

Course Syllabus

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MGMT 3153 ON

Supply Chain Management

Course Description

This course covers the basic concepts and techniques of operations and inventory management. Various measures of operation performance such as throughput, cycle time, work-in-process, customer service, variability, and quality will be examined. These tools will provide a framework for evaluation and improving operations.

Course Prerequisites

Prerequisite: MGMT 3313, Recommended Prerequisite: MATH 1053

Required Materials

Swink, M., Melnyk, S., Cooper, M. B., & Hartley, J. I. (2020). *Managing operations across the supply chain*. (4th ed.). New York, NY: McGraw-Hill/Irwin.

ISBN: 9781260239461 (you may rent or buy this text with a different format and under a different ISBN)

Accreditation

Southern Wesleyan University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate, baccalaureate, and masters degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097 or call 404-679-4500 for questions about the accreditation of Southern Wesleyan University.

Course Learning Outcomes

CLO#1	Determine what the supply chain is and its areas, and what it means to view operations management using a “supply chain perspective”.
CLO#2	Discuss product/process innovation to increase a firm’s performance.
CLO#3	Compare and contrast manufacturing and service process structures.
CLO#4	Apply quantitative techniques to solve operations management requirements that directly influence the supply chain.
CLO#5	Analyze how different areas of operations from a supply chain perspective have been implemented using the case study approach.

Course Learning Assignments and Assessments

Grading

Session Discussions	15 %
Short Case Analysis	30 %
Exercises	30 %
Final Application Project Report (20%) Presentation (5%)	25 %
Total	100%

Session Discussions – 15%

Each student is expected to complete the assigned readings prior to each session. Additionally, each student should be attentive to current information such as newspaper and magazine articles relevant to the subjects covered in the course. Active participation in each discussion forum is essential. The following guidelines should be used for discussions:

- It is expected that online postings will present relevant information with analysis and responses answering to the questions of each activity and instructions posted online. These responses need to be supported by the chapters assigned for that particular session and other course materials. Make sure to properly cite sources if they are used for the analysis. The length may vary but substantive content is expected.
- Students are expected to make an initial post by Thursday night of the appropriate session and post responses to at least two other posts by Sunday night.
- Length should be appropriate with the topic but typically at least a couple of well-written paragraphs. If appropriate to the topic, source material should be cited using the APA style. Students should maintain anonymity of material that is based on experience, i.e. do not name your own company or the names of individuals if responding to a topic that asks you to share experiences related to the topic. Follow up posts to at least two other students and faculty are required by Saturday night of the session. Responses should also be substantive and not be shallow statements such as "I agree" or "I like your statement." Explain why the post to which you are referring led you to think differently or piqued your interest in the topic, etc.
- Include a section with your own personal experience and cite sources for the analysis. List sources at the end of your posting and comply with the APA style.
- Instructions from the Syllabus may include a section with Biblical integration. This section shall be supported by selections from Scripture and/or other relevant publications. It is not intended to be a subjective analysis. Ethical teachings and learning experiences can be included as well.

Short Case Analysis - 30%

Each student is responsible for completing three individual short case analysis of Cases in the textbook as provided. In each of these Cases the student will play the role of a consultant who has been employed by the organization. In preparing your discussion and recommendations you will incorporate and respond to the questions asked at the end of the Case. The paper will be developed with good formatting, sentence flow and paragraph continuity, and it will integrate at least three sources (one shall be peer-reviewed) related to supply chain management and/or operations management articles. These sources must relate to the session topics relevant to the case studies. The student will apply the subject matter to his/her work experience and make any suggestions as to how this may improve or assist in their work process. Additionally, the student should be able to recognize the application of any appropriate ethical or biblical principles involved with the topic of the case analysis.

The case analysis papers are to be double-spaced, APA formatted and cited. Length of each case study analysis is between one and two pages, not including cover and reference pages. APA formatted implies the case study will have a Title Page and the case study text, which will have: a.) short Introductory paragraph, b.) case study text using appropriate paragraph and sub-paragraph headers, c.) brief paragraph of conclusion, d.) Reference Page.

Session One Short Case Analysis – Otis Toy Train Explores the Supply Chain

For this Case Analysis you will play the role of a consultant who has been employed by Otis Train. In preparing your discussion and recommendations, you will incorporate and respond to the questions asked at the end of the Case from Chapter Two. The Case Analysis will be developed with good formatting, sentence flow and paragraph continuity. Also, integrate at least 2 reliable sources related to supply chain management and/or operations management. These sources must be relevant to the topics in this session and the case studies. The Case Analysis will be of 1 to 2 pages not including the Title Page and the Reference Page. Please include a paragraph with Biblical integration -see Syllabus and Rubrics. ***The case is explained in our textbook, Chapter 2, page 51.***

Session Three Short Case Analysis – A Comment on Management Attitude

Review this case in detail and respond to Question Two. The Case Analysis will be developed with good formatting, sentence flow and paragraph continuity. ***The case is explained in our textbook, Chapter 6, page 197.*** Integrate at least 2 reliable sources related to supply chain management and/or operations management. These sources must be relevant to the topics in this session and the case studies. The Case Analysis will be of 1 to 2 pages not including the Title Page and the Reference Page. Please include a paragraph with Biblical integration -see Syllabus and Rubrics.

Session Five Short Case Analysis: Strategic Sourcing at Best Banks.

Review this case in detail and respond to Question Three. ***The case is explained in our textbook, Chapter 10, page 365.*** The Case Analysis will be developed with good formatting, sentence flow and paragraph continuity. Also, integrate at least 2 reliable sources related to supply chain management and/or operations management. These sources must be relevant to the topics in this session and the case studies. The Case Analysis will be of 1 to 2 pages not including the Title Page and the Reference Page. Please include a paragraph with Biblical integration -see Syllabus and Rubrics.

Exercises – 30%

Two comprehensive exercises with quantitative and graphical solutions to relevant topics of supply chain management and operations management will be presented in alternate weeks when you won't be presenting short case analysis papers. Please follow the instructions and carefully review examples and similar exercises and graphical solutions from the textbook. The final, sixth, session will be left for you to work on the final application project.

Final Application Project – 25%

The final project and exercise intends to apply the knowledge acquired throughout the course in SCM and develop a four-page report for the implementation of an ISO-9000 system with an ISO-14000 component including the following:

1. Description of the type of organization you would like to develop a set of guidelines on how to initiate a system for ISO-9000 certification.

2. Description, based on the textbook, of what ISO-9000 and ISO-14000 series are and the purpose of these types of certifications.
3. Results from your research on how to start the ISO-9000 certification process, and the relevancy of international certifications. Please cite each source using proper APA style.
4. Finally, you will write a procedure or policy for the organization you have selected on how to initiate, implement, and attain an ISO-14000 certification as an addition to the ISO-9000 process.
5. Please include a section with Biblical and ethical integration related to international standards and the need to increase standards around the world.

In addition to the textbook, you will conduct research on quality systems, the ISO web pages, and other academic and professional publications regarding the importance of international certifications. Please follow the “written report guidelines” in this Syllabus. The report represents 20% of the grade. A final presentation (5% of the grade) will be due during Session Six. Students will be asked to also post this presentation for the final discussion board activity during Session Seven.

GRADE EQUIVALENCY TABLE

All grades are reported in a system of eleven letter grades designated as “A” through “F” with appropriate plus and minus additions reflecting the following scheme:

Percentage Value	Letter Grade	Numeric Value for GPA
93-100	A	4.0
90-92	A-	3.7
86-89	B+	3.4
83-85	B	3.0
80-82	B-	2.7
76-79	C+	2.4
73-75	C	2.0
70-72	C-	1.7

65-69	D+	1.4
60-64	D	1.0
<60	F	0.0

Course Policies

Attendance Policy

Regular attendance is a key to success in the course. Please refer to the Attendance Policy outlined in the Catalog for full details of the SWU policy on attendance.

Online attendance is based on completion of at least one designated assignment by the due date/time posted within the course site for each session. Online activities may include lecture, assignments, readings, discussion forums, and assessments (e.g. quizzes, tests).

Late Assignment Policy

Assignments

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Assignments are due by midnight on the days specified. Students can expect a 20% reduction of their grade for each day an assignment is late. Students who submit assignments more than four days late will receive a grade of zero on the assignment.

In the case of extenuating circumstances (such as hospitalization, child birth, major accident, injury or bereavement), it is the responsibility of students to contact the instructor as soon as practicable. The instructor may waive the late penalty if the circumstances are justified.

Students must submit final course assignments no later than the last day of the term. No assignments are accepted after the last day of the term.

Discussions

Students must submit discussion board postings during the time frame indicated. Discussion board submissions will not be accepted for credit after the deadline.

Communication

The course site (Canvas) and SWU email are the primary tools for class communication, assignments, handouts, etc. All participants must have access to the course site and SWU e-mail and are expected to access them on a daily basis.

While it is important to maintain good communication with the instructor, Internet connectivity problems and home computer problems are not considered adequate excuses for missing assigned class work.

Technology Requirements

To be successful in this course, all participants are expected to ensure their technology equipment meets the [recommendations](https://www.swu.edu/online/computer-requirements/) [\(https://www.swu.edu/online/computer-requirements/\)](https://www.swu.edu/online/computer-requirements/) provided by SWU's Technology Services.

Students requiring technical support related to their courses or other SWU-provided technologies should send an e-mail to helpdesk@swu.edu or call 864.644.5050.

Academic Honesty

Honesty in all matters - including honesty in academic endeavors - is a valued principle at Southern Wesleyan University. It is the expectation of the university that all those joining the academic program will act with integrity in all matters.

No forms of academic dishonesty will be tolerated. Students are encouraged to help each other maintain these high standards. All academic dishonesty should be reported to the faculty directly. Faculty, upon evidence of academic dishonesty (cheating, plagiarism, or misuse of another's intellectual property), either by voluntary confession, report of another student, or on the basis of work submitted, must follow the procedure outlined in the Catalog (under *Academic Honesty*). This includes but is not limited to a zero for the work involved, 10% course grade reduction, or a failing grade for the course. Unresolved cases may be appealed using the Appeal Process outlined in the Catalog (under *Academic Honesty*).

Accommodations for Students with Disabilities

Southern Wesleyan University is committed to creating a learning environment that meets the needs of its diverse student body. If you anticipate or experience any barriers to learning in this course, please feel welcome to discuss your concerns with me.

If you have a disability, or if you think you may have a disability, you need to talk with Dr. Tonya Strickland to begin this conversation or to request an official accommodation. You can visit her in Room 224 in the upper level of the library or email accommodations@swu.edu (<mailto:accommodations@swu.edu>) or call her at 864-644-5003 for more information.

If you have already been approved for accommodations at Southern Wesleyan University, please talk with me so we can develop an

implementation plan together.

Course Summary:

Date	Details	Due
	 Exercise One: Layout Analysis https://swu.instructure.com/courses/3263209/assignments/32129608	
	 Exercise Two: Lean Systems https://swu.instructure.com/courses/3263209/assignments/32129609	
	 Final Application Project https://swu.instructure.com/courses/3263209/assignments/32129610	
	 Final Presentation https://swu.instructure.com/courses/3263209/assignments/32129611	
	 Roll Call Attendance https://swu.instructure.com/courses/3263209/assignments/32129612	
	 Session Five-Discussion: Managing the Customer Relationship & Insourcing versus Outsourcing https://swu.instructure.com/courses/3263209/assignments/32129603	
	 Session Four-Discussion: Determining Inventory Levels https://swu.instructure.com/courses/3263209/assignments/32129602	
	 Session One - Definitions & Video Case https://swu.instructure.com/courses/3263209/assignments/32129605	
	 Session Seven -Discussion #1: Final Presentation Discussion https://swu.instructure.com/courses/3263209/assignments/32129606	
	 Session Seven -Discussion #2: Conclusion and Lessons Learned https://swu.instructure.com/courses/3263209/assignments/32129607	

Date	Details	Due
	 Session Six-Discussion: Forecasting and MRP (https://swu.instructure.com/courses/3263209/assignments/32129604)	
	 Session Three- Service Process & Video Case / Quality Management (https://swu.instructure.com/courses/3263209/assignments/32129601)	
	 Session Two- Process and Design for Supply Chain Operations (https://swu.instructure.com/courses/3263209/assignments/32129600)	
	 Short Case Analysis - Otis Toy Train Explores the Supply Chain – Chapter One Case Section (https://swu.instructure.com/courses/3263209/assignments/32129615)	
	 Short Case Analysis: Best Banks - Chapter 10 Case Study Section (https://swu.instructure.com/courses/3263209/assignments/32129614)	
	 Short Case Analysis: A Comment on Management Attitude - Chapter 6 Case Section (https://swu.instructure.com/courses/3263209/assignments/32129613)	