



## Your Professor

Carol Ritchie



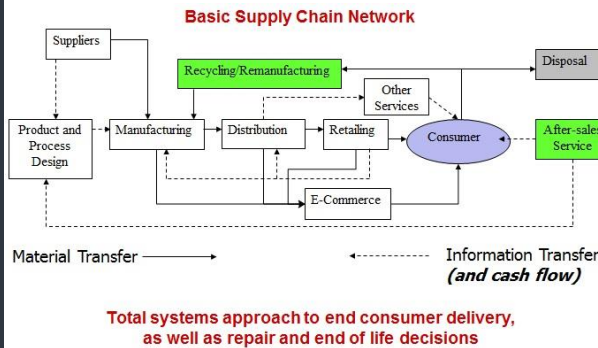
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Availability: Contact via email any time. Regularly available and quick to respond (usually not more than 24 hours).

I do not have regular office hours, but will schedule a phone conference or Zoom meeting upon request. Just send me an email and we will set up a convenient time. Please reach out to me with questions, issues or concerns – I am here to help!

Feedback: Quizzes open for review the morning after the due date (5-day review window). Further feedback posted with Grades for each submission. All feedback is returned within 3 days from the due date. Always timely read feedback and ask questions to help yourself continue to learn and improve performance.



## What is a supply chain?

The supply chain starts with raw materials (grown, extracted, or made) and ends with final consumable or used products and services. It also considers sustainable solutions at the end of the life to recycle or reuse products in another supply chain (cradle-to-cradle). Everything you buy or use as a consumer needed a supply chain to get to you!

## Course Overview

This course builds on the basic concepts learned in operations management for students to further understand how to build and implement supply chain or value chain networks. Students learn principles, processes, technologies, strategies, and analytical techniques used to integrate global supply chain management best practices. Emphasis will be on the student developing an enterprise wide and systems view to manage the flow of information, physical distribution, and revenue required to deliver products and services from raw materials through end consumer use (and reverse flow). This course will incorporate basic supply chain management, customer demand management, inventory management, supplier relationship management, and logistic management as they relate to the core aspects of this management practice.

We use much technology to manage communication, inventory, orders, transportation, and more in our supply chains which integrate different industries or stages of typically independent organizations. Supply chain decisions impact competitive abilities at an extended enterprise-level flowing products or services in complex and global systems that add value focused on satisfying customer demands and expectations. Supply chains also create financial value as without a profit for all partners or stakeholders the supply chain will struggle or become bankrupt.

Supply chain management is an interdisciplinary course that uses financing, marketing, and operating decisions. While this course requires students to complete MAN 3504 operations management to register, it is recommended that students also complete FIN 3403 financial management and MAR 3802 marketing management before this class.

This course uses a variety of multi-media to learn the various tools and techniques used in supply chain management. This includes texts, images, audios, videos, handouts, e-books, website links, news articles, case studies, and other resources for students to learn best practices for supply chain management. As covered in the Syllabus Addendum, all materials are subject to copyright law and only available for use in the course (cannot be shared elsewhere).

As students continue to grow their careers, this field of study is linked to many exciting career opportunities! Each business enterprise, whether a sole proprietor or a major corporation, a for-profit or not-for-profit, is part of one or more supply chains. Just about every job and business needs to manage different supply chain decisions and having this knowledge may offer further career advancement opportunities.



## Required Materials

There is NO textbook or publisher lab. Everything is built in the Course Content weekly lessons.

Learn to navigate the Course Content to support your success: <https://youtu.be/QhaZscB5-g8>. This video is also provided in the Start Here – Introduction.

Students should have regular access to a computer connected to the Internet. When viewing online videos or completing online assignments the connection needs to be stable. Students without should consider alternative arrangements.

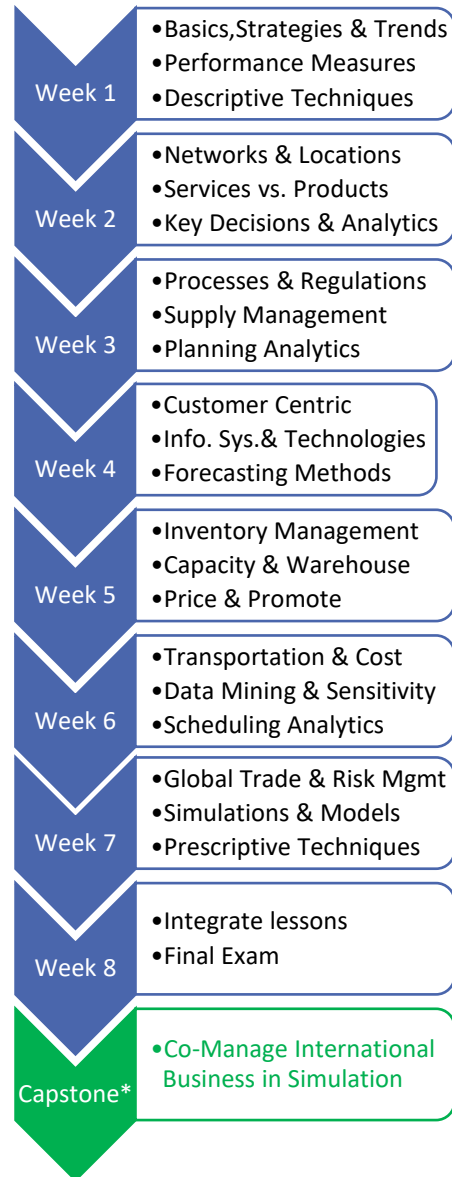
All submissions should be completed with Microsoft Office. Students can get the software for Windows or Mac FREE in MySPC: <https://www.spcollege.edu/microsoft>.

Students should download Adobe Acrobat Reader to best use a PDF: <https://get.adobe.com/reader/>.

Access to a web camera and microphone is needed to support video submissions.

## Weekly Learning Objectives

The Course Content includes the modules to support these learning objectives:



\* The next course in your journey towards graduation!

Each week builds on prior weeks. Students need to plan time to assure they successfully complete each sub-module as later sub-modules will need that knowledge and skill. It is also vital to learn from the feedback provided on each submission to avoid repeating issues and further growing knowledge, skills, and abilities that apply in later submissions too.

Students need to complete the MyCourses Course Content to support success on submissions (i.e. closely read, watch, take notes, plan time to study, etc.). The Course Content substitutes for a traditional textbook. Each week sub-modules group key concepts, tools, techniques, and other best practices that have evolved in supply chain management to support the course learning objectives.

This course also has weekly math or analytic assignments associated with how decisions are evaluated to support the course learning objectives. These assignments include a set of tutorials with a practice problem scenario that builds over the course so students can see how the lessons apply in realistic business situations. Then students will need to demonstrate their mastery of the analytics in an assessment that requires them to critically think how to apply the same analytical methods in a new situation or scenario. This assignment encourages students to grow further Excel skills to support learning the analytical methods.

This course has a final comprehensive exam due early in Week 8 (Wednesday at 11:55PM). This final exam uses similar questions from the weekly submissions.

\* This course is also offered in SPC's [Supply Chain Management Advanced Technical Certificate](#) program. This certificate does not require the Capstone simulation. Students may want to talk to their advisor about completing this upper level certificate with their bachelor's degree too.



# Supply Chain Management Syllabus

## Weekly Schedule

See MyCourses Calendar for specific dates. Set MyCourses Notifications (text or email) to help yourself stay on track. The Start-Here module includes this schedule in an Excel file too.

All submission deadlines are 11:55PM (EST). Each week plans a minimum of 15-18 hours for learning standards and articulation needs. Due dates are not start dates, so work to plan your time each week to support milestone deadlines.

Late submissions may be accepted with a documented excuse (i.e. family death certificate, doctor's note, etc.). Flexibility may be granted due to illness or other challenges. Contact your professor to discuss your needs. Advance notice should be provided to arrange alternative needs. Late submissions should be complete within one week from the original due date.

Alterations may be made to the schedule as the need arises in the judgement of the professor.

| Week # | Action Item                             | Points | Additional Instructions  | Due Date    |
|--------|---|--------|--|-------------|
| 1      | Start Here - Introduction               |        | Course Content - Meet Professor, Syllabus, Additional Links & Resources, Course Design (video opens Introduction Quiz), SCM Study Tips   | Wednesday   |
| 1      | Introduction Quiz                       | 5      | Introduction - Earn ≥ 90% on Quiz (opens Week 1-8)   | Wednesday   |
| 1      | Issue 1.0 - Week 1 Highlights           |        | Week 1 Course Content - Read (included in 1.1 assessment)  | Wednesday   |
| 1      | 1.1 Basics - Review                     | 10     | Week 1 Course Content - Watch/Read and includes assessment   | Saturday    |
| 1      | 1.2 Strategies & Trends                 | 10     | Week 1 Course Content - Watch/Read and includes assessment   | Saturday    |
| 1      | 1.3 Performance Measures                | 10     | Week 1 Course Content - Watch/Read and includes assessment   | Saturday    |
| 1      | 1.4 Analytics - Descriptive Techniques  | 20     | Week 1 Course Content - Watch/Read add Apply (Excel Data Analysis Toolpak, descriptive statistics, chart)  | Sunday      |
| 1      | 1.5 Additional Case Studies             |        | Week 1 Course Content - Watch/Read   | Sunday      |
| 2      | Class Introductions                     | 5      | Week 2 Course Content - Read and post video intro with replies   | Wed. & Fri. |
| 2      | Issue 2.0 - Week 2 Highlights           |        | Week 2 Course Content - Read (included in 2.1 assessment)  | Wednesday   |
| 2      | 2.1 Networks - Designs                  | 10     | Week 2 Course Content - Watch/Read and includes assessment   | Saturday    |
| 2      | 2.2 Services vs. Products               | 10     | Week 2 Course Content - Watch/Read and includes assessment   | Saturday    |
| 2      | 2.3 Key Supply Chain Decisions          | 10     | Week 2 Course Content - Watch/Read and includes assessment   | Saturday    |
| 2      | 2.4 Analytics - Networks/Locations      | 20     | Week 2 Course Content - Watch/Read and apply (Weighted Scoring, Breakeven, Center of Gravity, Discounted Cash Flow, Decision Tree)   | Sunday      |
| 2      | 2.5 Additional Case Studies             |        | Week 2 Course Content - Watch/Read   | Sunday      |
| 3      | Issue 3.0 - Week 3 Highlights           |        | Week 3 Course Content - Read (included in 3.1 assessment)  | Wednesday   |
| 3      | 3.1 Processes & People                  | 10     | Week 3 Course Content - Watch/Read and includes assessment   | Saturday    |
| 3      | 3.2 Sustainability & Regulations        | 10     | Week 3 Course Content - Watch/Read and includes assessment   | Saturday    |
| 3      | 3.3 Supply Management                   | 10     | Week 3 Course Content - Watch/Read and includes assessment   | Saturday    |
| 3      | 3.4 Analytics - Planning                | 20     | Week 3 Course Content - Watch/Read and apply (Supplier Selection, Aggregate Planning (S&OP), Revenue (Yield) Management)   | Sunday      |
| 3      | 3.5 Additional Case Studies             |        | Week 3 Course Content - Watch/Read   | Sunday      |
| 4      | Issue 4.0 - Week 4 Highlights           |        | Week 4 Course Content - Read (included in 4.1 assessment)  | Wednesday   |
| 4      | 4.1 Customer Centric                    | 10     | Week 4 Course Content - Watch/Read and includes assessment   | Saturday    |
| 4      | 4.2 Communication & Collaboration       | 10     | Week 4 Course Content - Watch/Read and includes assessment   | Saturday    |
| 4      | 4.3 Information Systems & Technologies  | 10     | Week 4 Course Content - Watch/Read and includes assessment   | Saturday    |
| 4      | 4.4 Analytics - Forecasting             | 20     | Week 4 Course Content - Watch/Read and apply (Moving Average, Exponential Smoothing, Regression, Trend, Seasonality, Error, Bias, Tracking Signal)                                   | Sunday      |
| 4      | 4.5 Additional Case Studies             |        | Week 4 Course Content - Watch/Read   | Sunday      |
| 5      | Issue 5.0 - Week 5 Highlights           |        | Week 5 Course Content - Read (included in 5.1 assessment)  | Wednesday   |
| 5      | 5.1 Inventory Management                | 10     | Week 5 Course Content - Watch/Read and includes assessment   | Saturday    |
| 5      | 5.2 Capacity & Warehouse                | 10     | Week 5 Course Content - Watch/Read and includes assessment   | Saturday    |
| 5      | 5.3 Price & Promote                     | 10     | Week 5 Course Content - Watch/Read and includes assessment   | Saturday    |
| 5      | 5.4 Analytics -Pricing                  | 20     | Week 5 Course Content - Watch/Read and apply (Price Elasticity, Differential & Single Pricing, Capacity Constraints, Overbooking, Long-term Bulk vs. Spot Market, Excel Solver)      | Sunday      |
| 5      | 5.5 Additional Case Studies             |        | Week 5 Course Content - Watch/Read   | Sunday      |
| 6      | Issue 6.0 - Week 6 Highlights           |        | Week 6 Course Content - Read (included in 6.1 assessment)  | Wednesday   |
| 6      | 6.1 Transportation                      | 10     | Week 6 Course Content - Watch/Read and includes assessment   | Saturday    |
| 6      | 6.2 Cost Management                     | 10     | Week 6 Course Content - Watch/Read and includes assessment   | Saturday    |
| 6      | 6.3 Data Mining & Sensitivity           | 10     | Week 6 Course Content - Watch/Read and includes assessment   | Saturday    |
| 6      | 6.4 Analytics - Scheduling              | 20     | Week 6 Course Content - Watch/Read and apply (Economic Order Quantity, Quantity Discounts, Safety Stock, Transportation Model, Supplier Comparison)                                  | Sunday      |
| 6      | 6.5 Additional Case Studies             |        | Week 6 Course Content - Watch/Read   | Sunday      |
| 7      | Issue 7.0 - Week 7 Highlights           |        | Week 7 Course Content - Read (included in 7.1 assessment)  | Wednesday   |
| 7      | 7.1 Global Trade Management             | 10     | Week 7 Course Content - Watch/Read and includes assessment   | Saturday    |
| 7      | 7.2 Risk Management                     | 10     | Week 7 Course Content - Watch/Read and includes assessment   | Saturday    |
| 7      | 7.3 Simulations & Models                | 10     | Week 7 Course Content - Watch/Read and includes assessment   | Saturday    |
| 7      | 7.4 Analytics - Prescriptive Techniques | 20     | Week 7 Course Content - Watch/Read and includes assessment (Algorithms, Optimization Technologies, Business Intelligence, Machine Learning, Artificial Intelligence, Visualizations) | Sunday      |
| 7      | 7.5 Additional Case Studies             |        | Week 7 Course Content - Watch/Read   | Sunday      |
| 8      | Final Exam                              | 65     | Week 8 Course Content - Comprehensive (*due early*)  | Wednesday   |



## Attendance

As the college-wide syllabus addendum explains, the professor will report attendance:

Week 1 – Students classified ‘No Show’ if no submissions complete.

Week 2 - Students classified ‘No Show’ if the majority of submissions not complete.

Week 3 to 6 - Students classified ‘Not Participating’ if the majority of submissions not complete.

If students are absent the first two weeks they will be administratively withdrawn (W). Students with two weeks absent at the 60% participation reporting point will receive grade of WF (F in GPA). Students may withdraw themselves prior for a W (see Academic Calendar for deadlines).

Students with financial aid can have serious consequences over attendance issues (i.e. responsible to pay for all or a portion of the course). Review college-wide policies and ASKFAS for further questions:  
<https://www.spcollege.edu/financial-aid/askfas>

## Grading

Schedule color coding corresponds to this grade summary:

| <b>Grade Weight by Category:</b>                |            |             |
|---|------------|-------------|
| Introduction (Syllabus Quiz & Discussion Posts) | 10         | 2.4%        |
| Assessments (Week 1 thru 7)                     | 210        | 49.4%       |
| Analytics (Week 1 thru 7)                       | 140        | 32.9%       |
| Final Exam                                      | 65         | 15.3%       |
| <b>Total Points</b>                             | <b>425</b> | <b>100%</b> |

**Sub-Module 1 through 3:** Students have 3 attempts on concept and term assessments. Use each attempt to identify gaps or opportunities to improve comprehension (revisit course content between attempts). Use all 3 attempts to see more of the questions in the quiz pool as similar questions are used for the final exam. These assessments are timed and close at 11:55PM on Saturday with the highest grade reported. After the due date they are available for review for five days. Take time to learn from errors on each attempt.

**Sub-Modules 4:** Students have 1 attempt on math or analytic submissions. There is a series of tutorials to help students learn and practice the analytics used in these assignments (follow tutorials and build own Excel template). These are not timed and close at 11:55PM on Sunday. After the due date they are available for review for five days. Be sure to evaluate errors to prepare for final exam (email work to professor if you need help). Prior the due date the professor will not do your work directly on these problems but may check your work and offer tips from the tutorials to revisit solution methods.

**Sub-Module 5:** Students have additional case studies to explore to help think like a supply chain manager. All businesses need supply chains and your COVID-19 experiences mostly likely showed you the urgency to manage them better!

Follow the instructions and assessment rubrics for each assignment. Students should discuss any assignment questions or grade issues directly with the professor. Total points earned for all assignments results in the final grade:

| <b>Final Grade Distribution:</b> |              |             |              |
|----------------------------------|--------------|-------------|--------------|
| <b>A =</b>                       | <b>382.5</b> | <b>to</b>   | <b>425.0</b> |
| <b>B =</b>                       | <b>340.0</b> | <b>to</b>   | <b>382.4</b> |
| <b>C =</b>                       | <b>297.5</b> | <b>to</b>   | <b>339.9</b> |
| <b>D =</b>                       | <b>255.0</b> | <b>to</b>   | <b>297.4</b> |
| <b>F =</b>                       |              | <b>&lt;</b> | <b>254.9</b> |

A final grade curve may be applied at the professor’s discretion. Instructors may assign an incomplete (I) grade if a student provided a documented excuse or circumstance(s) for the extension. The student must have 80% of the course completed and be considered in good standing (i.e. minimum of C). In the event of an I grade; the professor will provide the terms to complete remaining work and the student must acknowledge this plan in writing to complete the work before final grades are submitted on Friday in Week 8. After the agreed upon incomplete assignment deadline, a grade of F (or higher if the work submitted justifies) will be assigned.