



Operations and Supply Chain Management Internship Program

Implementation Guide



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Internship Implementation Guide

The following steps offer an outline for creating, administering, and evaluating the quality of an internship program. The appendix provides sample documents for reference as needed.

1. Determine the needs of the organization

Researching the needs of your organization beforehand can save substantial time in making adjustments after you have already begun the internship program. Consider the following:

- What are your current needs?
- What kind of projects/work assignments do you foresee interns undertaking?
- What is the minimum experience required to complete projects/work assignments?
- What is the best time of year to hire student interns?
- How long should your internship last?
- Do you have the work-space available to support the desired amount of interns?

2. Familiarize yourself with the legalities surrounding student interns

Consider the following:

- U.S. Fair Labor Standards Act (FLSA)
- The EEOC
- CSULB Campus Regulations
- The U.S. Department of Labor
- NACE Internship Standards

3. Determine if you wish to offer academic credit for the internship

A key factor in developing an internship program is whether or not the employer would like to offer students an opportunity to earn college credits for completing an internship. This is a decision that must be agreed upon by the student and the employer, and ultimately approved by the university. Students are required to enroll in the CBA 493 Internship Course. Participation in a for-credit internship at CSULB College of Business Administration requires the completion of mid-term and/or end-of-term evaluations that provide student feedback, an organized program of work, a commitment to teaching the student about the employer's practices, policies, and procedures, and communication of any problems or conflicts with the student and/or the CSULB College of Business Administration assigned sponsor.

Please note that the academic departments determine what is required of all for-credit internships in consultation with the SCPD office.

4. Develop a compensation plan

These online resources will be useful when determining an appropriate salary or salary range.

- NACE Salary Calculator: <http://www.jobsearchintelligence.com/NACE/salary-calculator-intro/>
- Salary.com Salary Wizard: <http://www.salary.com/category/salary/>
- National Compensation Survey: <http://www.bls.gov/ncs/ocs/compub.htm/>
- Payscale.com: <http://www.payscale.com/>
- Indeed.com: <http://www.indeed.com/>

5. Create a position description

Employers are expected to provide work experiences that are both challenging and educational. Creating a position description will ensure that all parties involved have a clear understanding of the expectations of the intern. This following list provides general information of what a description should contain (see attachment A for a sample):

- A proper title
- A description of the organization and work environment
- A clear description of the position, general responsibilities, and learning objectives
- The necessary knowledge, skills, and abilities needed to be successful in the position
- The minimum education and experience requirements

6. Create a successful internship program

Success factors to maximize the potential of the internship program include the following:

- Determine day-to-day and week-to-week projects, work assignments, tasks, and responsibilities related to the intern's area of study prior to bringing your interns on board
- Provide an orientation to the company and its culture
- Assign a supervisor or mentor
- Provide sufficient and appropriate training
- Develop a training plan that contains weekly appointments such as feedback sessions, documented projects, professional development and training opportunities
- Provide opportunities for interns to get involved with company activities

7. Fill the position

Once parameters for the internship have been identified and agreed upon, submit your position description and contact information to the OSCM Internship Coordinator. You may also post the available position(s) on our university website, BEACHLINK.

When you begin receiving candidates, it is important to identify your expectations as it relates to the minimum qualifications you are seeking (see step 5), and choose the most appropriate candidates. Once you have selected the appropriate candidates, you are now ready to schedule the first round of interviews. If applicable, you may then schedule second interviews with those students that you are interested in. An internship offer can be extended to the finalists.

8. Execute the internship

Employers are encouraged to include these activities during the onboarding process:

- Review behavior/performance expectations
- Review learning objectives
- Discuss projected assignments
- Discuss training schedule (i.e., orientation, professional development sessions, etc.)
- Schedule times for supervision sessions
- Provide opportunity for interns to discuss their expectations

Each internship is an opportunity for the employer to collect feedback and improve the internship process internally. Employers can document the performance of their interns, assess their

contributions, and reflect upon the projects assigned to students, or the training received. Records must be kept and results recorded. CBA's Internship Director and Internship Coordinator will be resources and can provide advice as the internship program is implemented.

9. Conclude the internship

At the conclusion of the internship a supervisor evaluation should be made to determine the extent to which the objectives were attained. Some ideas for the final days of the internship are:

- Provide opportunities for the interns to do presentations to recap their internship experience.
- Discuss future employment options with the student (if applicable).
- Hold focus group sessions and/or exit interviews with interns to discuss the experience.
- Survey supervisors and interns to see if the experience was successful. Possible questions include:
 - What went well?
 - What could be improved?
 - Did the intern/supervisor feel the workload was manageable?
 - Were all the learning objectives met?
 - What was the interns overall impression of the employer and industry?
 - What was the supervisors overall impression of the internship experience?
- Host a going away party for the interns or take the interns to lunch/dinner
- Provide a letter of recommendation or certificate of completion

10. Follow up with the OSCM faculty

Email all feedback, both positive and negative, to the OSCM Internship Coordinator. We are committed to improving the internship program and value employer feedback. We are also available to assist you with any and all stages of your internship program and aim to support you in making the most of your experience with CSULB College of Business Administration.

Please feel free to contact our office if you have any questions or would like to schedule a meeting with our office.

Appendices

A – Sample intern position description

Position Title: Logistics Intern	Start Date: January 20, 20XX
Organization: XYZ Company	End Date: May 31, 20XX
Department: Logistics	Work Schedule: Mon – Fri (flexible shifts)
Number of Openings: 2	Hours per Week: 15-20

Company Profile: XYZ, established in 1996, is one of the leading diesel engine parts manufacturers in the United States. With 40,000 employees nationwide, XYZ has experienced significant growth in the industry and is known for its commitment to innovation.

Position Description

The Logistics Intern is responsible for coordinating aspects of supply chain projects and initiatives to promote a best in class supply chain department. Specific responsibilities include assisting with key projects focused on driving out cost of goods while maintaining product quality and on-time delivery, coordinating the movement of materials between facilities (logistics, scheduling and transportation), and researching proper legal, regulatory, and tax compliance during transportation. This position will work cross functionally and will assist with several projects simultaneously.

Outcomes:

By the end of the internship, the intern will learn how to:

- Provide recommendations and input to Supply Chain team for planning and the development of policies, programs and objectives
- Conduct research to develop and implement optimal inventory level tool by analyzing sales demand with the issuance of purchase orders and ensuring the MRP system reflects that accurate delivery commitments.
- Provide input to establish improvement initiatives focused on the reduction or elimination of waste to reduce cost in all areas of the supply base and logistics departments.

Qualifications:

- Strong verbal and written communication skills.
- Demonstrated planning, strategic thinking and analytical skills
- Upper-class undergraduate status majoring in OSCM, business or related field.
- Ability to work with others in a collaborative environment
- Ability to analyze and solve problems
- Minimum GPA of 3.0 preferred

Application Instructions:

Please send resume and cover letter to: jane.doe@xyz.com.

B - Sample paid internship offer letter

[Date]

[Name]

[Address]

[City, State, Zip Code]

Re: Internship Offer

Dear _____:

I am pleased to offer you the internship position of _____ within the _____ department at _____. You will be paid \$_____ per hour, minus all applicable taxes and withholdings, payable every _____. As we discussed, you will be scheduled to intern _____ hours/week. If you accept this offer, you will report to _____, and your internship will begin on _____ and will end on approximately _____.

This internship is considered temporary and either party may discontinue the internship relationship at any time for any reason not prohibited by law. Furthermore, there is no guarantee of continuous employment and the terms and/or conditions of employment may be modified at any time.

As an intern, you will not receive any of the employee benefits that regular company employees are entitled to, including, but not limited to, health insurance, vacation or sick pay, paid holidays, or participation in the company's _____ retirement plan.

During your internship, you may come across confidential business information. By accepting this internship employment offer, you acknowledge that you must adhere to the company's confidentiality policy. In addition, upon conclusion of your internship, you must return all company-owned property, equipment, and documents, including electronic mail or other information.

On your first day, please be prepared to provide documentation that establishes your employment eligibility to work in the U.S. (in accordance with the Immigration Reform and Control Act of 1986). You will be provided with a list of acceptable documents. Additionally, please make available your I-94, visa and appropriate immigration support documents based on visa class, if you are a foreign national.

If you have any questions about the terms of our offer outlined above, please contact me at _____. We are very excited about the prospect of you joining our team and staff at _____! To assist you in learning more about the company, please visit our web site www._____.com.

Sincerely,

[Name]

[Title]

My signature below indicates my acceptance of the offer as outlined above.

Printed Name

Signature

Date

Please return a signed copy no later than _____, 20XX to:

[Name]

[Street Address or P.O. Box]

[Mail Code]

[City, State Zip]

[INSERT DATE NO LATER THAN 10 DAYS FROM THE DATE OF THIS LETTER].

C – Sample internship orientation form

Name:				Start date:			
Position:				Supervisor/Mentor:			
FIRST DAY							
Provide intern with New Intern Handbook. Assign "buddy" employee(s) to answer general questions.							
POLICIES							
Review key policies.		Anti-harassment Intern absence Social media/cell phone use Holidays Time and leave reporting Overtime Performance reviews Dress code		Personal conduct standards Progressive disciplinary actions Security Confidentiality Safety Emergency procedures Visitors E-mail and Internet use			
ADMINISTRATIVE PROCEDURES							
Review general administrative procedures.		Office/desk/work station Keys Mail (incoming and outgoing) Shipping (FedEx, DHL, and UPS) Business cards Purchase requests		Telephones Building access cards Conference rooms Picture ID badges Expense reports Office supplies			
INTRODUCTIONS AND TOURS							
Give introductions to department staff and key personnel during tour.							
Tour of facility, including:		Restrooms Mail rooms Copy centers Fax machines		Bulletin board Parking Printers Office supplies		Kitchen Coffee/vending machines Cafeteria Emergency exits and supplies	
POSITION INFORMATION							
Introductions to team. Review learning objectives, initial job assignments and training plans. Review position description and performance expectations and standards. Review position schedule and hours. Review payroll timing, time cards (if applicable), and policies and procedures.							
Technology							
Specialty/Company hardware and software reviews, including:		E-mail Intranet		Microsoft Office System Data on shared drives		Databases Internet	

D – Sample intern work plan template

[illegible]

E – Sample intern performance evaluation

Name of Intern:

Department/Division:

Company:

Supervisor Name/Title:

Please rate the intern based on their performance in the following categories.

Category	Outstanding	Exceeds	Meets	Below	Needs
Communication Effectively translates ideas, both verbally and in writing; practices attentive and active listening; speaks clearly and directly.					
Team Work Team player; works cooperatively with others in the department; applies teamwork skills to a variety of situations; builds consensus.					
Work Habits Manages times effectively; accepts responsibility; adapts to changing priorities.					
Problem Solving Identifies challenges; develops creative solutions; develops practical solutions.					
Initiative Adapts to new situations; asks appropriate questions; works well independently.					
Time Management Uses time effectively; arrives to work on time; adheres to deadlines.					
Professional Development Seeks feedback and acts on it; values input and experience of others; asks for help when needed; takes advantage of available training opportunities.					
Personal Attributes Demonstrates commitment, integrity, and honesty; is reliable.					

Review Date: _____

Additional Comments:

Intern Comments:

Supervisor Signature

Intern Signature

F – Sample intern feedback form

Name of Intern: _____

Department/Division: _____

Company: _____

Supervisor/Mentor Name: _____

Beginning of Internship: _____ End of Internship: _____

Instructions: Read each statement below and circle the number that most accurately reflects your internship experience.

	Statement	Strongly Disagree				Strongly Agree
1	My internship objectives were clear	1	2	3	4	5
2	My supervisor was helpful and provided task feedback	1	2	3	4	5
3	My schedule fit well with my academic commitments	1	2	3	4	5
4	I learned new skills from this internship experience	1	2	3	4	5
5	I understand the relationship between my internship tasks and the company mission/strategy	1	2	3	4	5

If you had a choice, would you repeat this internship again? Yes ☐ No ☐

Why or why not?

Overall, how would you rate this internship?

☐ Poor ☐ Adequate ☐ Good ☐ Excellent

Additional Comments:

Intern Signature

Date