Purchasing & Supply Chain Management

GENERAL KNOWLEDGE AND SKILLS

Communication (Oral and written)

Team work/collaboration

Organization

Time, project, logistic management

Active listening

Technology/Electronic tools & applications

- Spreadsheets
- Email etiquette
- Software & remote access technology such as
- teleconferencing
- SAP/Oracle

Data analysis/Data management

Multi-tasking, planning, facilitation

Creativity

Management, negotiation & presentation skills

Resourceful, responsible, ethical behavior

Priority assessment

Diversity awareness/management & cultural competency

Legal knowledge

Multi-lingual skills

Intrapreneurial/Entrepreneurial mind-set

Customer service/Customer focus

Conflict/Change/Risk management

Business etiquette

Structured approach

Dealing with ambiguity

Financial budgeting

FUTURE TRENDS AND CONCERNS

"SME" Subject Matter Experts "Industry Driven"

Leveraging technology

Less of tactical profession, now-information strategic support

Recognition of cost containment, avoidance & savings

"Lean" Supply Chain & business process

Vendor managed inventory

Buying more business solutions vs products & services

Outsource some traditional/strategic "work"

Strategic critical thinkers SME/Global

Global diversity

Project & program based procurement

Soft skills -Communication -Collaboration

International new regulatory compliance knowledge

Customer Experience/customer intimacy

Sustainability, buying "green"

Technological savvy

Ability to administer constructive critique

Social media knowledge and uses

Cloud computing

Hacking

Protecting customer/employee & corporate data

Encryption protocols

Near sourcing

Supply chain engineering

WORKER BEHAVIORS

Motivation

Flexibility

Assertiveness Resilience

Patience - Emotional intelligence

Independence

Initiative/self starter

Common sense

Workplace safety Discretion

Administrative duties

Administ Integrity

Respectful of others

Follow-through

Urinalysis, criminal check, credit check

Ethical & reliable

Ability to set objectives/feedback

Inclusiveness

Forward looking - broader picture

Curiosity/Analytical mind set

Corporate citizenship

JOB TITLES AND WAGES

Supplier Manager 50 -80k

Sr Buyer 50-90k

Commodity Buyer 45-60k

Associate Buyer 35-50k

Purchasing Specialist 35-50k

Customer Service 35-55k

Sourcing/Sr Sourcing Manager 100-120k

Category Manager 60-80k

Planners 45-60k

Procurement & Supply Specialist 2-4 47-60k

Sr Procurement Manager 75-100k

Procurement Manager people 75-110k, groups 60-80k

Supply/Key Account Manager 50-150k

Contract Administrator 1-35-50k, 2-50-80k, 3-80-120

Contract Specialist 1-3 45-65k

Compliance Manager 50-60k



FACILITATORS

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Highline Community College

Shoreline Community College

Starbucks Coffee Company

Costco Warehouse

Shoreline Community College

Shoreline Community College

Shoreline Community College

Tony Costa

DACUM Research Chart for

PURCHASING & SUPPLY CHAIN MANAGEMENT

DEVELOPED BY AND FOR SHORELINE COMMUNITY COLLEGE 16101 GREENWOOD AVE N SHORELINE WA 98133

Feb 25, 2014

INTRODUCTION

The term DACUM is an acronym for Developing A

Curriculum. The DACUM process used is an innovative
and effective method of occupational analysis. It is also
very effective for conducting process and functional analysis.

DACUM is used extensively by educators and by trainers
when they are establishing a new education or training
program, or revising an existing one.

Shoreline Community College uses the DACUM process to establish a relevant, up-to-date and localized research base for curriculum and instructional development.

Shoreline Community College thanks the local experts on this panel that gave of their time and experience to help the college prepare for the challenges of the future.

PURCHASING AND SUPPLY CHAIN MANAGEMENT DACUM Research Chart

DUTIES

NEGOTIATION	A-1 Establish team	A-2 Develop negotiation strategies	A-3 Establish "deal breakers"	A-4 Identify what to "give' & to "get"	A-5 Establish points of concession	A-6 Confirm acceptable outcomes	A-7 Identify weaknesses	A-8 Include change of control language to support existing ops	A-9 Establish negotiation venue	A-10 Identify decision maker(s)	A-11 Prepare for negotiation (BATNA, ZOPA)	A-12 Create alternatives	A-13 Define who is the final approver					
PROCUREMENT TRANSACTION	B-1 Establish vendor file	B-2 Validate Invoice	B-3 Master data management	B-4 Comply with laws	B-5 Manage purchase order process	B-6 Expedite orders	B-7 Issue & manage RFP / RFI	B-8 Determine available source	B-9 Integrate ERP systems	B-10 Establish priority of requisition	B-11 Validate requisition	B-12 Manage approvals						
STRATEGIC SOURCING	C-1 Manage contract administration process	C-2 Manage contracts	C-3 Manage RFX process	C-4 Identify methodology	C-5 Establish availability	C-6 Identify potential suppliers	C-7 Determine business need	C-8 Establish / forecast requirements	C-9 Qualify supplier capabilities	C-10 Determine selection criteria	C-11 Conduct supplier reference calls	C-12 Develop contingency plans	C-13 Issue & manage RFP / RFI					
ANALYSIS/RESEARCH PROBLEM SOLVING	D-1 Manipulate data	D-2 Develop business case (IRR/NPV ROIC)	D-3 Identify external trends	D-4 Identify emerging needs	D-5 Conduct benchmarking	D-6 Conduct cost/price and financial analysis	D-7 Research Federal, State, Local laws / regulations	D-8 Develop potential solutions	D-9 Conduct market research	D-10 Perform root cause analysis	D-11 Verify product specifications	D-12 Establish optimal logistics	D-13 Design network	D-14 Identify potential suppliers	D-15 Comply / apply consumer economic indicators			
Z RISK MANAGEMENT	E-1 Identify impacts to company image	E-2 Manage contracts	E-3 Hedge commodities	E-4 Facilitate audits	E-5 Establish business continuity plans	E-6 Monitor risk developments (hot spots)	E-7 Establish points of failure	E-8 Establish insurance and/ or permitting needs	E-9 Monitor compliance	E-10 Perform financial risk analysis	E-11 Validate legal compliance	E-12 Set up compliance requirements	E-13 Determine supplier's financial health	E-14 Develop mitigation strategies	E-15 Manage corrective action process	E-16 Draft contractual risk mitigation language	E-17 Manage continuous improvement initiatives	
- RELATIONSHIP MANAGEMENT		F-2 Manage customers	F-3 Obtain executive sponsorship	F-4 Share what you know		F-6 Establish strategic partnerships	Reach out to	F-8 Build crossfunctional resource teams (internal)	F-9 Manage internal stakeholder relationships	F-10 Organize workshops / events	F-11 Establish service level agreement & key performance indicators		F-13 Create dashboards & share with all	F-14 Ask for feedback on processes	F-15 Provide reports to upper management	F-16 Collect stakeholder feedback		
SUPPLY CHAIN OPERATIONS	G-1 Leverage operations fundamentals (e.g. OEE, throughput, cycle time, etc.)	G-2 Allocate risks & obligations	G-3 Design supply chain	G-4 Monitor compliance	G-5 Maintain inventory	G-6 Establish lead times		G-8 Establish warehouse capabilities	G-9 Create success dashboards & share with all	G-10 Business continuity planning	G-11 Execute transportation	G-12 Establish emergency procedures	G-13 Troubleshoot	G-14 Manage exceptions	G-15 Create SLAs track results (turn around time & response time)	G-16 Document engagement process	G-17 Cross train staff	G-18 Implement investment recovery program
PROJECT / PROGRAM MANAGEMENT	H-1 Establish lead times	H-2 Design and manage the process	H-3 Identify critical path	H-4 Promote language of project management	H-5 Establish timeline, milestones & accountabilities	H-6 Manage scope or prevent scope creep	H-7 Manage changing priorities	H-8 Influence cross- functional stakeholders	H-9 Review all projects for conflict & impacts	H-10 Establish goals, objectives and budget	H-11 Partner with end-user / customer to achieve desired outcome	H-12 Establish roles & responsibilities						