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 2331, MGMT 3305

Course Technology
ASU Blackboard, MS Office Software

Class Meeting Times
Tue and Thu from 3.30 pm – 4.45 pm, in room RAS 265

Faculty/Instructor Information

Name: Raj Kamalapur, Ph.D.
Title: Associate Professor
Office: RAS 205
E-Mail: raj.kamalapur@angelo.edu
Office Hours: Tue and Thu: 2.00 pm - 3.30 pm
Hobbies: Golf, Tennis, Biking, Segway, 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

A total of three exams and three quizzes will be used to assess the learning in this course.

Course Textbook and Recommended Readings

Principles of Supply Chain Management: A Balanced Approach
By Joel D. Wisner, Keah-Choon Tan, G. Keong Leong, 5th Edition
Publisher: Cengage

Note: This textbook lacks 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 points</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100 points</td>
</tr>
<tr>
<td>Exam 3</td>
<td>100 points</td>
</tr>
<tr>
<td>Quizzes (3 x 20)</td>
<td>60 points</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>360 points</strong></td>
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Note: Please refer course schedule for the dates of quizzes and exams (more details will be provided in-class for the quizzes and exams). Good luck.
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**

Due to the pandemic, this will be a very unusual semester. However, students should plan to attend regularly, participate in class discussions which will help them learn and do well in this course. 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, interact with your professor and your classmates during the class, etc.

Your future careers as business leaders will require you to exhibit professional courtesy, and to possess strong ethical standards. You should plan to be on time and 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 pay attention, and listen attentively when the 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. However, 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. Also, to help you prepare well, more details will be given in-class before the quizzes and exams.

Please feel free to talk to me or email me if you have any questions. I recommend that you include “MGMT 4331” in subject line of all emails sent to me for this course. I will respond to your email questions within one business day. Please make sure to use ASU email account, as I may not respond to other email accounts like Yahoo, Gmail, etc. (as some emails from these accounts may come from unreliable sources). When you email me (or any professors), you need to 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).
All Exams
Exams will cover materials from required textbook, PowerPoint slides, class lectures and class discussions. Exams may consist of true-false questions, multiple-choice questions, and quantitative problems. More details will be provided in-class before each exam. There will be no makeup exams. Any makeup exams may only be allowed with valid documented excuse (but still at the discretion of the professor).

All Quizzes
Quizzes will cover materials from required textbook, PowerPoint slides, class lectures and class discussions. Quizzes may consist of true-false and/or multiple-choice questions. More details will be provided in-class before each quiz. There will be no makeup quizzes.

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.

Course Policies

Required Use of Masks/Facial Coverings by Students in Class
As a member of the Texas Tech University System, Angelo State University has adopted the mandatory Facial Covering Policy to ensure a safe and healthy classroom experience. Current research on the COVID-19 virus suggests there is a significant reduction in the potential for transmission of the virus from person to person by wearing a mask/facial covering that covers the nose and mouth areas. Therefore, in compliance with the university policy students in this class are required to wear a mask/facial covering before, during, and after class. Faculty members may also ask you to display your daily screening badge as a prerequisite to enter the classroom. You are also asked to maintain safe distancing practices to the best of your ability. For the safety of everyone, any student not appropriately wearing a mask/facial covering will be asked to leave the classroom immediately. The student will be responsible to make up any missed class content or work. Continued non-compliance with the Texas Tech University System Policy may result in disciplinary action through the Office of Student Conduct.

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.
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, which is in both print and web versions of the ASU Student Handbook.

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.

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.

Plagiarism

Plagiarism is a serious topic covered in ASU’s Academic Integrity policy in the Student Handbook. Plagiarism is the action or practice of taking someone else’s work, idea, etc., and passing it off as one’s own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word-for-word without quotation marks and the source of the quotation. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list. Papers are subject to be evaluated for originality via Turnitin. Resources to help you understand this policy better are available at the ASU Writing Center.

Copyright Policy

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

Code of Ethics

Students, faculty, administrators and professional staff of the Norris-Vincent 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 basic dignity of others by treating them as one would wish to be treated

**Student Absence for Religious Holidays**

As stated in the Angelo State University Operating Policy and Procedures (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to miss class 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.

**Accommodations for Disability**

ASU is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments of 2008 (ADAAA), and subsequent legislation.

Student Affairs 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 emailing the studentservices@angelo.edu, or by contacting:

Mrs. Dallas Swafford  
Director of Student Development  
Office of Student Affairs  
University Center, Suite 112  
325-942-2047 Office  
325-942-2211 FAX  
Dallas.Swafford@angelo.edu

**Title IX**

Angelo State University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence Against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SAVE), and other federal and state laws, the University prohibits discrimination based on sex, which includes pregnancy, and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual
contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence (domestic violence or dating violence), sexual violence, and any other misconduct based on sex.

You are encouraged to report any incidents involving sexual misconduct to the Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator, Michelle Boone, J.D. You may submit reports in the following manner:

- Online: www.angelo.edu/incident-form
- Face to Face: Mayer Administration Building, Room 210
- Phone: 325-942-2022
- Email: michelle.boone@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report incidents involving sexual misconduct to the Title IX Coordinator. Should you wish to speak to someone in confidence about an issue, you may contact the University Counseling Center (325-942-2371), the 24-Hour Crisis Helpline (325-486-6345), or the University Health Clinic (325-942-2171).

For more information about resources related to sexual misconduct, Title IX, or Angelo State’s policy please visit: www.angelo.edu/title-ix.

Course Drop

To view the 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/registrars_office/course_drop_provisions.php.

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. For undergraduates, 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”.

Grade Appeal Process

As stated in the Angelo State University Operating Policy and Procedures (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, has experienced inequitable evaluation procedures, or inappropriate grading practices, 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 grade appeal 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.
### Course Outline

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<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Chapters and Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>08/17 – 08/21</td>
<td>Chapter 01 – Introduction to Supply Chain Management</td>
</tr>
<tr>
<td>Week 2</td>
<td>08/24 – 08/28</td>
<td>Chapter 02 – Purchasing Management</td>
</tr>
<tr>
<td>Week 3</td>
<td>08/31 – 09/04</td>
<td>Chapter 03 – Supplier Relationships, <strong>Quiz 1: 09/01</strong></td>
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<tr>
<td>Week 4</td>
<td>09/07 – 09/11</td>
<td>Chapter 04 – Ethical and Sustainable Sourcing</td>
</tr>
<tr>
<td>Week 5</td>
<td>09/14 – 09/18</td>
<td><strong>Exam 1: 09/15</strong> (Chapters from Week 1 – Week 4)</td>
</tr>
<tr>
<td>Week 6</td>
<td>09/21 – 09/25</td>
<td>Chapter 06 – Resource Planning Systems</td>
</tr>
<tr>
<td>Week 7</td>
<td>09/28 – 10/02</td>
<td>Chapter 08 – Lean and Six Sigma in Supply Chain</td>
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<tr>
<td>Week 8</td>
<td>10/05 – 10/09</td>
<td>Chapter 09 – Domestic and Global Logistics, <strong>Quiz 2: 10/06</strong></td>
</tr>
<tr>
<td>Week 9</td>
<td>10/12 – 10/16</td>
<td>Chapter 10 – Customer Relationship Management</td>
</tr>
<tr>
<td>Week 10</td>
<td>10/19 – 10/23</td>
<td><strong>Exam 2: 10/20</strong> (Chapters from Week 6 – Week 9)</td>
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<tr>
<td>Week 11</td>
<td>10/26 – 10/30</td>
<td>Chapter 11 – Global Location Decisions</td>
</tr>
<tr>
<td>Week 12</td>
<td>11/02 – 11/06</td>
<td>Chapter 12 – Service Response Logistics</td>
</tr>
<tr>
<td>Week 13</td>
<td>11/09 – 11/13</td>
<td>Chapter 13 – Supply Chain Process Integration, <strong>Quiz 3: 11/10</strong></td>
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<tr>
<td>Week 14</td>
<td>11/16 – 11/20</td>
<td>Chapter 14 – Performance Measurement</td>
</tr>
<tr>
<td>Week 15</td>
<td>11/23 – 11/24</td>
<td><strong>Exam 3: 11/24</strong> (Chapters from Week 11 – Week 14)</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 lacks 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 😊