Supply Chain Management
COURSE NUMBER: 22:799:656
COURSE TITLE: Service Logistics

COURSE DESCRIPTION
Service Logistics will first explore “What is Service in Logistics?” Then we will examine different types of 3rd Party Logistics Services. We will also touch upon Bids, Sales, and Software Solutions and how they apply to Supply Chain Success.

Note: Students are responsible to read any case studies prior to class and to be prepared for vigorous class discussion.

BLACKBOARD MATERIALS

22:799:656 SERVICE LOGISTICS
SAT WK 1 INTRODUCTION TO LOGISTICS SERVICE INDUSTRY
SAT WK 2 OUTSOURCING SERVICES AND 3PL’S
SAT WK 3 GLOBALIZATION AND SERVICE LOGISTICS
SAT WK 4 SERVICE LOGISTICS BIDS AND TECHNOLOGY
SAT WK 5 SELLING IN SERVICE LOGISTICS

CALENDAR is subject to change!

COURSE MATERIALS
- Slides and research articles

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:**

a. Knowledge of current basic and advanced concepts in supply chain management and an ability to integrate and apply these concepts to practical business problems.

- Successful students will demonstrate their ability to understand supply management principles and concepts and apply them to manage supplies appropriately.
- Successful students will demonstrate their knowledge of manufacturing and operations planning concepts to ensure efficient and effective operations in business.
- Successful students will demonstrate their knowledge of domestic and global logistics and apply them to logistics practices.
- Successful students will demonstrate their ability to understand concepts, practices and modes of transportation and use them to ensure reliable transportation.

b. Ability to apply appropriate quantitative methods to analyze business data, and to apply quantitative modeling techniques to analyze business plans and decisions in supply chain management.

- **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, and interactive group exercises to help ensure thorough comprehension of the material.

- **Homework Assignments.** Homework will 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.** *Not for Semester Spring 2018* 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. Group presentations are limited to 10-15 minutes total so students must be clear and concise in their communications.

- **Tests.** Three non-cumulative tests to formally assess students’ knowledge and comprehension. Tests may consist of true/false, multiple choice, calculations, and short answer questions.

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**ACADEMIC INTEGRITY**

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 Blackboard 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.**
  - **Failure to sign in and record your attendance will result in an unexcused absence unless an excused absence has been granted.**
    - You must be in class for the duration to receive credit for attendance and participation.
      - **Note:** Attendance may be taken multiple times during a lecture session.
    - Late arrivals or early departures for extenuating circumstances must be reviewed and approved by the professor in advance of class.
  - Students that have more than 1 **excused absence**,and **unexcused** will receive a progressively reduced participation grade for the semester.
    - **Each unexcused absence will reduce the Attendance grade by 20%** (i.e., 1 = 80%, 2 = 60%, 3 = 400%, 4 = 20%, 5 = 0%)
  - If you are to be absent, report your absence in advance via e-mail to anthony.goralski@rutgers.edu. 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 anthony.goralski@rutgers.edu 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-course-policies/attendance-and-cancellation-of-class
Expect me to arrive on time for each class session. I expect the same of you.

Class will start on time. Out of respect for your fellow students and for the instructor, please be on time for class. **Arriving more than 10 minutes late is not acceptable.**

- 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.

Expect me to remain for the entirety of each class session. I expect the same of you.

- If you are going to leave early, please let me know in advance.

Expect me to prepare properly for each class session. I expect the same of you.

- 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 Blackboard 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.

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**HOMEWORK ASSIGNMENTS**

There will be 1 homework assignment due during the semester. Homework will be assigned in class and posted in Blackboard. Homework must be submitted on, or prior to the due date to be accepted.

Missed homework assignments cannot be made up.

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**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.
- **Recording Lectures:** All unauthorized recordings of class lectures/discussions are prohibited. Recordings to accommodate the needs of individual students must be approved in advance, for personal use during the semester only. Redistribution of approved recordings are prohibited.
- **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.
EXAM DATES AND POLICIES

Final Exam Scheduled for this Class

Tests will be closed book and may consist of true/false, multiple choice, and short answer questions. Content for test questions will be developed from class lectures/discussions, assigned readings, case studies, guest lectures, and student presentations. Guidelines for content will be reviewed with the class in advance of each test.

Tests will not be returned after grading. Students who would like to review their graded test(s) can come to office hours or make an appointment and review the test(s) in the office.

If you have a disability that influences testing procedures, please provide me with an official letter from the Office of Disability Services at the start of the semester.

During tests, the following rules apply:

• Your test will not be accepted without signing the Rutgers Honor Pledge printed on the test.

• All electronic devices must be shut down and put away for the duration of the test, along with books, notes, etc. You may need to bring a calculator for the test *** NOT YOU’RE PHONE *** I will let you know in advance.

• Once the test begins, students will NOT be allowed to leave the room (except in an emergency) until the test is completed and turn in.

• Please use the restroom prior to the test start. Leaving the room during the test will not be permitted unless there are emergency circumstances.

• Students must show a valid Rutgers photo ID to turn in the completed test.

• Make-up tests will only be considered with prior review and approval by the professor.

GRADING POLICY

Course grades are determined as follows:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Exam</td>
<td>50%</td>
</tr>
<tr>
<td>Participation</td>
<td>10%</td>
</tr>
<tr>
<td>Homework</td>
<td>20%</td>
</tr>
<tr>
<td>Case Analysis</td>
<td>10%</td>
</tr>
<tr>
<td>Group Project</td>
<td>10%</td>
</tr>
</tbody>
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In order for you to know exactly where you stand with your Attendance and Participation grade throughout the semester, Attendance and Participation grades will be entered as 100 points at the beginning of the semester.

• 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

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>94% and above</td>
<td>A</td>
</tr>
<tr>
<td>90% - 93%</td>
<td>A-</td>
</tr>
<tr>
<td>87% - 89%</td>
<td>B+</td>
</tr>
<tr>
<td>84% - 86%</td>
<td>B</td>
</tr>
<tr>
<td>89% - 83%</td>
<td>B-</td>
</tr>
<tr>
<td>77% - 79%</td>
<td>C+</td>
</tr>
<tr>
<td>70% - 76%</td>
<td>C</td>
</tr>
<tr>
<td>60% - 69%</td>
<td>D</td>
</tr>
<tr>
<td>59% and below</td>
<td>F</td>
</tr>
</tbody>
</table>

Other items pertaining to grades:

- All grades will be posted in Blackboard as quickly as possible and generally within one week of the assignment submission.
- I do not grade “on a curve.” However, for tests, I will look at the questions that were missed by the class. If a question was frequently missed, I will consider this in assigning the final grades. If any points were added back to the test scores, I will notify the class.
- I will use the “warning grade” roster at the mid-point of the semester as necessary.
- 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.
- Important note regarding your final grade: Please earn your grade throughout the semester. **Your grade is not subject to negotiation.**
  - If you feel that I have made an error in grading, submit your concern to me in writing with the precise concern/error. If I have made an error, I will gladly correct it, but please be aware that I will only adjust grades if I have made an error.
  - 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.

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**Support Services**

[https://ods.rutgers.edu](https://ods.rutgers.edu)

**Course Schedule**

See Course Schedule Next Page
Professor reserves the right to alter the syllabus and schedule where warranted