

Introduction to Supply Chain Management

Syllabus for SCM 3005

CRN 13491

Lutgert College of Business

Florida Gulf Coast University

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Class Times & Room: Monday 5:30 pm to 8:15 pm, 1204 Lutgert

Office: Lutgert 3332

Office Hours: By Appointment

Course Description:

This introductory course is intended to introduce students to supply chain management including its history, purpose, general principles, career opportunities, and its interrelationships with other functional areas of businesses. It is also intended to introduce standard terms and concepts for communications with supply chain personnel. Understanding the role of supply chain management and its impact on the competitiveness of the firm is an important part of any manager's training.

Supply Chain Management (SCM) is an integrated approach to planning, implementing and controlling the flow of information, materials and services from raw material and component suppliers through the manufacturing of the finished product for ultimate distribution to the end customer. It includes the systematic integration of processes for demand planning, customer relationship collaboration, order fulfillment/delivery, product/service launch, manufacturing/operations planning and control, supplier relationship collaboration, life cycle support, and reverse logistics and their associated risks. These processes, which employ a combination of people, systems and technology, can be performed by the firm itself or in collaboration with external supply chain partners.

Supply chain management is strategic in orientation and recognizes that the competitive strength of a firm is not only determined by its products but also by the operations and activities that place the products into customers' hands and provide supporting services. Efficient and effective supply chain management enhances firm performance and adds value by increasing asset utilization to gain competitive market advantage. The responsiveness and efficiency of a company's supply chain arising from its design and management is integral to the firm's ability to successfully compete in the global marketplace.

Prerequisites: STA 2023

Objectives and Learning Outcomes of the Course

Upon successful completion of this course, students should have a comprehensive understanding of how business functions can interact through the supply chain to impact overall firm performance. Specifically, students should be able to:

1. Define Supply Chain Management (SCM), describe SCM objectives and understand basic supply chain components, terminology, and techniques.
2. Understand how supply chains influence competitiveness, ethics, and sustainability.
3. Explain the role of purchasing; operations; and logistics play in the integrated supply chain.
4. Use critical thinking skills in SCM, in structuring and analyzing practical problems.
5. Use effective written and verbal communicators.

Course Materials Required:

The Goal: A Process of Ongoing Improvement, Goldratt and Cox

Principles of Supply Management: A Balanced Approach, Wisner, Tan and Leong, 5th Edition, Cengage.

Registration

From Canvas - open MindTap now link, following the steps to register.

Payment

After registering for your course, you will need to pay for access using one of the options below:

Online: You can pay online using a credit or debit card, or PayPal.

Bookstore: You may be able to purchase access to MindTap at your bookstore. Check with the bookstore to find out what they offer for your course.

Course Content

Framework of the Course is the Supply Chain Operations Reference Model (SCOR)

The SCOR model defines supply chain and operations management as integrated processes including Plan, Source, Make, Deliver, Return and Enable. These processes link supply chain, to supply chain, in the value-added process delivering customer satisfaction, see Figure below. The SCOR framework is widely adopted throughout the world and is utilized to establish Key Performance Indicators for processes and provide benchmarking capabilities.

The course topics will be delivered according to the Plan, Source, Make, Deliver & Return, and Enable framework (Noted in the Course Schedule). This course is focused on the breadth of the field of SCM.

Week	Topics	Content Coverage	Requirements
1 (1/6/20)	Introduction to SCM	What is SCM? Origins of Supply Chain Foundations of Supply Chain Current Trends in SCM	In Canvas: Do Attendance Assignment by January 12th; Chapter 1, MindTap Homework Chapter 1—due 1/12/20
2 (1/13/20)	Purchasing Management – Part I	Role of Supply Management The Purchasing Function Sourcing Decisions: Make or Buy	Chapter 2 (pages 37-57), MindTap Homework: Excel Activity #1 & #2 – Due 1/19/20
3 (1/20/20)	No Class – MLK Day		
4 (1/27/20)	Purchasing Management – Part II	Total cost of Ownership Roles of the Supply Base Supplier Selection Global Sourcing	Chapter 2 (pages 57-80), MindTap Homework Chapter 2; Excel Activity #3 —due 2/2/20
5 (2/3/20)	Supplier Relationships	Negotiation Developing Supplier Relationship Supplier Evaluation and Certification Supplier Development Supplier Recognition	Chapter 3, MindTap Homework Chapter 3—due 2/9/20 Read <u>The Goal</u> (Ch. 1-7)
6 (2/10/20)	Ethical and Sustainable Sourcing	Sustainable Sourcing	Chapter 4, MindTap Homework Chapter 4—due 2/16/20 Read <u>The Goal</u> (Ch. 8-13)

7 (2/17/20)	Demand Forecasting	Demand Forecasting Techniques Forecast Accuracy CPFR	Chapter 5, MindTap Homework Chapter 5—due 2/23/20 Read <u>The Goal</u> (14-18)
8 (2/24/20)	Inventory Management	Concepts and Tools Classifications of Inventory Purpose of Inventory and Safety Stock Inventory Valuation Inventory Models	Chapter 7, MindTap Homework Chapter 7—due 3/1/20 Read <u>The Goal</u> (Ch 19-24)
9 (3/2/20)	No Class – Spring Break		
10 (3/9/20)	Process Management – Part I	Lean Production Elements of Lean Lean and the Environment	Chapter 8. Mindtap Homework Chapter 8—due 3/15/20 Read <u>The Goal</u> (Ch 25-30)
11 (3/16/20)	Process Management – Part II	Six Sigma Six Sigma vs. Lean Tools of Six Sigma	Chapter 8. Mindtap Homework Chapter 8—due 3/22/20 Read <u>The Goal</u> (Ch 31-36)
12 (3/23/20)	Resource Planning	Operations Planning Aggregate Production Plan Master Production Schedule Bill of Materials MRP Capacity Planning	Chapter 6. MindTap Homework Chapter 6—due 3/29/20 Read <u>The Goal</u> (Ch 37-end)

13 (3/30/20)	Transportation and Logistics	Transportation & Logistics Strategy Warehouse Management Environment & Sustainability Logistics	Chapter 9 (except 345-349), MindTap Homework Chapter 9 – due 4/5/20
14 (4/6/20)	Global Location Decisions	Global Location Strategies Critical Locations Factors Facility Location Techniques Sustainable Development and Locations	Chapter 11, MindTap Homework Chapter 11—due 4/12/20
15 (4/13/19)	Supply Chain Process Integration	Integration Model Obstacles to Process Integration Risk and Security	Chapter 13, MindTap Homework Chapter 13—due 4/19/20
16 (4/20/20)	Review	Course Review	
17	Final Exam		

Quizzes and Final Exam

The quizzes and final exam are closed book, closed notes. Please bring a non-cell phone calculator.

- Quizzes and the Final Exam consist of some combination of conceptual questions, quantitative models, and problem solving. The material could be based on anything covered in the lecture, text, class and case discussions, assigned homework, other assigned readings, videos, or guest presentations. **A key to doing well on the exams is taking good class notes and doing the homework in advance of taking the quiz and Final Exam.**
- All electronic devices of any kind must be turned off during the exam.
- A Scantron sheet is used to record your answers for exams/quizzes your answer on the Scantron sheet is the only valid answer (answers on the test itself will not be considered so check your Scantron answers several times). **You must bring your own Scantron to**

exams.

- You must use your own calculator – No sharing of calculators.
- You are responsible on the exams for all questions and problems we work and discuss in class so take good class notes.
- NO make-up, late or early exams are given. On the very rare occasion that there is an emergency situation the day of the exam, AND IF you are excused from the exam by your professor, a comprehensive make-up exam is given at the end of the semester covering all course materials. Business-related absences are not excused. Students should make advance arrangements to avoid time conflicts.

Grading and Course Performance

Verification of Attendance (0%): Complete survey on Canvas by January 13, 2019.

Exams (45%): Exams in weeks 4, 8, 12 and 15. The lowest grade will be dropped.

Cumulative Final Exam (15%)

Mind Tap Homework Assignments (25%): The homework for each week will be due on the Sunday following the lecture at 11:59 pm. Homework is an individual assignment. Students need to check the deadlines for each assignment. The lowest grade will be dropped.

Supply Chain Presentation (15%): This is a team assignment consisting of three or four people. Each team will give an in-class presentation. Specific presentation requirements will be distributed in class.

Final Grade	Percentage Range
A	>/= 92%
A-	90% to 91.9%
B+	88% to 89.9%
B	82% to 87.9%
B-	80% to 81.9%
C+	78% to 79.9%
C	70% to 77.9%
D	60% to 69.9%
F	Below 60%

Academic Misconduct

Any material submitted for course credit must be your own work if it is an individual-based

assignment or the work of your team if it is a group-based assignment. Students are not permitted to discuss, read, etc. the work, thoughts, and ideas regarding the case or exams with other students (or another team for case work). If outside references are used, they must be properly referenced. Also, with the case work, it is recommended that you take action to protect your work, such as collecting your materials from the lab printers and disposing of rough drafts at home. Case write-ups that are similar to current or past case write-ups or similar to on-line materials may initiate serious disciplinary action, so please do your own work as an individual or, when required, as a team. Suspected cases of academic misconduct will be reported to the appropriate university departments. Typical penalties include an F in the course, disciplinary probation and/or possible dismissal from the university. *Academic misconduct is a serious threat to the integrity and value of your degree and all that we do. Employers expect you to know the body of knowledge that is documented in your academic transcripts.* The FGCU Student Code of Conduct documents (pp. 11, 18-24) the policies related to academic misconduct and honesty so please read these materials. The FGCU Student Guidebook is available online at: <http://studentservices.fgcu.edu/judicialaffairs/new.html>

Academic Behavior Standards and Academic Dishonesty

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under **the Student Code of Conduct and Policies and Procedures** sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student

Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>

University Nondiscrimination Statement

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of **Title IX** of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC's phone number is (239) 745-4366; the OIEC email address is OIEC@fgcu.edu.

Disability Accommodations Services

Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university's guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities

are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

Counseling and Psychological Services (CAPS) provides free counseling and therapy services (including psychiatry) to all FGCU students. Please walk in to the second floor Howard Hall office any weekday between 8:30 and 4:30 to schedule an initial contact appointment. Visit the CAPS website at www.fgcu.edu/caps for more information. CAPS offers a 24/7 Helpline at (239) 745-3277 (EARS).

Student Observance of Religious Holidays

All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

Resources for Faculty General Education

Information on General Education program requirements is available online at http://www.fgcu.edu/General_Education/index.html

Service-Learning

Information on integrating service-learning into the course and course syllabus is available online at

<http://www.fgcu.edu/Connect/>

Distance-Learning

Information on distance learning courses is available online at <http://itech.fgcu.edu/distance/>

Online Tutorials

Information on online tutorials to assist students is available online at <http://www.fgcu.edu/support/Approved>

Canvas Learning Management System and Demonstration Site Information on Canvas is available online at <http://canvas.fgcu.edu/> and <https://fgcu.instructure.com/courses/7692>

Library Resources

Main page: <http://library.fgcu.edu/>

Tutorials & Handouts: <http://library.fgcu.edu/RSD/Instruction/tutorials.htm>

Research Guides: <http://fgcu.libguides.com/>

Faculty Support: http://library.fgcu.edu/faculty_index.html

Respondus Monitor – Remote, Online Exam Monitoring

In order to protect the integrity of online assessments that are delivered to students off site in a non-proctored location, this course may employ *Respondus Monitor* technology that will allow for the web-enabled monitoring of exams and quizzes. Students must own a computer device and an associated webcam that meet the minimum requirements of the University's standard remote monitoring system. Additional information:

☞ *Respondus Monitor* overview: <http://respondus.com/products/monitor/>

☞ *Respondus Monitor* Faculty Training and Workshops: TBA

Respondus LockDown Browser – Classroom and/or Remote Online Exams

In order to protect the integrity of classroom *or* remote online exams, this course may employ *Respondus LockDown Browser* technology that will allow for the student's temporary restriction to a designated online testing website, disabling the ability to print, copy, access other applications or move to any other URL for the duration of the assessment. This technology may be used on campus in University computer classrooms *or* for remote delivery of quizzes and exams. [For online classes only: students must own a computer that meets the minimum requirements of the University's standard lock down browser application.] Additional information:

☞ *Respondus LockDown Browser* overview: <http://respondus.com/products/lockdown-browser/>

☞ *Respondus LockDown Browser* Faculty Training and Workshops: TBA

Lecture Capture Technology/FGCU Capture – Classroom Recording

This course may employ technology that will allow for audio and/or video recording of live classroom sessions. This lecture capture technology is utilized for the sole purpose of enhancing student learning. It may provide for supplemental student instruction via secure links to recorded session(s), the live stream of courses, presentations of off-site guest speakers and/or the delivery of course instruction utilizing "flipped classroom" methodologies. Student questions and/or comments may be included as a part of any session being recorded. See FGCU-CAPTURE for additional details and training <http://aets.fgcu.edu/fgcucapture.asp>