

## Background

A significant number of participants in the supply chain sector study consultation process that was completed in 2005 indicated that there would be a direct benefit to the sector in developing a nation-wide human resources strategy supported by a comprehensive labour market information system or program.

Further, in relation to the many tools, such as labour market information and market data of various kinds, that are already available to the sector, the study determined that mechanisms to fill the existing gaps must be developed and then promoted to firms to raise their awareness of the tools' availability. Training or coaching in how to efficiently access and apply these tools is also needed.

The supply chain sector requires human resources with a wide variety of skills, abilities and qualifications. However, major human resources challenges in the sector include a limited pool of skilled employees and the need to develop skill sets to cope with emerging technologies and a global marketplace. In addition, the sector must overcome a general lack of awareness and understanding of the supply chain sector and its occupations. In order for the sector to attract, develop and retain the talent it requires, it must compete for attention in an environment where other sectors and industries have already initiated, or are about to initiate awareness and recruitment campaigns to address their talent shortages.

Attraction and retention of talent, particularly knowledge workers, are vital to the sector's ability to focus on improvements to the Canadian supply chain. This is of paramount importance, as supply chain performance directly impacts the costs and effectiveness of Canadian industry and, therefore, Canadian competitiveness on a national and global scale.

There are many organizations and agencies, at both the national and regional levels, that deal with human resources planning and development issues, such as training, education and certification, as well as business issues, including financing, governance and other regulatory areas. However, there is no national organization other than the CSCSC that is positioned to address the broad range of these challenges for the supply chain sector in a pan-Canadian, coordinated way. Through this project, the CSCSC has taken the first concrete steps towards the development of a substantial human resources strategy, supported by a solidly based labour market information system. This project has provided the CSCSC with the essential tools through which it can effectively proceed to develop the necessary LMI mechanism to help the supply chain sector deal with its principal human resources issues.

## Project Overview

The purpose of this project was to undertake a consultation process designed to determine how the supply chain sector should structure a labour market information system. As outlined in the sector study, there is a need for the ongoing collection and monitoring of labour market information for the supply chain sector, in order to identify and understand changes, impacts and sector trends. This information may be employed to establish priorities for such items as the recognition of foreign credentials, development of essential skills, the creation of occupational standards and career-awareness activities.

This initiative was essential to effectively address the human resources recruitment, retention and development challenges facing the sector.

This project was led by a working group of CSCSC's Research Committee. Members of the working group were:

<b>Chair</b>	David McCormick, Pivotal Action Force, Mississauga, Ont.
<b>Members</b>	Joyce Deutsch, York South Simcoe Training & Adjustment Board, Newmarket, Ont.
	Kerry Finucan, Finucan-Peterson Consultants, Christopher Lake, Sask.
	Darren Gorman, Transport Canada, Ottawa, Ont.
	Jim Hudson, Kohl & Frisch Limited, Toronto, Ont.
	Jim Kaufman, APICS Ontario – Grand Valley Chapter, Kitchener, Ont.
	Cathy Lane, Nova Scotia Education, Halifax, N.S.
	Kris Ramkissoon

Project Manager was Dale Ross (former Vice President, Commercial/Logistics, Effem Inc.), and the research consultant was SPR Associates Inc., of Toronto.