MGMT 4331 – Global Supply Chain Management

Course Description/Overview

“We decided to stop being so company-centric, and start being customer-centric and demand-driven. We found when you do that, some amazing things happen”
- Ralph Drayer, Chief logistics officer at Procter & Gamble

Supply chain management is the management of the flow of goods and services from the point of origin to the point of consumption. Due to intense global competition, many successful companies have realized the importance of supply chain management and become much more involved with their suppliers and their customers to meet customer expectations. Global supply chain management typically involves managing procurement, operations, distribution and integration of many global organizations to efficiently and effectively meet the needs of the customers.

This course is broadly classified into four main areas: procurement, operations, distribution and integration of the global supply chain. Topics include purchasing management, supplier relationship management, ethical and sustainable sourcing, resource planning, process management, domestic and global logistics, customer relationship management, global location decisions, service response logistics, performance measurement and supply chain process integration.

Prerequisite Knowledge

MGMT 3305

Course Technology

ASU Blackboard, MS Office, Internet for Research

Class Meeting Times

Tue and Thu from 2.00 pm - 3.15 pm, in room RAS 104

Faculty/Instructor Information

Name: Raj Kamalapur, Ph.D.
Title: Assistant Professor
Office: RAS 205
Phone: 325-486-6632
E-Mail: raj.kamalapur@angelo.edu
Office Hours: Tue and Thu from 10.30 am – 12.30 pm,
            Wed from 10.30 am – 12.30 pm, and by appointment
Hobbies: Playing Golf, Tennis, Biking, Music, Travel, etc.
Technical Support
The Technology Service Center (TSC) may be contacted for any technical support by calling (325) 942-2911 or 1-866-942-2911 or by email at helpdesk@angelo.edu

Course Objectives

Learning Objectives:
Upon completion of this course, students will be able to...

1. Understand the strategic role and importance of supply chain management to compete and succeed in a competitive global economy
2. Understand the four main foundation elements of supply, operations, logistics and integration in efficiently and effectively managing the global supply chain
3. Understand the interdependence of many global organizations that are involved in successfully meeting the needs of the end customers
4. Apply analytical skills and problem-solving tools to the analysis of supply chain management problems

Assessment Methods
Three exams, two quizzes and a written report for a case study are used to assess the learning in this course

Course Textbook and Required Readings

Principles of Supply Chain Management: A Balanced Approach
By Joel D. Wisner, Keah-Choon Tan, G. Keong Leong, 4th Edition
ISBN: 978-1285428314, Publisher: Cengage Learning

Note: This textbook lack information in some chapters. So, some additional materials will be used to supplement this textbook

Grading Policies

This course employs the following to measure the student learning.

<table>
<thead>
<tr>
<th>Course Evaluation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>Exam 3</td>
<td>100</td>
</tr>
<tr>
<td>Quiz (2 x 30)</td>
<td>60</td>
</tr>
<tr>
<td>Case Report</td>
<td>40</td>
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<tr>
<td><strong>Total Points</strong></td>
<td><strong>400</strong></td>
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</tbody>
</table>
Angelo State University employs a letter grade system. Grades in this course are determined on a percentage scale:

A = 90.0 – 100 
B = 80.0 – 89.9 
C = 70.0 – 79.9 
D = 60.0 – 69.9
F = Below 60%

**Remember: Grades are not given by me, they are earned by you**

Class General Guidelines

Your involvement in class is critical for the learning process. Students are expected to engage and participate in class discussions. Learning is also closely linked to your own contribution and interaction with others - in other words come prepared to participate in class discussions, work on in-class problems, bring in materials or information to share, interact with your professor and your classmates, talk to me during office hours, etc.

Your future careers as business leaders will require you to exhibit professional courtesy, and to possess strong ethical standards. You need to be on time and should treat the class as a business meeting and be courteous and respectful of all fellow students, the professor and the educational experience (this will help you in your career). Students are expected to stay in class and listen attentively when professor or other students are speaking.

During class, turn off and put away all the mobile devices (cell phones, laptops, etc.) in backpacks, purse, etc. Research has established that electronic devices (cell phones, laptops, etc.) are distracting and impact students learning experience. You can keep your laptop on, as long as you are paying attention to the class presentation and class discussions. If you are expecting an important call during class time, set the phone to vibrate mode and please talk to me before class about potential disruption. Also during the class, you are expected not to discuss or work on things that are unrelated to this course.

**Note: Please turn off and put away all mobile and electronic devices**

Communication and Response Time

ASU Blackboard and ASU email will be used for communication from me to the entire class. I will be posting course documents and course announcements on Blackboard. You are expected to check your email and Blackboard on a regular basis. You need to use ASU email account, as I will not respond to other email accounts like Yahoo, Gmail, etc. (as some of these emails may come from unreliable sources). When you email me (or any professors), use a proper salutation, a proper closing, proper grammar and spelling, as you would in a professional business letter (this will be helpful in your career).

I recommend that you include “MGMT 4331” in subject line of all emails sent to me for this course. I will respond to any weekday emails within 24 hours (most often, it is much earlier than that). I may or may not be able to check emails during the weekend. So, plan accordingly, as weekend emails may be answered on the following Monday, if not during the weekend.
I encourage you to meet with me during my office hours (and by appointment) to discuss any questions you may have related to this course (feel free to stop by my office if you have any questions). If you have any questions that need explanation, then you need to meet and discuss with me, as email is not a very effective medium for these situations.

If you have questions about grading, your performance in the class, or any personal issues that you need to discuss, you must come in during my office hours (and by appointment) to talk to me. Email is not an effective way to discuss these issues. This is to encourage proper business conduct in the courses that will help you to be successful in your career.

**All Exams**

All exams will be closed book and closed notes. A sheet with formulas and equations needed to solve problems will be provided for exams. Exams will cover materials from required textbook, PowerPoint slides, lectures and class discussions. Exams may consist of true-false questions, multiple-choice questions, and quantitative problems.

The solution for exams and quizzes will be reviewed briefly in class after the exams and quizzes are graded. After we have completed our review, make sure that you return all documents to me to avoid getting a zero on that exam or quiz. Students can meet with me to ask questions about their graded exams or quiz at the end of class or during the office hours. This allows me to provide you my undivided attention and answer any specific questions you may have. There will be no makeup exams. Any makeup exams may only be allowed with valid documented excuse (but still are at the discretion of the professor).

**All Quizzes**

All quizzes will be closed book and closed notes. The quizzes will cover materials from the required textbook, PowerPoint slides, lectures and class discussions. Quizzes may consist of true-false and/or multiple-choice questions. There will be no makeup quizzes.

**Case Report**

You are expected to form a team with 3-4 students (min 3 and max 4 students) to work on the case study. Each team will submit a case study report by the due date as shown in the course schedule. More details about the case study and written report will be provided in class and on the course Blackboard.

**Participation/Absenteeism**

Your attendance and contribution in-class are essential for your learning which help you to develop good work ethic. If you are not present, then you would miss out on the learning available during the class. We will be having in-class discussions, working on problems in-class, etc. that will help you do well in this course. Research has shown that students, who regularly attend classes, generally do well in the course. Students are expected to attend classes regularly and participate in class discussions. However, each student is allowed a maximum of three absences (excused or unexcused) during the semester.

I usually curve the grade, and absences greater than three (excused or unexcused absences) are considered excessive and will not qualify you for any curve given at end of semester. So, it is beneficial for all students to attend classes regularly to do well in this course.
Missed/Late Work

No late work will be accepted for any reason. Reasonable deadlines have been set to ensure that you have adequate time to complete your work. So plan ahead, and do not wait until the last moment to complete your work.

Extra Credit Work

There is no extra credit work for any individuals. Extra credit work for individuals discriminate against students who submit their work in good order and on time. Therefore, I do not allow extra credit assignments, unless I do so for the entire class. If you keep up with your regular work each week, there will be no need for any extra credits.

Final Exam

Final Exam will be on December 11th from 1.00 – 3.00 pm, based on the chapters covered after Exam 2 (Please review the course schedule). More details will be provided in class.

Course Policies

Academic Honesty and Integrity

Angelo State University expects its students to maintain complete honesty and integrity in their academic pursuits. Students are responsible for understanding and complying with the university Academic Honor Code and the ASU Student Handbook.

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It is the professor’s intention to be as fair and impartial as is humanly possible. Therefore, all students will be asked to adhere to the same set of guidelines and rules UNLESS there are disabilities or documented extenuating circumstances that have been discussed with the professor and the Student Life Office. Please make sure you inform the professor as soon as any situation arises. Do NOT wait until the problem is compounded by poor class performance, poor attendance, etc.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

Courtesy and Respect

Courtesy and Respect are essential ingredients to this course. We respect each other's opinions and respect their point of view at all times while in our class sessions. The use of profanity & harassment of any form is strictly prohibited (Zero Tolerance), as are those remarks concerning one's ethnicity, life style, race (ethnicity), religion, etc. violations of these rules will result in immediate dismissal from the course.
Accommodations for Disability

As stated in the Angelo State University Operating Policy and Procedure (OP 10.15 Providing Accommodations for Students with Disabilities), the Student Life Office is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student's responsibility to initiate such a request by contacting the Student Life Office at (325) 942-2191 or (325) 942-2126 (TDD/FAX) or by e-mail at Student.Life@angelo.edu to begin the process. The Student Life Office will establish the particular documentation requirements necessary for the various types of disabilities.

Student absence for religious holidays

As stated in the Angelo State University Operating Policy and Procedure (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

Course Drop

To view information about how to drop this course or to calculate the important dates relevant to dropping this course, you can visit http://www.angelo.edu/services/registars_office/course_drop_provisions.php.

College of Business Code of Ethics

Students, faculty, administrators and professional staff of the College of Business should always:

- Be forthright and truthful in dealings with all stakeholders
- Take responsibility for one’s actions and decisions
- Serve as an example of ethical decision-making and behavior to others
- Admit errors when they occur, without trying to conceal them
- Respect the basic dignity of others by treating them as one would wish to be treated

Grade Appeal Process

As stated in the Angelo State University Operating Policy and Procedure (OP 10.03 Student Grade Grievances), a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see Operating Procedure 10.03 at: http://www.angelo.edu/content/files/14196-op-1003-grade-grievance.
Incomplete as a Course grade

As stated in the Angelo State University Operating Policy and Procedure (OP 10.11 Grading Procedures), the grade I is given when the student is unable to complete the course because of illness or personal misfortune. An I that is not removed before the end of the next long semester automatically becomes an F. A graduate student will be allowed one year to remove a grade of I before it automatically becomes an F. To graduate from ASU, a student must complete all I’s.
## Course Outline

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<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Chapters and Topics</th>
</tr>
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<tbody>
<tr>
<td>Week 1</td>
<td>08/27 – 08/31</td>
<td>Chapter 01 – Introduction to Supply Chain Management</td>
</tr>
<tr>
<td>Week 2</td>
<td>09/03 – 09/07</td>
<td>Chapter 02 – Purchasing Management</td>
</tr>
<tr>
<td>Week 3</td>
<td>09/10 – 09/14</td>
<td>Chapter 03 – Supplier Relationships, <strong>Quiz 1: 09/11</strong></td>
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<tr>
<td>Week 4</td>
<td>09/17 – 09/21</td>
<td>Chapter 04 – Ethical and Sustainable Sourcing</td>
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<tr>
<td>Week 5</td>
<td>09/24 – 09/28</td>
<td><strong>Exam 1: 09/25</strong> (Chapters from Week 1 – Week 4)</td>
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<tr>
<td>Week 6</td>
<td>10/01 – 10/05</td>
<td>Chapter 06 – Resource Planning Systems</td>
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<tr>
<td>Week 7</td>
<td>10/08 – 10/12</td>
<td>Chapter 08 – Lean and Six Sigma in Supply Chain</td>
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<tr>
<td>Week 8</td>
<td>10/15 – 10/19</td>
<td>Chapter 09 – Domestic and Global Logistics, <strong>Quiz 2: 10/16</strong></td>
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<tr>
<td>Week 9</td>
<td>10/22 – 10/26</td>
<td>Chapter 10 – Customer Relationship Management</td>
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<tr>
<td>Week 10</td>
<td>10/29 – 11/02</td>
<td><strong>Exam 2: 10/30</strong> (Chapters from Week 6 – Week 9)</td>
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<tr>
<td>Week 11</td>
<td>11/05 – 11/09</td>
<td>Chapter 11 – Global Location Decisions</td>
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<tr>
<td>Week 12</td>
<td>11/12 – 11/16</td>
<td>Chapter 12 – Service Response Logistics, <strong>Case Report: 11/13</strong></td>
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<tr>
<td>Week 13</td>
<td>11/19 – 11/23</td>
<td>Self-Study Day and Thanks Giving Break</td>
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<tr>
<td>Week 14</td>
<td>11/26 – 11/30</td>
<td>Chapter 14 – Performance Measurement</td>
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<tr>
<td>Week 15</td>
<td>12/03 – 12/07</td>
<td>Chapter 13 – Supply Chain Process Integration</td>
</tr>
<tr>
<td>Week 16</td>
<td>12/10 – 12/14</td>
<td><strong>Exam 3: 12/11</strong> (Chapters from Week 11 – Week 15)</td>
</tr>
</tbody>
</table>

**Note:** This is a tentative course schedule. As some chapters are longer than others, some chapters/topics will overlap and may be covered in the preceding or the following weeks. This textbook lack information in some chapters. So, some additional materials will be used to supplement this textbook. Also, based on how the course is progressing, course schedule may be updated or changed to meet the course requirements. Good Luck 😊