

Supply Chain Management
Course Number: 22:799:656
Course Title: Service Logistics
Management

COURSE DESCRIPTION/FORMAT

This course will focus on things to improve students' ability to meet the demanding needs of industry, in solving both supply chain and other problems. The course will focus on:

- Understanding the unique characteristics of Service as it relates to customer intense activity
- International Trade – Freight Forwarding and Customs Brokerage

Course Format and Requirements:

The course is structured as a combination of lectures and class discussions. **Active participation is very important for the course and will have a heavy bearing on the final grade.**

Course Text:

There is no textbook required for the course. Course materials will be distributed as needed.

Classes will consist of:

- Lecture, practical examples, group projects, Business Case Analysis, Q&A, and follow-up discussions of the material covered in previous classes.
- A small group project/presentation.
- Case study.
- Outside guest speakers may also be invited as appropriate.
- Attendance will be monitored
- Participation is worth 20% of your grade and it means PARTICIPATION

COURSE MATERIALS

1. SLIDE DECKS & OTHER COURSE MATERIALS

- Slide decks will be reviewed and discussed in class.
- Other course materials will also be provided to students through Canvas.
- Check **Canvas** (canvas.rutgers.edu) and your **official Rutgers email account** regularly for updates and announcements.

LEARNING GOALS AND OBJECTIVES

This course is designed to help students develop skills and knowledge in the following area(s):

- **Knowledge.** Students will have broad understanding of basic business theory and practice and deep understanding of theory and practice in the field of supply chain management.

Students who complete this course will demonstrate:

Basic knowledge and framework to address SERVICE LOGISTICS and its interface with traditional supply chain

Effective communication. Students will be effective communicators.

Students who complete this course will demonstrate:

- a) Ability to construct clear, concise, and convincing written business communication.
- b) Ability to construct and deliver clear, concise, and convincing oral communication.

Students develop these skills and knowledge through the following course activities and assignments:

- **Lectures.** Class lectures are supported by, but not replaced by PPT Slides providing an introduction to the specific supply chain concepts being covered and follow a slide deck presentation of the material to transfer the supply chain knowledge to the students. Lectures make use of practical examples from business and industry.
- **Homework Assignments.** Homework may be assigned to reinforce concepts in the course and for students to practice newly acquired skills. Homework is subject to being turned in, graded, and then reviewed in class to ensure knowledge transfer.
- **Small Group Project/Presentation.** Students are assigned to a small group (4-6 students per group) project. Individual project topics are assigned to each group. Groups must work together as a team to research the topic, develop a presentation of the topic for the class, and deliver the presentation to the entire class, if time allows. Each student must individually participate in the research, development and delivery of the presentation.
- **Tests.** You will be graded based on class participation, a case study, and the group presentation.

PREREQUISITES

The proposed course focuses on the fundamental concepts of SCM and complements the core courses offered by other RBS departments by:

1. Showing how SCM, together with other disciplines, contributes to the mission of the firm.
2. Introducing practical issues and challenges in managing the resource flows for products and services, and showing how cross-functional approaches can lead to effective business solutions; and

3. Pinpointing the relationship between SCM and other business disciplines. For example, this course discusses techniques for reducing cash-to-cash cycle times and the cost of goods as they flow through the supply chain, the impact of supply chain practice on working capital, and the profitability growth due to better channel coordination. This course also covers the fundamentals of supply chain project management.

ACADEMIC INTEGRITY

I do NOT tolerate cheating. Students are responsible for understanding the RU Academic Integrity Policy <http://academicintegrity.rutgers.edu/>

I will strongly enforce this Policy and pursue *all* violations. On all examinations and assignments, students must sign the RU Honor Pledge, which states, “On my honor, I have neither received nor given any unauthorized assistance on this examination or assignment.” I will screen all written assignments through *SafeAssign* or *Turnitin*, plagiarism detection services that compare the work against a large database of past work. Don’t let cheating destroy your hard-earned opportunity to learn. See business.rutgers.edu/ai for more details.

ATTENDANCE AND PREPARATION POLICY

Expect me to attend all class sessions.

- If I am to be absent, my department chair or I will send you notice via email and Canvas as far in advance as possible with appropriate information and instructions.

Students are expected to attend all classes and participate in the small group project to receive full credit towards the attendance and participation grade.

- Attendance will be taken for each class following the drop/add period.
 - Attendance will be taken at varying times and may also be taken multiple times during a lecture session.
 - If you arrive late, i.e., after the attendance has been taken, you must see the TA at the end of class for late sign in. **Chronic lateness will negatively impact your Attendance grade. Participation means ACTIVE CLASS ENGAGEMENT in Q&A, Discussion, and Introduction of Auxiliary Information. If I don’t know what your voice sounds like, YOU ARE NOT Participating.**
 - You must be in class for the duration to receive credit for attendance and participation.
 - Late arrivals or early departures for extenuating circumstances must be reviewed and approved by the professor in advance of class.
- If you are to be absent, report your absence in advance via e-mail to [Q](#).
- Please note that this notification is a courtesy to the instructor and does not constitute an approved absence.

- You may also send me an email at [Q](#) requesting an excused absence. Please include all relevant information. I will confirm or deny your request based on the circumstances and appropriateness of the information you provide.
 - If your absence is due to religious observance, a Rutgers-approved activity, chronic illness, or family emergency/death and you are seeking make-up work, please send an email with full details and supporting documentation preferably in advance, but no later than 24 hours of your absence from class. Upon receipt of documentation, we will discuss options for making up assignments that were missed in class.

Additional information about attendance policies can be found at <http://sasundergrad.rutgers.edu/academics/courses/registration-and-coursepolicies/attendance-and-cancellation-of-class>

Expect me to arrive on time for each class session. I expect the same of you.

- I understand that unforeseen circumstances occasionally arise, particularly for students that are commuting. Please travel safely to class and enter class as quietly as possible if you will be late. If arriving on time for class will be an on-going problem for you, please notify me so that I am aware of the issue.
- If you are going to leave early, please let me know in advance.
- Complete all background reading and assignments. You cannot learn if you are not prepared.

Expect me to participate fully in each class session. I expect the same of you.

- Stay focused and involved. You cannot learn if you are not paying attention.

For weather emergencies, please consult the campus home page. If the campus is open, class will be held unless you have heard from me otherwise. I will communicate any changes to our regular class schedule via email and via Canvas as far in advance as possible.

Professor may discuss recent news releases, newspaper articles, and view You Tube videos in class. Some of the material from this discussion may be on the tests. If you are not in class or come late or leave early, you will miss this and may therefore not be able to answer the questions pertaining to this on the tests.

PARTICIPATION POLICY

Small Group Project

A small group project will be assigned this semester.

- Groups of approximately five (5) students each will be assigned a supply chain related topic from a pre-defined list to research and present to the class.
- All students are required to participate in completing and presenting the topic to receive full credit for participation in the class.
- Student groups will prepare a presentation outlining and discussing the assigned SCM topic. You may NOT use videos as part of your presentation. PPT slides are highly recommend and encouraged. I want your work, not someone else's.

- Student teams are expected to organize themselves to complete this assignment.
 - It can be intimidating for some students to present in front of a large audience; however, this is an important skill which you will need to develop to be successful in your business career and this project gives you the opportunity to work on this skill in front of a safe audience
 - **Students who fail to participate in the Small Group Project will receive a 50% or more reduction in the Project Grade**
 - If you have any questions or concerns about this assignment, please make sure to see me at the beginning of the semester.
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HOMEWORK ASSIGNMENTS

There will be a case study assigned due during the semester. It is due ().

The missed case study assignment cannot be made up.

CLASSROOM CONDUCT

- Computers: Utilizing laptops, tablets, etc. during class is not permitted as a general rule, except and unless you are using this technology to actually take notes for this class.
 - Cell Phones: Please silence your phones before class. If you must take an urgent phone call during class, exit the room quietly and quickly to minimize disruptions.
 - Side conversations: A quick and quiet clarification or question of a classmate is acceptable, but I do ask that you keep side conversations to a minimum as to not disrupt the class for your peers and me.
 - Questions: Questions and student interaction is highly desired. If you have a question, it is likely that other may have the same question as well, so please ask me during class if possible (or after class if necessary) and I will do my best to provide an answer.
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EXAM DATES AND POLICIES

Final Exam: The final exam is your group presentation.

DO NOT MAKE TRAVEL PLANS AND COME TO ME WITH THE PROBLEM. THE FINAL EXAM/GROUP PRESENTATION WILL BE YOUR LAST DAY OF CLASS. PLAN ACCORDINGLY.

GRADING POLICY

Course grades are determined as follows:

Participation	20%
Case Analysis	30%
Group Project	50%

- Attendance grade will be **reduced by 10 points** for each unexcused absence beyond 2, i.e., 3 or more unexcused absences.
- If you do not participate in the small group project, your Participation grade will be **reduced by 50 points**, i.e., half.

Grading Scale

90% and above	=	A
87% - 89%	=	B+
80% - 86%	=	B
77% - 79%	=	C+
70% - 76%	=	C
60% - 69%	=	D
59% and below	=	F

Other items pertaining to grades:

I will gladly answer questions that you have about assignments for clarification and guidance, but out of fairness to all students, I will not “pre-grade” an assignment in advance of final submission.

- **There is no extra credit available in this course. Exams include as many as 5% extra points.**
- Important note regarding your final grade: Please earn your grade throughout the semester. **Your grade is not subject to negotiation.**
 - I will not adjust grades based upon outcomes such as a negative impact to a GPA, lost tuition reimbursement, etc.
 - Attempting to influence faculty in an effort to obtain a grade that was not earned is a form of dishonest academic behavior.

COURSE SCHEDULE

WEEK 1

What is Service Logistics.

Week 2

Freight Forwarding

3PL

Multi-modal

Week 3

Steamship Lines Pricing (the how, why, when)

Week 4

Financial Instruments for International Trade

Trade Policies/Trade Sanction/Regulatory Issues

Case Study due

Week 5

Group Presentation

Professor reserves the right to alter the syllabus, grade allocation, and schedule where warranted

SUPPORT SERVICES

If you need accommodation for a *disability*, obtain a Letter of Accommodation from the Office of Disability Services. The Office of Disability Services at Rutgers, The State University of New Jersey, provides student-centered and student-inclusive programming in compliance with the Americans with Disabilities Act of 1990, the Americans with Disabilities Act Amendments of 2008, Section 504 of the Rehabilitation Act of 1973, Section 508 of the Rehabilitation Act of 1998, and the New Jersey Law Against Discrimination. More information can be found at ods.rutgers.edu.

[Rutgers University-New Brunswick ODS phone (848)445-6800 or email dsoffice@echo.rutgers.edu]

[Rutgers University-Newark ODS phone (973)353-5375 or email ods@newark.rutgers.edu]

If you are *pregnant*, the Office of Title IX and ADA Compliance is available to assist with any concerns or potential accommodations related to pregnancy.

[Rutgers University-New Brunswick Title IX Coordinator phone (848)932-8200 or email jackie.moran@rutgers.edu]

[Rutgers University-Newark Office of Title IX and ADA Compliance phone (973)353-1906 or email TitleIX@newark.rutgers.edu]

If you seek *religious accommodations*, the Office of the Dean of Students is available to verify absences for religious observance, as needed.

[Rutgers University-New Brunswick Dean of Students phone (848)932-2300 or email deanofstudents@echo.rutgers.edu]

[Rutgers University-Newark Dean of Students phone (973)353-5063 or email DeanofStudents@newark.rutgers.edu]

If you have experienced any form of *gender or sex-based discrimination or harassment*, including sexual assault, sexual harassment, relationship violence, or stalking, the Office for Violence Prevention and Victim Assistance provides help and support. More information can be found at <http://vpva.rutgers.edu/>.

[Rutgers University-New Brunswick incident report link: <http://studentconduct.rutgers.edu/concern/>. You may contact the Office for Violence Prevention and Victim Assistance at (848)932-1181]

[Rutgers University-Newark incident report link: https://cm.maxient.com/reportingform.php?RutgersUniv&layout_id=7 . You may also contact the Office of Title IX and ADA Compliance at (973)353-1906 or email at TitleIX@newark.rutgers.edu. If you wish to speak with a staff member who is confidential and does **not** have a reporting responsibility, you may contact the Office for Violence Prevention and Victim Assistance at (973)353-1918 or email run.vpva@rutgers.edu]

If students who have experienced a temporary condition or injury that is adversely affecting their ability to fully participate, you should submit a request via <https://temporaryconditions.rutgers.edu> .

If you are a military *veteran* or are on active military duty, you can obtain support through the Office of Veteran and Military Programs and Services. <http://veterans.rutgers.edu/>

If you are in need of *mental health* services, please use our readily available services.

[Rutgers University-Newark Counseling Center: <http://counseling.newark.rutgers.edu/>]

[Rutgers Counseling and Psychological Services–New Brunswick: <http://rhscaps.rutgers.edu/>]

If you are in need of *physical health* services, please use our readily available services.

[Rutgers Health Services – Newark: <http://health.newark.rutgers.edu/>]

[Rutgers Health Services – New Brunswick: <http://health.rutgers.edu/>]

If you are in need of *legal* services, please use our readily available services: <http://rusls.rutgers.edu/>

Students experiencing difficulty in courses due to *English as a second language (ESL)* should contact the Program in American Language Studies for supports.

[Rutgers–Newark: PALS@newark.rutgers.edu]

[Rutgers–New Brunswick: eslpals@english.rutgers.edu]

If you are in need of additional *academic assistance*, please use our readily available services.

[Rutgers University-Newark Learning Center: <http://www.ncas.rutgers.edu/rlc>]

[Rutgers University-Newark Writing Center: <http://www.ncas.rutgers.edu/writingcenter>]

[Rutgers University-New Brunswick Learning Center: <https://rlc.rutgers.edu/>]

[Optional items that many faculty include:

- Students must sign, date, and return a statement declaring that they understand the RU Academic Integrity Policy.
- Students must sign, date, and return a statement declaring that they understand this syllabus.]