COURSE DESCRIPTION

This course provides a broad overview of key fundamentals of consulting, supply chain strategies, issues and challenges, networking and human capital strategy. Topics covered include the management aspects of consulting, client interfacing, sustainable relationship building, detailed networking series, and strong consulting related focus on logistics networks, forecasting, inventory management, supply contracts, strategic alliances, supply chain integration and design, procurement and outsourcing, customer value, international issues, and an understanding of the role played by regulation and public policy in management of Supply Chain. Case studies, supplemented with current best practices and guest speakers are used to illustrate the issues discussed in lectures. This course will serve as a critical course to equip students with knowledge of the services industry and its fundamentals including client relationships and networking, talent and leadership, proposal and project management, and exposure to consulting guest speakers.

COURSE MATERIALS

Required Materials

Grint, K.. "Leadership: a very short introduction"

Killer Consulting Resumes! (WetFeet Insider Guide) [Paperback]
WetFeet (Author)

Mass Career Customization
Aligning the Workplace with Today's Nontraditional Workforce
By: Cathy Benko, Anne C. Weisberg
Publisher: Harvard Business School Press

COURSE OBJECTIVES

1. Provide a broad overview of key S&O (Supply Chain, Operations, and Strategy) consulting fundamentals
2. Understanding of critical decisions needed to manage effective and efficient consulting projects
3. Introduce cutting edge networking skills facilitated by network segmentation framework.
4. Understanding consulting proposal writing skills
5. Understanding consulting career pathing strategies
6. Detailed lectures on human capital strategies related to consulting including talent, leadership, and services succession planning

TEACHING METHOD

The course will be largely taught via Powerpoint. All class-related material (lecture presentations, messages, etc.) will be posted on Blackboard. Additional visual material, newspaper articles and handouts will be used to reinforce current best practices. A number of guest speakers will be utilized to bring the business expertise into the classroom.

Team based case presentations and discussions are used to develop critical thinking and teamwork skills around consulting skill set and strategies.

Students will be taught basics of presentation mastery to help augment skills required to present boardroom style presentations.

Students should be enrolled in Blackboard to access the posted materials. The URL is: http://blackboard.rutgers.edu. The Blackboard login is your NetID and password.

GRADING

The final grade in this course will be primarily based on the following:

1) Team Presentations: Supply Chain Proposals and Presentations
2) Networking Assignments
3) Leadership and Talent Assignments
4) Class participation in cases, in-class projects and lectures, quizzes, and tests.

The weights for course work components are given below:

<table>
<thead>
<tr>
<th>Team based case presentations</th>
<th>300 Points</th>
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<tbody>
<tr>
<td>1. Case (Two cases will be assigned, 150 Points each)</td>
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<tr>
<td>a. Consulting Proposal</td>
<td>75 Points</td>
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<tr>
<td>b. Presentation</td>
<td>75 Points</td>
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<tr>
<td>2. Assignments and Participation</td>
<td>350 Points</td>
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<tr>
<td>a. Attendance/Participation/Current Events Discussion</td>
<td>100 Points</td>
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<tr>
<td>b. Guest Speaker Questions</td>
<td>50 Points</td>
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<tr>
<td>c. Network Segmentation Map Development</td>
<td>100 Points</td>
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<tr>
<td>d. Client Relationship Management</td>
<td>50 Points</td>
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<tr>
<td>e. Quizzes</td>
<td>50 Points</td>
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<tr>
<td>f. Current Event Report/Discussion</td>
<td>100 Points</td>
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<tr>
<td>3. HealthCare Consulting Assignment</td>
<td>100 Points</td>
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<tr>
<td>4. Exams</td>
<td>150 Points</td>
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TOTAL: 1000 Points
CLASS PARTICIPATION

The instructor will call upon the students to share their point of view, analysis, insights and recommendations on the class lecture, cases, and handouts during the class. This can be at random or voluntary. It is imperative that the students read the chapters, cases and handouts prior to the class and be prepared to answer questions. Class participation is also important to develop critical thinking skills and increase the overall class learning.

If for any reason you are going to miss a class, the student is required to send an email explaining their absence.

TEAM CASE PRESENTATION

These presentations will have two critical consulting elements: Proposal writing and the final presentation.

Students will take on case studies and tackle them like a Supply Chain consulting team coming up with plans and proposals and then final product.

NETWORK SEGMENTATION CHARTS

Network segmentation is critical to consulting success. Students will develop a 3-5 year network segmentation.

ACADEMIC MISCONDUCT

Clearly state your expectations and that of the Rutgers Business School for all students to act in accordance with the Rutgers policy on academic integrity. Please see an example statement below.

Academic integrity is essential to maintaining an environment that fosters excellence in teaching, research, and other educational and scholarly activities. All suspected incidents of academic misconduct will be referred to an Academic Integrity Facilitator for investigation. Unfortunately, Rutgers students are failed or suspended every year for violations of academic integrity. If you have any doubt what constitutes a violation of academic integrity, please visit the Student Judicial Affairs website (http://academicintegrity.rutgers.edu/).

DISABILITY ACCOMMODATIONS

Describe for students the process by which they can officially request your assistance in accommodating any disability which is recognized by the Office of Disability Services. Please see example statement below.

If you need an accommodation based on the impact of a disability, please arrange an appointment with me as soon as possible. We need to discuss the course format and explore potential accommodations. I rely on the Office of Disability Services (http://disabilityservices-uw.rutgers.edu/) for assistance in verifying need and developing accommodation strategies. You should start the verification process as soon as possible.

COURSE SCHEDULE
<table>
<thead>
<tr>
<th>Week</th>
<th>Class 1 (first ½ of class)</th>
<th>Class 2 (second ½ of class)</th>
</tr>
</thead>
</table>
| 1    | Welcome, Objectives, Expectations  
     Introduction to consulting | Introduction Consulting |
| 2    | Leadership in Consulting  
     Consulting related leadership and planning. Understanding: Commandeering, Tame Problems, and Wicked Problems | Talent in Consulting  
     Consulting fundamentals for talent and succession planning. Understanding: Talent Planning, MCC, and other consulting basics.  
     Healthcare Assignment Assigned |
| 3    | Globalization in the Service Sector  
     Consulting related globalization exercise. | Diversity in the Service Sector  
     Understanding the role of diversity (Human Capital, Supplier, Procurement, etc) in consulting.  
     Healthcare Assignment Proposal Due |
| 4    | Guest Speaker 1 | Guest Speaker Networking Session |
| 5    | Supply Contracts  
     Understanding: Basics of building meaningful supply contracts for a client as a consulting firm. | Distribution Strategies  
     Understanding: Basics of building meaningful distribution strategies for a client as a consulting firm.  
     Healthcare Assignment Presentation Due |
| 6    | Regulation and Supply Chain  
     Understanding Regulation in the services industry. | The Value of Information  
     Understanding: Basics of building meaningful information sharing strategies for a client as a consulting firm.  
     Case I Assigned |
| 7    | Presentation Mastery Series  
     Learning the basics of how to put together the most cutting edge consulting presentations | All five groups will present their presentations and submit copies of their reports and presentations in person.  
     Case I Proposals Due  
     Strategic Alliances  
     Understanding Alliances and partnerships in the services industry. |
| 8    | Procurement and Outsourcing  
     Procurement and outsourcing strategies for a client’s needs. | Network Segmentation Series  
     Unique strategies to manage network as a consultant.  
     Reading Assignment: Killer Consulting Resumes  
     Segmentation Maps Assigned |
| 9    | Killer Consulting Resumes  
     Class discussion on | Network Segmentation Series  
     Three to five year plans due with an in class supplement sheet development exercise. |
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<thead>
<tr>
<th>Week</th>
<th>Course</th>
<th>Description</th>
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<tbody>
<tr>
<td>10</td>
<td><strong>Build Your Own Brand Series</strong></td>
<td>Sophisticated strategies for strategy and operations consultants to build their own brand.</td>
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<tr>
<td></td>
<td><strong>Network Segmentation Series</strong></td>
<td>Three to five year plans due with an in class supplement sheet development exercise.</td>
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<td><strong>Case II Assigned</strong></td>
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<td>11</td>
<td><strong>Guest Speaker</strong></td>
<td>Presentation and proposal competition judgment.</td>
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<td></td>
<td><strong>Case II Proposals Due</strong></td>
<td>All five groups will present their presentations and submit copies of their reports and presentations in person.</td>
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<td><strong>Website Assignment Assigned</strong></td>
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<tr>
<td>12</td>
<td><strong>Framework Development</strong></td>
<td>A key skill set to drive supply chain and operational excellence via a sample framework.</td>
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<td></td>
<td><strong>Case II Regular Presentation Due</strong></td>
<td>All five groups will present their presentations and submit copies of their reports and presentations in person.</td>
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<tr>
<td>13</td>
<td><strong>Case II PK 20X20 Due</strong></td>
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<td></td>
<td><strong>Website Assignment Due</strong></td>
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