

**SCM3005 Supply Chain Management — CRN13493**

Thursday 4:30am – 7:15pm, Lutgert Hall 1206
Spring 2020; 3 Credit Hours

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A. COURSE DESCRIPTION

This introductory course is intended to introduce students to supply chain and operations 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.

Prerequisites: STA 2023 Statistical Methods

B. KEY TOPICS COVERED IN THIS COURSE

Supply Chain Management (SCM) involve 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.

This course is structured around the SCOR framework for supply chain and operations management. The SCOR framework looks at the supply chain and operations management as 6 distinct integrated processes: Plan, Source, Make, Deliver, Return, and Enable. These processes link supply chain to supply chain in a value added process that deliver customer satisfaction. This framework is widely used throughout industry around the world, and is used to establish the key performance indicators for processes and provide benchmarking capabilities.

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 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.
6. Know and utilize the SCOR model including key metrics for measuring performance.

C. TEXTBOOK AND OTHER REQUIRED MATERIALS

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

The Goal: A Process of Ongoing Improvement, 30th Anniversary Edition
Goldratt, Cox; North River Press

How to Win Friends & Influence People by Dale Carnegie

Online **Mindtap Online Resource (www.mindtap.com)**

- Connect to Mindtap through Canvas
- Check whether your computer meets the requirements for Mindtap by going to <http://ng.cengage.com/static/browsercheck/index.html>
- After registering for the course, you will need to pay for access using one of the following methods
 - Online using a credit or debit card, or PayPal
 - Bookstore by purchasing access to Mindtap (see bookstore staff)

Canvas Other course materials

D. GRADING, ASSIGNMENTS AND COURSE REQUIREMENTS

Your grade is determined as follows:

Assessment Item	Percent Overall Grade	
Exams (3)	50%	
Mindtap Quizzes & Homework		30%
Course Attendance	10%	
Career Readiness Assignment		10%

Exams: There will be three exams during the course. The exams will be done via Scantron and may include true-false, multiple-choice, fill in the blank, and short answer questions. Ample information will be provided to help you prepare for examinations. The exams will be closed book, will require the use of a calculator (not a mobile phone, tablet or laptop), and if needed you will be provided a reference sheet containing all formulas. Further details about the exams will be discussed in class.

Mindtap Quizzes and Homework: There will be homework assigned at the end of each class via Mindtap consisting both of end-of-chapter quizzes as well as Excel assignments. Please see the course schedule and Canvas for assignment due dates and instructions. All assignments must be completed and submitted online via Mindtap prior to the start of class of the next week's classes. Since due dates are known well in advance, late assignments will not be accepted under any circumstances.

Course Attendance: This course is designed such that active participation and significant involvement by students in discussions and other in-class activities play an integral role in the learning process, so full attendance is strongly recommended and is essential for you to get the most out of this class. Further detail will be provided in class and in Canvas.

Career Readiness Assignment: Students will have the opportunity to work with FGCU Career Development Services Office on developing and exercising soft skills that are essential when working with various supply chain networks and cross-functional teams. More specifically, students will be required to conduct a mock-interview and have their resume critiqued.

Grading Scale: Final numeric course grades will be converted into letter grades based on the following grading scale:

93.0-100	A	80.0-82.9	B-	63.0-66.9	D
90.0-92.9	A-	77.0-79.9	C+	60.0-62.9	D-
87.0-89.9	B+	70.0-76.9	C	00.0-59.9	F
83.0-86.9	B	67.0-69.9	D+		

This means, for example, that a grade of 69.9% falls within the 67.0-69.9 range and will therefore be converted into a D+ grade. No individual exception will be made to this grade conversation in order to be fair and equitable to all other students and to ensure consistent application of the rules specified on this syllabus. Likewise, no extra credit or extra work will be given to satisfy course requirements, missed assignments, or to help improve a final grade.

Grading Issues: Students wishing to review their exams or other graded items or would like to request a grade revision will be able to do so within seven (7) calendar days of general notification of grades for that particular exam or graded item. Requests should be made in

writing via email to me. If a review for revision is requested, the entire assignment, or exam, will be regraded, which means the overall grade might not change, might decrease, or might improve.

E. ATTENDANCE POLICY

As mentioned previously, this course is designed so that active participation and significant involvement by students plays an integral role in the learning process for all students. Active class participation and your engagement and contribution in class are therefore important to facilitate a fruitful collective learning experience, and full attendance is essential and strongly recommended.

You are expected to have completed all readings (books, articles, cases, and chapters) and assignments before class. Further, you are expected to participate in class discussions and in all group work and be open to consider alternative positions presented by other classmates.

F. CLASSROOM BEHAVIOR

All students are expected to facilitate the creation of a productive learning environment, free of distractions and disruptions. Please make every effort to arrive for class on time and not to leave the classroom until there is an appointed break or class is finished. If you have some circumstance that prevents you from staying in the classroom for the whole time that class is in session, please let me know early in the semester.

Switch off or silence and put away all mobile phones, laptops, and other unnecessary devices during class to insure a courteous and distraction free environment for yourself and others. Looking at your mobile phone or other devices during class may result in you being marked absent at my sole discretion (as you are absent when you do this).

Students are prohibited from video recording and/or audio recording classes. Student use of laptops and/or tablets for class-related purposes, such as for taking notes or using a course eBook (if one is available) is allowed, but these devices can only be used for class related purposes. All other technology such as mobile phones, iPods, gaming devices, or using laptops and tablets for reasons other than approved class-related purposes, is prohibited.

If you have any special circumstances that would require other uses, please come see me.

G. ASSIGNMENT COMPLETION DEADLINES

Please read the "Course Schedule" portion of this syllabus and Canvas to see work due dates and times. All work is due by the scheduled start time of class unless otherwise noted.

Deadlines indicate the latest possible time that work must be successfully received, not the latest possible time students can send or submit their work. Since due dates are known well in advance, late assignments or assessments will not be accepted under any circumstances. Students must submit their work early when a course deadline is in conflict with their other obligations or commitments.

Students are strongly encouraged to verify that their particular technology systems are compatible with the university's systems. It is always the student's responsibility to ensure that work is successfully submitted and successfully received—technology-related issues are not an acceptable excuse for late, incomplete, inaccessible, non-submitted, or non-received work. Please make extensive use of the tools within Canvas to make sure that your work has been successfully submitted, successively received, and is ready to be graded.

H. LEARNING OUTCOMES & ASSESSMENT

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 framework (Noted in the Course Schedule). This course is focused on the breadth of the field of SCM.

I. 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>

J. 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.

K. DISABILITY ACCOMMODATION 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.

L. 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.

M. MAKING CONTACT

Contact me by email at any time to raise issues or request to meet. I attempt to answer all e-mail within two business days, excluding weekends and university class holidays.

Likewise, with the exception of weekends and university class holidays, you are expected to check your FGCU student e-mail daily and log into the course on Canvas (<http://canvas.fgcu.edu/>) daily. You are expected to respond within 1 business day to any communication from me that requires a response (excluding weekends and university class holidays).

Do not delay if you feel you need help or clarification – please seek assistance early!

N. MENTAL HEALTH ASSISTANCE

In an effort to foster a supportive environment for our students, we want to make sure that students are aware of a very important service that's available to them at the University. 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).

O. COURSE CALENDAR (subject to change with notice)

Note: All work is due by the scheduled start time of class unless otherwise noted.

SCOR - or - Week	Key Topics	Textbook Reference	Mindtap Homework [due <u>Sunday</u> of <u>next</u> week]	Events
SCOR MODEL	PLAN TOPICS			
Week 1 (1/9)	Intro to SCM	Ch1	MT - Ch1	Verification of Attendance
Week 2 (1/16)	Purchasing Management	Ch2	MT – Ch2	
Week 3 (1/23)	Demand Forecasting	Ch5	MT – Ch5	Substitute Lecturer: Adjuncts Prof Tom Davison
Week 4 (1/30)	Quality Control	Ch8	MT - Ch8	
SCOR MODEL	SOURCE TOPICS			
Week 5 (2/6)	Creating and Managing Supplier Relationships	Ch3	MT - Ch3	(Exam 1) Career Development Services
Week 6 (2/13)	Ethical and Sustainable Sourcing	Ch3 + Ch4	MT – Ch3 & 4	Guest Speaker: John Fitzgerald – Project44
SCOR MODEL	MAKE TOPICS			
Week 7 (2/20)	Resource Planning	Ch6	MT - Ch6	
Week 8 (2/27)	The Goal	N/A	N/A	In Class Discussion
Week 9 (3/5)	Spring Break	N/A	N/A	- Classes cancelled -
Week 10 (3/12)	Service Response Logistics	Ch12	MT - Ch12	(Exam 2)
Week 11 (3/19)	Customer Relationship Mgmt + How to Win Friends and Influence People	Ch10	MT - Ch10	In Class Discussion
Week 12 (3/26)	Class Tour	N/A	N/A	Arthrex Logistics Center 14550 Plantation Rd Fort Myers

SCOR - or - Week	Key Topics	Textbook Reference	Mindtap Homework [due <u>Sunday</u> of <u>next week</u>]	Events
Week 13 (4/2)	Inventory Management	Ch7	MT - Ch7	
SCOR MODEL	DELIVER + RETURN TOPICS			
Week 14 (4/9)	Domestic & Global Logistics	Ch9	MT - Ch9	
Week 15 (4/16)	Global Locations	Ch11	MT - Ch11	Guest Speaker: Pete Russano – Arthrex, Inc
SCOR MODEL	ENABLE TOPICS			
Week 16 (4/23)	Supply Chain Integration Supply Chain Measurement	Ch13 Ch14	MT - Ch13 MT - Ch14	
Week 17 (4/30)	Final Exam (Exam 3)			Final Exam (Exam 3) 3:00PM – 5:15PM Lutgert 1206