

<b>LBS CE Business Solutions</b>
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**LBS 0024 Customer Service/Order Fulfillment (2-0) 2 crs.**

Provides an introduction and overview of customer service and order fulfillment as part of the overall end to end (E2E) supply chain of an organization. Topics include 1) the overarching supply chain and logistics infrastructure, strategy and terminology; 2) the design of the service value stream to meet customer and consumer needs; 3) the order management and fulfillment cycle and how it drives success and revenue growth; 4) the role of the customer service professional and the importance of planning, strategy, and performance measures; and 5) the increasing role of technology to enable a customer-centric approach.

**LBS 0025 Quickbooks Applications (1-2) 2 crs.**

Provides students with applications of Quickbooks. Students apply accounting principles and manage accounting records like those used in small business.

**LBS 0026 Safety Director Credential I (3-0) 3 crs.**

Introduces the responsibility of shippers, corporate entities, supervisors, material handlers and drivers to design and implement programs and policies that correct identified deficiencies to ensure safety compliance. Teaches how to administer drug and alcohol programs that meet federal requirements. Covers the development of programs to address issues of Comprehensive Safety Analysis (CSA).

**LBS 0027 Emergency Dispatcher 1 (2-2) 3 crs.**

Introduces students to the field of emergency services dispatching and provides an overview of its components and responsibilities. Provides the foundation for statewide competency as a public safety telecommunicator as outlined by the Illinois Law Enforcement Training and Standards Board (ILETSB).

**LBS 0029 Safety Director Credential II (3-0) 3 crs.**

Introduces issues of transportation as they relate to insurance, cargo security and securement, vehicle inspection and maintenance, and warehouse material handling and storage. Teaches concepts of liability issues and mitigation strategies; legal weights and dimensions, oversized/overweight routing and permits, and theft reduction. Examines proper vehicle inspection techniques and the identification of unsafe vehicle components and material handling equipment; proper storage including hazardous materials, food grade products, and overhead storage issues; and proper goods movement documentation.

**LBS 0030 Entrepreneurship Fundamentals (3-0) 3 crs.**

Examines the benefits/drawbacks of entrepreneurship, understands the process of concept to new venture, avoids common mistakes, focuses on strategic management, and understands forms of business ownership & franchising, pricing strategies, financing, location selection, and human capital management. Discovers personal leadership traits and assesses personal entrepreneurial mindset.

**LBS 0031 Introduction to Payroll Accounting (2-0) 2 crs.**

Explains the preparation of payroll records including tax returns for old age benefits and employment insurance.

**Prerequisite:** ACC 100, ACC 101, LBS 8010 or LBS 8011

**LBS 0033 Emergency Dispatcher II (2-2) 3 crs.**

Builds upon the foundation laid through EMG131 or LBS 8131 and provides students with specific knowledge required to professionally handle emergency as well as non-emergency calls for service in the public safety environment. Provides students with a basic understanding of the role, responsibility and equipment utilized by telecommunicators to accomplish their mission.

**Prerequisite:** EMG 131 or LBS 8131 with a grade of C or better.

**LBS 8005 Apprenticeship Train-The-Trainer (1-0) 1 cr.**

Provides attendees with comprehensive training to serve as coaches for Harper College students enrolled in the Advanced Manufacturing program. Includes setting expectations for both industry trainers and student apprentices.

**LBS 8010 Introduction to Accounting (3-0) 3 crs.**

Provides students with a foundation in fundamental accounting procedures using the accounting cycle for both service and merchandising businesses, including adjustments, preparation of financial statements and closing procedures. Includes reconciliation of bank statements, petty cash and examination of fraud and internal controls. Is intended for students planning to take only one semester of accounting or for those who need preparation before enrolling in ACC101 or LBS8011.

**LBS 8011 Financial Accounting Basics (4-0) 4 crs.**

Presents accounting as an information system that produces summary financial statements primarily for users external to a business. Emphasizes the reporting of the effect of transactions and other economic events on the financial condition and operating results of a business. Includes basic accounting concepts, financial statements, accrual and cash basis, the accounting cycle, monetary assets, inventories, fixed assets, current and long-term liabilities, and owner's equity. Assumes a corporate form of organization.

**LBS 8111 Business Organization (3-0) 3 crs.**

Introduces the nature of business and the environment in which it operates. Includes forms of business ownership, introduction to operative and facilitating facets of business operation, management, marketing, accounting, statistics, business law, finance, investments, insurance, and labor-management relations.