

**Commerce 4OI3
Introduction to Supply Chain Management
Winter 2020 Course Outline**

**Operations Management Area
DeGroote School of Business
McMaster University**

COURSE OBJECTIVE

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- Introduce the general framework of supply chain management and analyze the key drivers of supply chain performance; these drivers include facilities, inventories, transportation, sourcing, information and pricing. Emphasis will be placed upon:
 - Supply chain network design.
 - The interactions between supply chain management and information systems
 - Sourcing structures and their influences on supply chain management
 - Supply chain risk management
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INSTRUCTOR AND CONTACT INFORMATION

CO1: Mon 14:30 – 17:20
Dr. Amr Elbadan
Instructor
elbadaam@mcmaster.ca
Office: TBA
Office Hours: TBA
Class Location: ABB 270

CO2: Mon 19:00 – 22:00
Dr. Amr Elbadan
Instructor
elbadaam@mcmaster.ca
Office: TBA
Office Hours: TBA
Class Location: DSB B107

Shuai Zhang
Teaching assistant
zhans72@mcmaster.ca
Office: TBA
Office Hours: TBA

COURSE ELEMENTS

Credit Value: 3	Leadership: Yes	IT skills: Yes	Global view: Yes
A2L: Yes	Ethics: Yes	Numeracy: Yes	Written skills: Yes
Participation: Yes	Innovation: Yes	Group work: Yes	Oral skills: Yes
Evidence-based: Yes	Experiential: Yes	Final Exam: No	Guest speaker(s): No

COURSE DESCRIPTION

Supply chains are the networks of materials, information and currency which have become a key dimension in business competition. We are all familiar with brands such as Apple, Wal-Mart, IKEA and FedEx; these are all examples of companies who have successfully applied supply chain management thus becoming leaders in their industries. In this course, we will present the basic concepts, theories and techniques of supply chain management. We will also study real life supply chains. Finally, the SAP Enterprise Resource Planning (ERP) suite will be used to highlight some of the concepts covered in the course. This course can be used towards the DeGroot SAP Certification in Business Integration program.

LEARNING OUTCOMES

Upon completion of this course, students will be able to complete the following tasks:

- Articulate the basic concepts and key drivers in supply chain management
 - Articulate the relationships between supply chain management and marketing, information systems, and sourcing
 - Operate the SAP ERP system to complete supply chain management tasks at a level commensurate with this course
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COURSE MATERIALS AND READINGS

Required:

Course materials are available on Avenue to Learn. Available from:

- <http://avenue.mcmaster.ca>

“Supply Chain Management: Strategy, Planning, and Operation”, Sunil Chopra, Pearson Prentice Hall, 7e, 2019. Available from:

- Bookstore or online

Optional:

“Supply Chain Management and Advanced Planning [electronic resource]: Concepts, Models, Software, and Case Studies” Hartmut Stadtler, Christoph Kilger, Herbert Meyr, Springer, 5th ed, 2015. Available from

- McMaster Library, electronic book

EVALUATION

Missed tests/exams/quizzes will receive a grade of zero unless the student has submitted and been approved for a Notification of Absence or MSAF.

Late assignments and case studies will be penalized 5% of their mark for each day to a maximum of two days. If an assignment or a case study is late by more than two days, it will receive a zero grade (students with approved Notification of Absence or MSAF are excepted).

Your final grade will be calculated as follows:

Components and Weights

<i>Components</i>	<i>Weight</i>
Quiz 1	25%
Quiz 2	25%
Quiz 3	25%
Case Studies (2)	10%
SAP assignments 1 & 2	10%
Beer Game	5%
Total	100%

Quizzes

There will be three 60 minute quizzes during the course. These quizzes will take place in class during the first hour on the week they are scheduled. Each quiz is worth 25 percent of the final grade. The content tested in each quiz includes the lecture slides and reading materials covered since the last quiz excluding the content covered the week of the quiz. Quiz problems might include multiple choice, essay, short answer, and numeric questions. The use of a McMaster standard calculator is allowed during the quizzes (See McMaster calculator policy).

Case Studies

Two case studies are to be submitted during the course. Students will form groups of 4 to 5 members for each case study; the instructor must approve these groups. Each group will submit a report analyze the case study and suggest recommendations, and to present in 5 min their report. Each case study will account for 5% of the final grade. Of which the report accounts to 4% of the final grade and the presentation accounts to 1% of the final grade. Peer evaluation will be considered in the case study final grade.

SAP Assignments

This course is part of the SAP certification program. Students will finish two SAP assignments under the guidance of the TA. The emphasis of our SAP training will be on creating linkages between supply chain theory and managerial practice. Each SAP assignment is worth 5% of the final grade.

N.B. Office hours will be established for questions regarding quiz marks, assignment difficulties, SAP troubleshooting and other issues. Rubrics or model answers will be published for assignments in the interests of fairness and transparency.

Communication and Feedback

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Area Administrative Assistants. Instructors are required to provide evaluation feedback for at least 10% of the final grade to students prior to Week #9 in the term. Instructors may solicit feedback via an informal course review with students by Week #4 to allow time for modifications in curriculum delivery.

Course Deliverables

All assignments are due at the start of class the week they are to be submitted; assignments are to be submitted on A2L. Please refer to the detailed course schedule for due dates.

Quiz #1

This quiz is worth 25% of your final grade. The material covered includes lessons one through four inclusive as well as associated readings. This quiz is individual, in class work.

Quiz #2

This quiz is worth 25% of your final grade. The material covered includes lessons five through seven inclusive as well as associated readings. This quiz is individual, in class work.

Quiz #3

This quiz is worth 25% of your final grade. The material covered includes lessons eight through eleven inclusive as well as associated readings. This quiz is individual, in class work.

SAP assignment #1

This assignment is worth 5% of your final grade. In this assignment, you will be operating the SAP ERP system to complete a number of outbound logistics tasks. You will be graded upon screenshots taken from SAP which demonstrate that you have completed the correct sequence of steps. This assignment is individual homework.

SAP assignment #2

This assignment is worth 5% of your final grade. In this assignment, you will be operating the SAP ERP system to complete a number of inbound logistics tasks. You will be graded upon screenshots taken from SAP which demonstrate that you have completed the correct sequence of steps. This assignment is individual homework.

Beer game

The beer game is a classic supply chain management learning activity that will be conducted in class. Participation in the game will earn you 5% of your final grade. This activity is group, in class work.

Case Studies

Each case study is worth 5% of your final grade. You will be analyzing a streamlined problem similar to what you might encounter in your professional career. You should utilize what you learned during the course to analyze the case and recommend solutions. A report and a 5 min presentation are required. The case study is a group work.

ACADEMIC INTEGRITY

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity.

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: "Grade of F assigned for academic dishonesty"), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various types of academic dishonesty please refer to the *Academic Integrity Policy*, located at:

www.mcmaster.ca/academicintegrity

The following illustrates only three forms of academic dishonesty:

1. Plagiarism, e.g. the submission of work that is not one's own or for which other credit has been obtained.
2. Improper collaboration in group work.
3. Copying or using unauthorized aids in tests and examinations.

AUTHENTICITY/PLAGIARISM DETECTION

In this course we will be using a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. Students will be expected to submit their work electronically either directly to Turnitin.com or via Avenue to Learn (A2L) plagiarism detection (a service supported by Turnitin.com) so can be checked for academic dishonesty. Students who do not wish to submit their work through A2L and/or Turnitin.com must still submit an electronic and/or hardcopy to the instructor. No penalty will be assigned to a student who does not submit work to Turnitin.com or A2L. All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, other software, etc.). To see the Turnitin.com Policy, please go to;

www.mcmaster.ca/academicintegrity

ONLINE COURSE COMPONENTS

In this course we will be using Avenue to Learn and McMaster email. Students should be aware that when they access the electronic components of this course, private information such as first and last names, user names for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course. The available information is dependent on the technology used. Continuation in this course will be deemed consent to this disclosure.

If you have any questions or concerns about such disclosure, please discuss this with the course instructor.

REQUESTING RELIEF FOR MISSED ACADEMIC WORK

Students may request relief from a regularly scheduled midterm, test, assignment or other course components. Please refer to the policy and procedure on the DeGroot website at the link below:

<http://ug.degroot.mcmaster.ca/forms-and-resources/misled-course-work-policy/>

STUDENT ACCESSIBILITY SERVICES

Students who require academic accommodation must contact Student Accessibility Services (SAS) to make arrangements with a Program Coordinator. Academic accommodations must be arranged for each term of study. Student Accessibility Services can be contacted by phone 905-525-9140 ext. 28652 or e-mail sas@mcmaster.ca.

For further information, consult McMaster University's Policy for Academic Accommodation of Students with Disabilities:

<http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicAccommodation-StudentsWithDisabilities.pdf>

ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the RISO policy. Students requiring a RISO accommodation should submit their request, including the dates/times needing to be accommodated and the courses which will be impacted, to their Faculty Office normally within 10 days of the beginning of term or to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

POTENTIAL MODIFICATION TO THE COURSE

The instructor reserves the right to modify elements of the course during the term. There may be changes to the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes. It is the responsibility of the student to check their McMaster email and course websites weekly during the term and to note any changes.

RESEARCH USING HUMAN SUBJECTS

All researchers conducting research that involves human participants, their records or their biological material are required to receive approval from one of McMaster's Research Ethics Boards before (a) they can recruit participants and (b) collect or access their data. Failure to comply with relevant policies is a research misconduct matter. Contact these boards for further information about your requirements and the application process.

McMaster Research Ethics Board (General board): <https://reo.mcmaster.ca/>

Hamilton Integrated Research Ethics Board (Medical board): <http://www.hireb.ca/>

ACKNOWLEDGEMENT OF COURSE POLICIES

Your enrolment in Commerce 4OI3 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.

COURSE SCHEDULE

**Commerce 4OI3
Introduction to Supply Chain Management
Winter 2020 Course Schedule**

WEEK	DATE	TOPICS	CHAPTERS	ASSIGNMENTS
1	Mon. Jan, 6	Introduction to supply chain management	Ch 1	
2	Mon. Jan, 13	Framework for supply chains analysis: Strategic fit. Blockbuster demise (in class group activity, 4-5 students)	Ch 2	
3	Mon. Jan, 20	Supply chain drivers and metrics SAP introduction and installation Seven-Eleven case (in class group activity, 4-5 students)	Ch 3	
4	Mon. Jan, 27	Designing supply chain network: facility location and capacity allocation Blue Nile case study (in class group activity, 4-5 students)	Ch 4-5	Install SAP on your computer and bring any issues to your TA
5	Mon. Feb, 3	Quiz - 1 SAP tutorial and warehouse operations SAP assignment (A) issued		
6	Mon. Feb, 10	Sourcing decisions in a supply chain: Outsourcing and Procurement	Ch 15	Submit: Case Study 1
	Mon. Feb, 17	<i>Midterm Recess – NO CLASS</i>		
7	Mon. Feb, 24	Coordination in a supply chain: Contracts Case study presentation	Ch 10	Submit: SAP Assignment (A)
8	Mon. Mar, 2	Quiz - 2 SAP tutorial and warehouse operations SAP assignment (B) issued		
9	Mon. Mar, 9	Distribution Strategies: managing transportation in supply chain Designing distribution network for Michael's hardware case (in class group activity, 4-5 students)	Ch 14	Submit: SAP Assignment (B)
10	Mon. Mar, 16	Simulating supply chain operations: Beer Game (group activity, 4-5 students)		Submit: Case Study 2 Submit: Beer Game
11	Mon. Mar, 23	Supply chain risks Case study presentation	Ch 15	
12	Mon. Mar, 30	Quiz – 3 Information technology and supply chain management	Online chapter	
13	Mon. April, 6			