Supply Chain Relationships and Leadership

- **Location:** Knoxville, Tennessee
- **Duration:** 2½ Days
- **Tuition:** $3,150 ($3,050 for CSCMP members; $2,677 for UT Supply Chain Forum members) includes meals and lodging.
- **Program fees are subject to change. Please visit [http://ExecEd.utk.edu/SCRelationships](http://ExecEd.utk.edu/SCRelationships) for the latest information.
- **Class size is limited.**

**Participant Profile**
Supply chain management issues are permeating every business in the modern world. As such, The University of Tennessee is offering a series of programs aimed at executives and managers who have experience in the traditional business functions (finance, production, marketing, sales, accounting, engineering, logistics), but want to add to their knowledge of how these functions work together within the company and across companies in the supply chain. Experienced managers and executives (even within logistics) should consider adding this expertise in supply chain management to their personal and professional education.

**Program Overview**
This course focuses on the human side of supply chain management, addressing both the internal and external relationships that allow a supply chain to function, and also the need to locate and develop talent and leadership within the organization in order for supply chain goals to be achieved. Key elements of the course include the “vested” perspective on supply chain strategic relationships, managing cultural mismatches and conflict between businesses and functional units within them, internal and external relationship and process integration, and supply chain human resource architecture. Participants will experience these issues within the framework of The New Supply Chain Agenda, a recent guide for supply chain excellence. The course concludes with sessions on supply chain leadership and change management, so that practicing managers can begin to apply the course content on their first day back to work.

**Key Objectives**
- Understand why the most effectively engineered supply chains can fail due to “people issues” and how companies can eliminate these before they occur
- Hear about best practices in supply chain personnel management, including recruiting, training, and retaining the best supply chain talent
- Experience real-world examples of excellent and poor internal and external relationship management
- Learn how to create a world-class supply chain culture, and manage conflict between your organization and its key partners, by harnessing the power of social networks
- Understand the value of internal and external integration, how to achieve it, and what it can mean for your business
- Identify and apply best practices for leading change to important supply chain initiatives, and thereby improve performance

**Certification**
This course is an optional program in the sequence for the Integrated Supply Chain Management Certification Program or may be taken as a standalone course. For those seeking Integrated Supply Chain Management Certification, there will be a knowledge assessment (test or assignment after completion of the course and participants return to work).
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Distinguishing Features

- Chad W. Autry is program leader for this program. Dr. Autry is director of the UT Supply Chain Forum – North America.
- J. Paul Dittmann is co-director of the program. Dr. Dittmann is the Executive Director of the UT Global Supply Chain Institute.
- Dr. Dittmann is co-author of the books: *Supply Chain Transformation* and *The New Supply Chain Agenda*, which is the basis for some material used in this course.
- The University of Tennessee’s programs in Logistics and Supply Chain Management have consistently been ranked among the best education programs in the field.
- Co-sponsored with CSCMP, IAOP Academic Alliance Partner.
- This course also counts towards the UT Executive Development Certificate, CSCMP’s SCPro1™ certification maintenance (18 CEUs), and APICS recertification.
- UT Center for Executive Education is CSCMP’s Approved Continuing Education Provider (ACEP)! SCPro1™ designees can attend UT’s CSCMP co-sponsored supply chain courses to earn CEUs good towards certification maintenance.
- Teaching methods include lecture, case studies, and analyses as appropriate.
- The program, like most Center for Executive Education open enrollment programs, is available as a customized, in-house program for organizations.

Faculty

- **Dr. Chad Autry** is Taylor Professor of Supply Chain Management in the College of Business Administration at the University of Tennessee at Knoxville. Prior to arriving at UT, he served as Associate Professor of Supply Chain Management, College Accreditation Coordinator, and Chair of the Department of Management and Marketing at Oklahoma City University. Dr. Autry’s business background includes several years experience in retail and restaurant operations management. He also served as an information technology consultant prior to his move to academics. Dr. Autry is co-author of the books: *Global Macrotrends and Their Impact on Supply Chain Management* and *The Encyclopedia of Operations Management*. He has worked with and for numerous professional and civic organizations related to supply chain process improvement, including American Airlines, IBM, Goodwill Industries, the American Red Cross, the U.S. Air Force, and the U.S. Marine Corps. Dr. Autry holds a Ph.D. in Business Administration with focus in Supply Chain Management from the University of Oklahoma, an M.B.A. with focus on International Business from Oklahoma City University, and a B.B.A in Marketing from the University of Oklahoma.
- **Dr. Paul Dittmann** is the Executive Director for The University of Tennessee Global Supply Chain Institute. He comes to U.T. after a thirty-year career in industry. His Fortune 150 positions have included V.P. Logistics for North America, V.P. Global Logistics Systems, and, most recently, V.P., Supply Chain Strategy, Projects and Systems for the Whirlpool Corporation. He has taught seminars in global project management, change management, lean manufacturing, global business and and and supply chain excellence. Dr. Dittmann is co-author of the books: *Supply Chain Transformation* and *The New Supply Chain Agenda*, which is the basis for some material used in this course.

Facilities

Classes are held in the Center for Executive Education executive classrooms at UT’s Haslam Business Administration Building. These facilities are designed to promote group interaction in an environment conducive to applied discussion, feedback, and the development of relational networks that frequently continue well beyond the on-campus experience.

Accommodations are single-occupancy rooms at the nearby Knoxville Hilton Hotel. Transportation from the hotel to the Center and to dining is provided.

Related Courses

- Integrated Supply Chain Management Program
- Global Supply Chain Executive Development Program
- Demand Management in the Supply Chain
- Global Supply Chain Foundations
- Supply Chain Performance and Financial Principles
- Vested Outsourcing
- Collaborative Contracting
- Strategic Sourcing
- PBL: A Proven Product Support Strategy
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**Contact**
For more information on the *Supply Chain Relationships and Leadership* course, please contact:

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**Website**
For current information about the Center for Executive Education and its offerings, visit our web site at [http://ExecEd.utk.edu](http://ExecEd.utk.edu).

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**COURSE SCHEDULE**

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