

OPER3208: SUPPLY CHAIN MANAGEMENT

Spring 2020, Section 001

(Tuesday 5:30 pm–8:15 pm – Colvard 3066)

Instructor: Dr. Jing Zhou

Office: Friday 350A

Office hours: Tuesdays and Thursdays 1:30pm--3:00pm, or by appointment.

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Catalog Course Description:

[OPER 3208. Supply Chain Management](#). (3) Prerequisites: OPER 3100 with a C or better or permission of the department. Supply chain management is concerned with all of the activities performed from the initial raw materials to the ultimate consumption of the finished product. From a broad perspective, the course is designed to examine the major aspects of the supply chain: the product flows; the information flows; and the relationships among supply chain participants. The course content is interdisciplinary in nature and will cover a variety of topics such as supply chain information technologies, supply chain design, strategic alliances between supply chain participants and supply chain initiatives.

Course Objectives: After completing this course, the student will

- Develop an understanding of the principles of supply chain management.
- Develop analytical and problem solving skills necessary to solve a variety of supply chain management and design problem.
- Understand the complexity of supply chain coordination and know the methods to achieve coordination in a supply chain.

Text and Materials:

- Textbook: *Supply Chain Management: Strategy, Planning, and Operation*, 7th edition, by Sunil Chopra, Pearson Education Limited, 2018. ISBN: 978-0134731889. 6th edition also works.
- Case materials: There are two cases in this course. One case is from the textbook. The other one will be distributed in class.
- Notes, etc. are on the Canvas.

Use of Canvas: You may access UNCC Canvas from My UNC Charlotte (<https://my.uncc.edu/>) or direct type **canvas.uncc.edu/**. All lecture notes, individual homework assignments, group case assignments, solutions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas regularly and report anything that does not match your own record (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted.

Grading: Grades will be based upon exams, individual homework, group case assignments, in-class quizzes, global supply chain game, beer game and class attendance & participation, which are weighted as follows:

| | |
|--------------------------------------|-----------|
| Exams (2 @ 140 each) | 280 |
| Individual Homework (3 @ 20 each) | 60 |
| Group Case Assignments (2 @ 10 each) | 20 |
| In-class Quizzes (4 @ 3 each) | 12 |
| Global Supply Chain Game | 12 |
| Beer Game | 4 |
| Class Attendance & Participation | <u>12</u> |
| | 400 |

Letter grades are assigned as follows:

| | | |
|--------------------------|--------------------------|-------------------|
| A = 360 and above | B = 320 to less than 360 | |
| C = 280 to less than 320 | D = 240 to less than 280 | F = Less than 240 |

There will be NO EXTRA CREDIT work offered for any student during the semester. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

Examinations: There are two exams which are not cumulative.

- NO MAKE-UP EXAMS will be given unless students obtain prior permission from the professor and provide official documents. An unexcused absence from an exam will result in a grade of zero for that exam.
- The exams may contain true/false, multiple choice, short answer, or analytical problem solving.
- All exams are closed book and notes. A calculator is required for each exam. You are allowed to bring a one-page (one-sided) "cheat sheet". The maximum page size is 8.5" * 11", i.e., the regular "Letter" size.
- The use of laptops, cell phones or other electronic devices during an exam is not allowed. Electronic devices must be silenced and stored away during exams. Any usage of such devices during the exam (from the time the exam is handed out to departure from class) will result in a grade of zero for the exam and may warrant further disciplinary action.
- Exams will be reviewed only once and in class. Students must turn in the exam papers in class after reviewing the exams. The instructor will keep all exams. Exams are a form of intellectual property belonging to those who create them (your professors), which cannot be taken out of the classroom or copied (including using any electronic devices to take pictures of the exams). Any action described above will be considered as theft of intellectual property and will result in an exam grade of zero and may warrant further disciplinary action.

Individual Homework: There are three skill-building individual homework assignments. Individual homework due dates can be found on the class schedule on Page 6.

- Each homework assignment must be submitted no later than class on its due day. NO LATE HOMEWORK WILL BE ACCEPTED. A grade of zero will be assigned if you do

not turn in the homework. If you know you will miss a class, make the arrangement to turn in your work ahead of time.

- You should provide formula, steps, or reasons to support your solution. Homework submission with only the final solution will not be given any credit.
- All work submitted for evaluation must be written/typed clearly. If I cannot read it, a grade of zero will be given.
- You may discuss homework problems with your classmates. **But you should write YOUR OWN answers. Each student has to submit your answers to get credit.**

In-class Quizzes: There are five in-class quizzes through the semester. Quiz dates can be found on the class schedule on Page 6. Each quiz may contain true/false, multiple choice and/or simple calculation questions. In-class quizzes are open book and notes. If you miss a quiz you will get a zero for that quiz. ONE lowest quiz grade will be dropped. Therefore, only four quiz grades will be counted towards your overall grade.

Group Case Assignments: Two group case assignments (GC1-GC2) will be completed in self-selected groups of four or five people. These assignments will apply the concepts introduced in class to “Real-World” problems. A question set will be provided for each of the assignment.

- It is your responsibility to form your groups as soon as possible and email them to me. The groups should be formed no later than 1/21/2020. Not having a group is NOT a reason for late submission of group assignment. If you know you will miss the first two classes and want to join a group, please let me know so that I can assign you to a group. NO LATE GROUP CASE ASSIGNMENTS WILL BE ACCEPTED. Group case assignment due dates can be found on the class schedule on Page 6.
- When submitting the group assignments, you need to include the following message: **“In preparing this assignment our group has observed the requirements of the UNCC Code of Student Academic Integrity (<https://legal.uncc.edu/policies/up-407>). The submitted deliverables are entirely the work of our group.”** If you do not include the above message, then I will assume that you have violated the code and appropriate disciplinary actions will be taken.
- When we discuss each case in class, five or six groups will be asked to present their answers and justifications. Other groups may give their thoughts and comments.
- For each group assignment, a single grade is assigned to each group. Only one submission from a group member is required. Please remember to write full names of each group member who contributes to the answers. No credit will be given if the name is not shown on the submission. All members in a group are expected to contribute. If a group member does not contribute, the rest of the members may, after a consensus agreement and the consent of the instructor, ask him/her to leave the group.
- Your final grade of a group assignment will be based on your group grade, your own contribution to the group activity as evaluated by your fellow team members, and your submission of peer evaluation. If you do not submit your peer evaluation, then your final group assignment grade will be discounted by 10%.
- It is your responsibility to promptly inform the instructor of any dysfunctional team dynamics and to solicit her help.

Global Supply Chain Game: There is a specific group assignment which is for you to operate a computer simulation of a supply chain. To play, you will need to log on to the simulation and pay a fee of \$15 with a credit card (\$15 per group). Specific instructions for the exercise will be provided. Grades will be based on the explanations of the decisions you make during the game, your performance in the game and your participation during the class discussion. This group assignment requires peer evaluation too.

Beer Game: Beer Game is an in-class web-based simulation game which requires one laptop per group. I will assign Beer Game groups later and post the group assignment at Canvas. You will get 4 points if you participate in Beer Game.

Class attendance & participation: Class attendance is expected and will be monitored. If you need to miss a class, please let me know in advance (email or call) and provide official documents next time you come to the class. Actively contributing to the enhancement of learning. It is important that everyone come to class prepared and willing to contribute to discussion. Ideally, you will make concise, insightful, and eloquent comments in every class. However, I also recognize the importance of making smaller contributions, including asking good questions. I believe that the learning environment is best when the discussion is not dominated by a few, but moved along incrementally by all of us. Do not be afraid to make points that you may regard as minor, ask clarifying questions, or otherwise contribute in small ways.

Class Conduct: Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen in class. Disruptive behavior will not be tolerated. If necessary, I will amend the syllabus and grading policy to penalize individuals that exhibit disruptive behavior. Please keep all electronic and telecom equipment such as laptops, cell phones, etc. on “silent” mode during class.

Class Cancellation: In the event that I am unable to attend class or the University is closed unexpectedly, assume the material will be moved forward to the next meeting.

Withdrawal from Class: The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "U" in a course if you choose not to attend the class once you are enrolled. **The last day to withdraw from a course (grade subject to Withdrawal Policy) is March 16, 2020.**

Incomplete Grade Policy: As per [university policy](#), incomplete grades will be granted when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed and the final grade reported within one calendar year from the date on which the “I” grade was recorded.

The instructor assigning the “I” grade may specify a shorter time than one year for completion of the work and the assignment of a final grade. If the “I” is not removed during the specified time, a grade of “U” or “N” as appropriate is automatically assigned. Time extensions for the completion of an “I” beyond one year cannot be approved except by special request to the Graduate School under extraordinary circumstances. *The grade of “I” cannot be removed by enrolling again in the same course.*

Academic honesty/integrity: Students have the responsibility to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity. This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor, and are binding on the students. Academic evaluations in this course include a judgment that the student's work is free from academic dishonesty of any type, and grades in this course therefore should be and will be adversely affected by academic dishonesty. Students who violate the code can be expelled from UNC Charlotte. The normal penalty for a first offense is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases the course grade is reduced to F. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty to the course instructor. For more detail and clarification on these items and on academic integrity, please review the UNCC Code of Student Academic Integrity (<http://legal.uncc.edu/policies/up-407>).

Statement on Diversity: The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Disability Services Statement: UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office at Fretwell 230.

Tentative Course Outline/Schedule:

| Date | Topic | Chapter | Quiz | Assignment | Assignment Due |
|-------------|----------------------------------------------------------------------------|---------------------------|-------------|-----------------------------|-----------------------------|
| 1/14 | Syllabus, Introduction survey | Ch1 | | | |
| 1/21 | Achieving a Strategic Fit Supply Chain Drivers and Metrics | Ch2 Ch3 | Quiz1 | GC1: Seven Eleven Japan Co. | |
| 1/28 | Case: Seven Eleven Japan Co. Cycle Inventory | Text: pages 61-67 Ch11 | | HW1 | GC1: Seven Eleven Japan Co. |
| 2/4 | Cycle Inventory | Ch11 | Quiz2 | | |
| 2/11 | Newsvendor Model | Ch13 | | | HW1 |
| 2/18 | Newsvendor Model/Review | Ch13 | | | |
| 2/25 | Exam 1 | | | | |
| 3/3 | Spring Break | No Class | | | |
| 3/10 | Responsive Supply Chain: Quick Response | Notes | | HW2 | |
| 3/17 | Responsive Supply Chain: Quick Response Designing Distribution Networks | Notes Ch4 | | | |
| 3/24 | Designing Distribution Networks Network Design | Ch4 Ch5.1-5.3 | Quiz3 | | HW2 |
| 3/31 | Global Supply Chain Game Guest Speaker/Transportation | | | | SC Game |
| 4/7 | Transportation Sourcing | Ch14 Ch15 | Quiz4 | HW3 | |
| 4/14 | Sourcing | Ch15 | | GC2: Timbuk2 | |
| 4/21 | Beer Game Supply Chain Coordination | Ch10 | Quiz5 | | HW3 |
| 4/28 | Case: Where in the World is Timbuk2? Mass Customization/Review | Notes | | | GC2: Timbuk2 |
| 5/5 | Exam 2 | | | | |

HW1-3: Individual homework

GC1-2: Group case assignments

Quiz1-5: In-class quizzes

Assignment: individual homework (HWx) and/or group case assignments (GCx) I will assign after the class.

Assignment Due: individual homework (HWx) and/or group case assignments (GCx) or supply chain game report due right before the class.

Exam 3 Schedule: 5:00pm-7:30pm on May 5, 2020. Please check the university's exam schedule here: <http://registrar.uncc.edu/calendar-and-exam-schedules/exam-schedules>