/26/2007	1244660	yes

Scheduling/traffic management

01/26/2007	1244387	Humber College, Centennial College
02/11/2007	1279453	Wilfrid Laurier University, Sheridan College, Humber College

Sales/Marketing

01/26/2007	1244387	Wilfrid Laurier University, York University, Humber College
01/26/2007	1244660	yes
01/31/2007	1255504	York; George Brown
02/06/2007	1268453	all

Information systems (logistics)

01/26/2007	1244660	yes
02/06/2007	1268453	all

6. How relevant or useful are these college/university courses for employees in your company?

01/26/2007	1244387	Relevant to give employees a background on the given area to accelerate the learning curve at work.
01/31/2007	1255569	These are useful
01/31/2007	1255504	Somewhat useful depending on function
02/02/2007	1259621	Very
02/02/2007	1259884	Very relevant. All Canadian universities and colleges offer outstanding Supply Chain business expertise through it's graduates. More importantly they have a proven track record for listening to industry need's and then offer the right training solutions

7. What type of work do you do? (Choose one)

Frequency Analysis									
Answer	Count	Percent	20%	40%	60%	80%	100%		
Executive/senior management	8	53%							
Human Resources	0	0%							
Shipping/Warehousing	0	0%							
Purchasing/Inventory Management	2	13%							
Transportation/Scheduling	1	7%							
Sales/Marketing	0	0%							
Information Technology/Communication	1	7%							
Other	3	20%							
			SCM Process management and design						
			Business Analysis; Quality Management						
			Mid level Management						
Total	15	100%							

8. What is the approximate size of your company? (*Number of employees in Canada*)

Frequency Analysis							
Answer	Count	Percent	20%	40%	60%	80%	100%
Less than 20 employees	0	0%					
20-99 employees	2	13%					
100-499 employees	5	33%					
500-999 employees	3	20%					
1000+ employees	5	33%					
Total	15	100%					