

Supply Chain Management
Course Number: 33:799:301
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, students are provided with a comprehensive overview of the business processes, value creating activities, and best practices for managing 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.

Course will consist of:

- Textbook Readings
- PowerPoint Slide Decks for each Chapter with fill-in-the-blanks
- Question and Answer Sessions
- Educational videos
- Chapter-Ending Quizzes.
- Homework Assignments.

- A small group project & presentation.
- Non-Cumulative Tests.

Outside guest speakers may also be invited.

COURSE MATERIALS

1. **TEXTBOOK:** “Fundamentals of Supply Chain Management, A Practitioners Perspective”, Second Edition, McLaury, Spiegle. Available as either print version or e-Book. **Either one is acceptable.**
 - Print version available from Rutgers Bookstore or from the publisher (Kendall Hunt).
Cost = \$71 (ISBN 978-1-5249-9573-7)
 - E-Book is only available from the publisher.
Cost = \$35.50 (ISBN 978-1-7924-4358-9)
 - Print and e-Book available the publisher (Kendall Hunt)
<https://he.kendallhunt.com/product/fundamentals-supply-chain-management-practitioners-perspective-rutgers-version>
 2. **COURSE MATERIALS:**
 - All course materials, other than the textbook, will be provided to students through Canvas.
 - Check Canvas Modules for all review materials, assignments, quizzes, and tests, which will be grouped by week.
 - 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) The ability to construct clear, concise, and convincing written business communication.
- b) The 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 generally include a slide deck and videos of the material being covered, to transfer the supply chain knowledge to the students. Lectures make use of practical examples from business and industry to help ensure thorough comprehension of the material.
- **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. 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 and submitted through Canvas. Homework may be reviewed during virtual office hours following the due date to ensure knowledge transfer.
- **Small Group Project/Presentation.** Students are assigned to a small 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.
- **Tests.** The course includes three non-cumulative tests to formally assess students' knowledge and comprehension. Tests consist of true/false, multiple choice, math, 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. 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.

GROUP PRESENTATIONS

- The class will be split into groups of five students each. Each group will be given a topic to discuss in one of the classes. The topic assigned for the class will correspond to the lecture topic.
- Each topic given will have five questions in it. Each student in a group is required to take one of the questions and discuss it for 3 minutes. The group will agree on which student will discuss which question.
- The total time allowed for each group is 15 minutes. Time allocation must be strictly observed.
- Each group should create a Powerpoint deck with at least one slide per question and upload the deck to Canvas prior to the class when the presentation is scheduled.
- The Group presentations are intended to give the students some practice to present in front of large groups. **The Group presentations will account for 5% of the final grade.**

CHAPTER-ENDING QUIZZES

- There will be a Quiz at the end of each Chapter. We will cover Chapters 1 through 12 in the textbook; therefore, there are 12 quizzes.
- Chapter-Ending Quizzes will be conducted through Canvas.
- Quizzes will have a Start Date/Time and a Due Date/Time. It is your responsibility to complete the Quiz during the open period (generally 2 days). **Closed quizzes will not be re-opened except for extenuating circumstances.**
- **Late submissions will automatically receive a 10% deduction for every calendar day late.**
- Quizzes are all **open book/note**.
- There are 10 questions for each quiz and each question is worth 1 point. There is no time limit per question, but you only get one chance to complete each quiz question and quiz.
- Quizzes will be automatically graded by the system upon submission.
- Students will be able to review completed quizzes through Canvas any time following submission, to assist in studying for the Test, **but only up to the start of the Test covering that Chapter.**
- **Quizzes cannot be made up unless there are significant extenuating circumstances.**

HOMEWORK ASSIGNMENTS

- There will be four (4) Homework Assignments.

- Homework Assignments will be conducted through Canvas and will have a Start Date/Time and a Due Date/Time as shown on the Course Schedule (pages 9 through 11 of this document).
 - It is your responsibility to complete the assignment during the open period (generally 1 week).
 - **Late submissions will automatically receive a 10% deduction for every calendar day late.**
 - Homework Assignments are all **open book/note**.
 - Each Homework Assignment is worth 100 points. **Only 1 submission attempt is allowed.**
 - Homework Assignments will be partially graded by the system and partially graded by the professor and/or course assistant(s). Grades will be posted in Canvas as soon as they are available but may take up to a week to grade and post.
 - **Homework cannot be made up unless there are significant extenuating circumstances.**
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TEST DATES AND POLICIES

There are three (3) tests in this course:

Test #1:

Test #2:

Test #3:

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

You can access each test during the defined testing window (shown above) in the “Modules” section of Canvas.

- Each test will be **open book/note** and will consist of 50 questions at 2 points each = 100 points total.
- There will be a **strict time limit of 50 minutes** to complete each test. If you have an approved ODS accommodation, please let me know as soon as possible so additional arrangements can be made.
- Tests will **OPEN** on the date and time defined above, and you will have until the **CLOSE** date and time defined above in which to **START** the test.
 - **You can choose any date and time within that window to take the test (i.e., you can self-start the test whenever you want within that window), but once you start, you have to finish in one sitting and within the 60-minute time limit.**
 - If you have not already finished and submitted the test when the time expires, the test will save and submit automatically.
 - If you have a technical problem while taking the test, e.g., your internet connection is disrupted, you have a computer problem, you accidentally submit before you are finished, etc., **DO NOT PANIC**. Please let me know as soon as possible so I can reset the test for you.
- There will be **no** use of Proctortrack, Lockdown Browser, or similar programs.
- All of the questions and possible answers will be presented in random order for each student.
- **Backtracking will not be allowed**, so you cannot temporarily skip over questions and come back to them later. You must answer each question before you move on to the next question.

- There may be some math on the test, so you may want to have a calculator available.
- If you wish to know which questions you got wrong and why, please contact me to make a telephone appointment where I can go over your test with you verbally.
- **Make-up tests will only be considered if there are significant extenuating circumstances.**

GRADING POLICY

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Course grades are determined as follows:

Test #1	20%
Test #2	20%
Test #3	20%
Chapter-Ending Quizzes (12 x 1.67%)	20%
Homework Assignments (4 x 3.75%)	15%
Small Group Project/Presentation	5%
TOTAL	100%

GRADING SCALE

89.50% - 100%	=	A
86.50% - 89.50%	=	B+
79.50% - 86.50%	=	B
76.50% - 79.50%	=	C+
69.50% - 76.50%	=	C
59.50% - 69.50%	=	D
59.49% and below	=	F

Note: You will receive the grade that you earn throughout the semester.

Grades will not be rounded up.

Other items pertaining to grades:

- Students will receive the **grade that is earned** through completion of all assignments and tests.
- All grades will be posted in Canvas as soon as possible.
- 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.
- **There is no extra credit available in this course.**
- 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

- What is Supply Chain Management
- Course Overview, Syllabus, Schedule, Project Assignments

- Review textbook Chapter 01: Intro to Supply Chain Management and Slide Deck (in Canvas)
- Chapter 01: Introduction to Supply Chain Management – Class lecture (*part 1*)
- [Video](#): “Boiling an egg isn’t as simple as just boiling an egg”
- [Video](#): Coca-Cola
- [Video](#): Starbucks

- Chapter 01: Intro to Supply Chain Management – Class lecture (*part 2*)
- Groups Assigned – Time to Meet and Organize
- **Chapter 01 Quiz** –

- Review textbook Chapter 02: Forecasting & Demand Planning and Slide Deck (in Canvas)
- Why Major in Supply Chain Management?
- Chapter 02: Forecasting & Demand Planning Class lecture (part 1)

- Chapter 02: Forecasting & Demand Planning Class lecture (part 2)
- **Chapter 02 Quiz** –

- **Group Presentation #1**
- Review textbook Chapter 03: Supply Chain Planning and Slide Deck (in canvas)
- Chapter 03: Supply Chain Planning Class lecture (*part 1*)

- **Group Presentation #2**
- Chapter 03: Supply Chain Planning Class lecture (*part 2*)
- **Homework #1 – Assigned** (Canvas) –
- **Chapter 03 Quiz** –

- **Group Presentation #3**
- Review textbook Chapter 04: Inventory Management and Slide Deck (in canvas)
- Chapter 04: Inventory Management Class lecture (*part 1*)

- **Group Presentation #4**
- **Homework #1 – Due** (in-class)
- **Review Homework #1**
- Chapter 04: Inventory Management Class lecture (*part 2*)
- **Chapter 04 Quiz**

- **Test #1 – Online (Chapters 01, 02, 03, and 04)**

- **Group Presentation #5**
- **Feedback on Test #1**
- Review textbook Chapter 05: Purchasing Management and Slide Deck (in canvas)
- Chapter 05: Purchasing Management Class lecture (*part 1*)
- **Video: [“Buy It” - Managing Supply](#)**

- **Group Presentation #6**
- Chapter 05: Purchasing Management Class lecture (*part 2*)
- **Chapter 05 Quiz –**

- **Group Presentation #7**
- Review textbook Chapter 06: Strategic Sourcing and Slide Deck (in canvas)
- Chapter 06: Strategic Sourcing Class lecture (*part 1*)

- **Group Presentation #8**
- Chapter 06: Strategic Sourcing Class lecture (*part 2*)
- **Homework #2 – Assigned (Canvas) -**
- **Chapter 06 Quiz –**
- **Video: [“Socially Responsible Supply Chain Management”](#)**

- **Group Presentation #9**
- **Homework #2 – Due** (in-class)
- **Review Homework #2**
- Review textbook Chapter 07: Supplier Relationship Management and Slide Deck (in canvas)
- Chapter 07: Supplier Relationship Management Class lecture (*part 1*)

– No Class

- **– No Class**

- **Group Presentation #10**
- Chapter 07: Supplier Relationship Management Class lecture (*part 2*)
- Chapter 07 Quiz –

- **Group Presentation #11**
- Review textbook Chapter 08: Operations Management and Slide Deck (in canvas)
- Chapter 08: Operations Management Class lecture (*part 1*)

- **Group Presentation #12**
- Chapter 08: Operations Management Class lecture (*part 2*)
- Video: Assembly Line video
- Video: The McDonalds LEAN Layout
- Video: The LEAN layout in operation

- **Group Presentation #13**
- Chapter 08: Operations Management Class lecture (*part 3*)
- Video: Quality Management video
- Chapter 08 Quiz –

- **Test #2 – Online (Chapters 05, 06, 07, and 08)**

- **Group Presentation #14**
- **Feedback on Test #2**
- Review textbook Chapter 09: Logistics: Warehousing & Transportation and Slide Deck
- Chapter 09: Logistics: Warehousing & Transportation Class lecture (*part 1*)
- Video: [“Move It” - Transportation and Logistics](#)

- **Group Presentation #15**
- Chapter 09: Logistics: Warehousing & Transportation Class lecture (*part 2*)
- **Homework #3 – Assigned (Canvas) -**
- Chapter 09 Quiz –

- **Group Presentation #16**
- **Homework #3 – Due (in-class)**
- **Review Homework #3**
- Review textbook Chapter 10: Global Logistics & International Trade and Slide Deck
- Chapter 10: Global Logistics & International Trade Class lecture (*part 1*)

<ul style="list-style-type: none"> • Group Presentation #17 • Chapter 10: Global Logistics & International Trade Class lecture (<i>part 2</i>) • Chapter 10 Quiz –
<ul style="list-style-type: none"> • Group Presentation #18 • Review textbook Chapter 11: Customer Relationship Management and Slide Deck • Chapter 11: Customer Relationship Management Class Lecture • Chapter 11 Quiz –
<ul style="list-style-type: none"> • Group Presentation #19 • Review textbook Chapter 12: SCM in the Service Industry and Slide Deck • Chapter 12: SCM in the Service Industry Class lecture (<i>part 1</i>) • Video: “Sell It, Service It”
<ul style="list-style-type: none"> • Group Presentation #20 • Homework #4 – Assigned (Canvas) - Chapter 12: SCM in the Service Industry Class lecture (<i>part 2</i>) • Chapter 12 Quiz –
<ul style="list-style-type: none"> • Group Presentation #21 • Homework #4 – Due (in-class) • Review Homework #4 • Final Q&A
<ul style="list-style-type: none"> • Test #3 – Online (Chapters 09, 10, 11, 12)

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.]