

Supply Chain Management
Course Number: 29:799:301
Course Title: Introduction to Supply Chain Management

COURSE DESCRIPTION

Supply Chain Management (SCM) is a cross-functional discipline concerned with the movement of products, the use of business resources, the flow of information, and the deployment of services in the value chain.

In this introductory course to SCM, students are provided with a comprehensive overview of the business processes, value creating activities, and best practices for a supply chain – from forecasting and demand management, to sourcing and procurement, to sales and operations planning, and through logistics (i.e., warehousing, distribution and transportation), out to the customer.

The course covers both the tactical and strategic perspectives of SCM and is based on supply chain operations in the real world. Quantitative models are introduced as needed. The course pinpoints the role of supply chain in the overall business strategy of the firm and its relationship to other functional areas of the firm. This course seeks to:

- (1) Provide a comprehensive overview of SCM-related business processes and problems and pinpoint the strategic role of SCM and relationship to other business disciplines.
- (2) Equip students with SCM best practices and related analytical models/tools.
- (3) Provide a roadmap to more specialized courses on SCM-related topics.

Course Relationship with Others in the Program

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.

Classes will consist of:

- Lecture, practical examples, group exercises, current supply chain events, Q&A.
- Chapter ending quizzes
- Three Homework Assignments (2)
- A small group project & presentation
- Three (3) Tests; True/False, Multiple Choice, and Short Answer questions

- Outside guest speakers may also be invited as appropriate.
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COURSE MATERIALS

1. **TEXTBOOK:** “Fundamentals of Supply Chain Management, A Practitioners Perspective”, Second Edition, McLaury, Spiegle (ISBN 978-1-5249-0239-1). Available as either print version or e-Book. Either one is acceptable.

- Print version available from Rutgers Bookstore or directly from the publisher (Kendall Hunt).
- E-Book may be ordered from the publisher only.
- Print and e-Book available from https://he.kendallhunt.com/mclaury_spiegle

2. **SLIDE DECKS & OTHER COURSE MATERIALS:**

- Slide decks covering topics in the textbook will be reviewed and discussed in class and will also be provided to students through Canvas. Typically 1 class session in advance.
 - Other course materials may also be provided to students through Canvas.
 - Check **Canvas** (canvas.rutgers.edu) and your **official Rutgers email account** regularly for updates and announcements.
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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 may include a video 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
- **Quizzes.** There is a graded quiz at the conclusion of each chapter to verify students' comprehension of the material and to reinforce the transfer of knowledge. The MapleTA - Mobius system is used as a companion to the course to facilitate the administration of the quizzes. Instructor and students receive feedback on comprehension throughout the course. The system provides for students to continue to review and retest their knowledge of the material, and to prepare and study for tests in the course.
- **Homework Assignments.** Homework is assigned to reinforce concepts in the course and for students to practice newly acquired skills. Homework is accessed through Canvas and submitted on the due date. Homework will be graded.
- **Small Group Project/Presentation.** Students are assigned to a small group (3-6 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, and deliver the presentation to the entire class. 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.** The course includes three non-cumulative tests to formally assess students' knowledge and comprehension. Tests consist of true/false, multiple choice, and short answer questions.

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.
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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

- Students are expected to attend all classes. Student absence
- “Rutgers students are expected to attend all scheduled course meetings. University policy excuses absences due to religious observance or participation in Rutgers-approved activities and permits students to make up work missed for these circumstances.
- If you will be absent from a class, lab, or exam for any reason, please report your absence, so we may inform your instructors and advisors.
- Reporting your absence does not "excuse" you. It notifies your instructors, a courtesy that provides an opportunity for you to contact your instructor directly about missed work. In addition to reporting your absence here, we encourage you to contact your instructors directly.”
- 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.
- 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.
- 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 Canvas as far in advance as possible.

- Professor or student teams 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, 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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QUIZZES

- There will be a Quiz at the end of each chapter. There are 10 questions for each quiz and each question is worth 1 point.
 - Quizzes will have a Start Date/Time and a Due Date/Time. **It is the student's responsibility to complete the Quiz during the allocated open time**
 - **Quizzes cannot be made up without prior authorization from the professor.**
 - Quizzes are all **open note / open textbook** and completed on-line outside of class.
 - Individual Quiz grades will be available for students to view after the Due Date/Time.
 - **Only your 10 best / highest score individual quizzes (Quiz 1 through Quiz 12) will be counted for grading purposes.**
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HOMEWORK ASSIGNMENTS

- Homework Assignments will be accessed through Canvas on the Start Date as shown on the Course Schedule (last 2 pages of this document).
 - Homework Assignments must be completed and uploaded in Canvas no later than the Due Date for the assignment. **It is the student's responsibility to complete the Homework Assignments during the allocated time which is generally 1 week.**
 - Homework Assignments are all **open note / open textbook**
 - **Homework Assignments cannot be made up without prior authorization from the professor.**
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SMALL GROUP PROJECT

A small group project will be assigned.

- Groups of three (3) to six (6) 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 both researching and presenting the topic to receive full credit for participation on this project.
- Student teams will be posted in Canvas shortly after the beginning of the semester. **Students are responsible to check to see which team number they are assigned to, which topic their team is assigned to research and present, and what date their team is scheduled to present.**
- **Your team number is also your topic number.**
- Student groups will prepare a 10 minute presentation outlining and discussing the assigned SCM topic. If you wish, you may incorporate a video which is not longer than 5 minutes, into your presentation.

- 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 0% for their Small Group 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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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.
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TEST DATES AND POLICY

There are three (3) tests in this course:

Tests are not cumulative. Each test will cover approximately 1/3 of the course material.

Tests will be 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, guest lectures, and student presentations.

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.

- Once the test begins, students will NOT be allowed to leave the room (except in an emergency) until the test is completed and turned in. Please use the restroom prior to the test start.
- Students may be required to present 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

Test #1	25%
Test #2	25%
Test #3	25%
Quizzes	10%
Homework (<i>total for all 3 assignments</i>)	10% (<i>3.34% each individual homework assignment</i>)
Small Group Project	5%

GRADING SCALE

90.00% - 100%	=	A
87.00% - 89.99%	=	B+
80.00% - 86.99%	=	B
77.00% - 79.99%	=	C+
70.00% - 76.99%	=	C
60.00% - 69.99%	=	D
59.99% and below	=	F

Note: Grades will not be rounded up at the end of the semester.

Other items pertaining to grades:

- All grades will be posted in Canvas 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 missed by a significant number of students, 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.

COURSE SCHEDULE

Introduction to Supply Chain Management –

	<ul style="list-style-type: none"> • What is Supply Chain Management • Course Overview, Syllabus, Schedule, Project Assignments
<ul style="list-style-type: none"> • NO CLASS 	<ul style="list-style-type: none"> • Chapter 01: Introduction to Supply Chain Mgmt Part 1
<ul style="list-style-type: none"> • Chapter 01: Introduction to Supply Chain Mgmt Part 2 	NO CLASS
<ul style="list-style-type: none"> • Chapter 01: Introduction to Supply Chain Mgmt Part 3 • Chapter 01: Quiz 	<ul style="list-style-type: none"> • Chapter 02: Forecasting and Demand Planning, Part 1
<ul style="list-style-type: none"> • Chapter 02: Forecasting and Demand Planning Part 2 	<ul style="list-style-type: none"> • Chapter 02: Forecasting and Demand Planning, Part 3 • Chapter 02: Quiz
<ul style="list-style-type: none"> • Chapter 03: Supply Chain Planning • Chapter 03: Quiz 	<ul style="list-style-type: none"> • Chapter 04: Inventory Management Part 1
<ul style="list-style-type: none"> • Chapter 04: Inventory Management Part 2 • Chapter 04: 4 Quiz • Homework #1 - ISSUED 	<ul style="list-style-type: none"> • Chapter 05: Purchasing Management Part 1
<ul style="list-style-type: none"> • <u>Test # 1</u> • <u>Chapters 1 through 4</u> • <u>Homework #1- DUE</u> 	<p style="text-align: center;"><u>Chapter 05: Purchasing Management Part 2</u></p>

<ul style="list-style-type: none"> • <u>Chapter 05: Purchasing Management Part 3</u> • <u>Chapter 05: Quiz</u> 	<ul style="list-style-type: none"> • <u>Chapter 06: Strategic Sourcing Part 1</u>
<ul style="list-style-type: none"> • <u>Chapter 06: Strategic Sourcing Part 2</u> • <u>Chapter 06: Quiz</u> 	<u>Chapter 07: Supplier Relationship Management Part 1</u>
<u>Chapter 07: Supplier Relationship Management Part 2</u> <u>Chapter 07: Quiz</u>	<u>Chapter 08: Operations Management Part 1</u>
<ul style="list-style-type: none"> • <u>Chapter 08: Operations Management Part 2</u> 	<ul style="list-style-type: none"> • <u>Chapter 08: Operations Management Part 3</u> • <u>Chapter 08: Quiz</u> • <u>Homework #2 - ISSUED</u>
<u>Test # 2</u> <ul style="list-style-type: none"> • <u>Chapters 5 through 8</u> • <u>Homework #2 - DUE</u> 	<ul style="list-style-type: none"> • <u>NO CLASS</u>
<ul style="list-style-type: none"> • <u>Chapter 09: Logistics, Warehousing and Transportation Part 1</u> 	<ul style="list-style-type: none"> • <u>Chapter 09: Logistics, Warehousing & Transportation Part 2</u> • <u>Chapter 09: Quiz</u>
<ul style="list-style-type: none"> • <u>Chapter 10 : Global Logistics & International Trade</u> • <u>Chapter 10: Quiz</u> 	<ul style="list-style-type: none"> • <u>Chapter 11 : Customer Relationship Management Chapter 11: Quiz</u> • <u>Chapter 12: SCM in the Service Industry</u> • <u>Chapter 12: Quiz</u> • <u>Homework # 3 - Issued</u>
<ul style="list-style-type: none"> • <u>Homework # 3 DUE</u> • <u>Test 3 – Chapter 09 -12</u> • <u>TBD</u> 	

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.]