

OPER3208: SUPPLY CHAIN MANAGEMENT

Spring 2021, Section 001

Instructor: Dr. Jing Zhou

Email: jzhou7@uncc.edu

Class time: Tuesdays and Thursdays 2:30pm–3:45pm

Class meetings: All class meetings will be online. You must join the class via the zoom links posted on Canvas.

Office hours: Mondays 2pm–3:30pm and Tuesdays 12:30pm–2pm; or by appointment at other times (all office hours are conducted online, as explained later in the syllabus)

Absenteeism during Covid-19: For absences related to COVID-19, please adhere to the following:

- **Complete your Niner Health Check** each morning.
- **If you are sick:** If you test positive or are evaluated by a healthcare provider for symptoms of COVID-19, indicate so on your Niner Health Check to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.
- **If you have been exposed** to COVID-19 positive individuals and/or have been notified to self-quarantine due to exposure, indicate so on your Niner Health Check to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.

To return to class after being absent due to a COVID-19 diagnosis or due to a period of self-quarantine, students should submit an online request form to Student Assistance and Support Services (SASS). Supporting documentation can be attached directly to the request form and should be from a student's health care provider or the Student Health Center, clearly indicating the dates of absences and the date the student is able to return to class. Instructors will be notified of such absences.

If you are absent from class as a result of a COVID-19 diagnosis or quarantine, please notify your instructor immediately and seek instructions to help you continue to make progress in the course. The specific instructions for this situation will be provided on a case-by-case basis. The final decision for approval of all absences and missed work is determined by the instructor.

Laptop requirement: For all students in upper-level business courses, the Belk College of Business requires a laptop that meets or exceeds the minimum system specifications listed below. See also <https://belkcollege.uncc.edu/laptop-policy>.

- Minimum Intel i5 Processor (or AMD equivalent) required – i7 Processor recommended
- Minimum 8GB RAM required – 16 GB RAM recommended
- Webcam and microphone: internal or external
- 256 GB Hard Drive (Windows-based machines); 512 GB Hard Drive (Apple machines)

Student Support: The details of student support resources available are provided at following links.

Academic support: <https://ninernationcares.uncc.edu/students/academic-support>.

Health support: <https://ninernationcares.uncc.edu/health-support-services>

IT support: <https://help.uncc.edu/>

Catalog Course Description:

[OPER 3208. Supply Chain Management.](#) (3) Prerequisites: OPER 3100 with a *C* or better or permission of the department. Supply chain management is concerned with all of the activities performed from the initial raw materials to the ultimate consumption of the finished product. From a broad perspective, the course is designed to examine the major aspects of the supply chain: the product flows; the information flows; and the relationships among supply chain participants. The course content is interdisciplinary in nature and will cover a variety of topics such as supply chain information technologies, supply chain design, strategic alliances between supply chain participants and supply chain initiatives.

Course Objectives: After completing this course, the student will

- Develop an understanding of the principles of supply chain management.
- Develop analytical and problem solving skills necessary to solve a variety of supply chain management and design problem.
- Understand the complexity of supply chain coordination and know the methods to achieve coordination in a supply chain.

Textbook: *Supply Chain Management: Strategy, Planning, and Operation*, 7th edition, by Sunil Chopra, Pearson Education Limited, 2018. ISBN: 978-0134731889. 6th edition also works.

Use of Canvas: Canvas will be the website for course information and primary communication channel for this class. You may access UNCC Canvas from My UNC Charlotte (<https://my.uncc.edu/>) or direct type **canvas.uncc.edu/**. It's each student's responsibility to check Canvas regularly and report anything that does not match your own record (e.g., missing or wrong grade) within SEVEN calendar days since the date the information was posted.

Office hours: Office hours and one-on-one meetings will be held online via zoom. The information about office hours zoom links can be found in “**Syllabus**” section on Canvas. After you enter the virtual office, your instructor will allow you in in the order of the students who have entered. If you like to set up an appointment outside of the scheduled office hours, email your instructor giving your availability and the instructor will setup a zoom link for you to join at the agreed meeting time.

Grading: Grades will be based upon exams, individual homework, quizzes, global supply chain game, beer game and class attendance & participation, which are weighted as follows:

Exams (3 @ 100 each)	300
Individual Homework (3 @ 20 each)	60
Quizzes (3 @ 4 each)	12
Global Supply Chain Game	12
Beer Game	4
Class Attendance & Participation	<u>12</u>
	400

Letter grades are assigned as follows:

A = 360 and above	B = 320 to less than 360	
C = 280 to less than 320	D = 240 to less than 280	F = Less than 240

There will be NO EXTRA CREDIT work offered for any student during the semester. Please do not depend on any extra credit opportunities to improve your grade later in the semester.

Examinations: There are three exams which are not cumulative.

- Exams will be conducted online through Canvas. Lockdown Browser is required, and a calculator is needed.
- Each exam contains true/false, multiple choice and fill in blank questions.
- No make-up exams will be given unless students obtain prior permission from the professor and provide official documents. An unexcused absence from an exam will result in a grade of zero for that exam.
- Exams will be reviewed only once and in class.

Individual Homework: There are three skill-building individual homework assignments.

- Homework assignments will be conducted online through Canvas. You will have at least one week to complete the assignments. Homework assignments will be closed at 2:30pm on the due dates, which can be found on the class schedule on Page 6. Once an assignment is closed, you can no longer do it.

Quizzes: There are four quizzes throughout the semester. Quiz due dates can be found on the class schedule on Page 6.

- Quizzes will be conducted online through Canvas.
- Each quiz may contain true/false, multiple choice and fill in blank questions.
- Quizzes are open book and notes.
- There is NO MAKE UP for any missed quiz. If you miss a quiz you will get a zero for that quiz. ONE lowest quiz grade will be dropped. Therefore, only three quiz grades will be counted towards your overall grade.

Global Supply Chain Game: This is a group assignment which is for you to operate a computer simulation of a supply chain. To play, one group member will need to log on to the

simulation and pay a fee of \$15 with a credit card (\$15 per group). Specific instructions for the exercise will be provided.

- When playing the game, your entire team should sit together (virtually) to play because you will need to make decisions as a group. You may meet using Zoom through <https://zoom.uncc.edu> or WebEx through <https://webex.uncc.edu>.
- Grades will be based on the explanations of the decisions you make during the game, your performance in the game and your participation during the class discussion.
- For a group assignment, a single grade is assigned to each group. Only one submission from a group member is required. Please remember to write full names of each group member who contributes to the answers. No credit will be given if the name is not shown on the submission. All members in a group are expected to contribute. If a group member does not contribute, the rest of the members may, after a consensus agreement and the consent of the instructor, ask him/her to leave the group.
- Your final grade of a group assignment will be based on your group grade, your own contribution to the group activity as evaluated by your fellow team members, and your submission of peer evaluation. If you do not submit your peer evaluation, then your final group assignment grade will be discounted by 10%.
- It is your responsibility to promptly inform the instructor of any dysfunctional team dynamics and to solicit her help.

Beer Game: Beer Game is an in-class web-based simulation game. The information on the game will be provided. You will get 4 points if you participate in Beer Game.

Class attendance & participation: Class attendance is expected and will be monitored. If you need to miss a class, please let me know in advance and provide official documents. The Covid-19 absenteeism policy is described on Page 1. Class participation means actively contributing to the enhancement of learning. It is important that everyone come to class prepared and willing to contribute to discussion. Ideally, you will make concise, insightful, and eloquent comments in every class. However, I also recognize the importance of making smaller contributions, including asking good questions. I believe that the learning environment is best when the discussion is not dominated by a few, but moved along incrementally by all of us. Do not be afraid to make points that you may regard as minor, ask clarifying questions, or otherwise contribute in small ways.

Class Conduct: Disruptive behavior in class distracts from the ability of others to benefit from their in-class experience. Any disruptive behavior such as unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen in class, will not be tolerated. If necessary, I will amend the syllabus and grading policy to penalize individuals that exhibit disruptive behavior.

Do not join online classes while driving. It is unsafe & unwise.

Class Cancellation: If I am unable to attend class or the University cancels classes, assume the material will be moved forward to the next meeting.

Withdrawal from Class: The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "U" in a course if you choose not to attend the class once you are enrolled. **The last day to withdraw from a course (grade subject to Withdrawal Policy) is March 25, 2021.**

Incomplete Grade Policy: As per [university policy](#), incomplete grades will be granted when a student who is otherwise passing has not, due to circumstances beyond his/her control, completed all the work in the course. The missing work must be completed and the final grade reported within one calendar year from the date on which the "I" grade was recorded. The instructor assigning the "I" grade may specify a shorter time than one year for completion of the work and the assignment of a final grade. If the "I" is not removed during the specified time, a grade of "U" or "N" as appropriate is automatically assigned. Time extensions for the completion of an "I" beyond one year cannot be approved except by special request to the Graduate School under extraordinary circumstances. *The grade of "I" cannot be removed by enrolling again in the same course.*

Academic honesty/integrity: Students have the responsibility to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity. This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor, and are binding on the students. Academic evaluations in this course include a judgment that the student's work is free from academic dishonesty of any type, and grades in this course therefore should be and will be adversely affected by academic dishonesty. Students who violate the code can be expelled from UNC Charlotte. The normal penalty for a first offense is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases the course grade is reduced to F. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty to the course instructor. For more detail and clarification on these items and on academic integrity, please review the UNCC Code of Student Academic Integrity (<http://legal.uncc.edu/policies/up-407>).

Statement on Diversity: The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Disability Services Statement: UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

Tentative Course Outline/Schedule:

Date	Topic	Chapter	Assignment	Assignment Due
1/21	Syllabus, Introduce yourself Introduction*	Ch1		
1/26	Achieving a Strategic Fit	Ch2		Quiz 1 (in-class)
1/28	Supply Chain Drivers and Metrics*	Ch3		
2/2	Cycle Inventory	Ch11		Quiz 2
2/4	Cycle Inventory	Ch11	HW1	
2/9	Spring Break			
2/11	Spring Break			
2/16	Cycle Inventory	Ch11		
2/18	Newsvendor Model	Ch13		HW1
2/23	Newsvendor Model	Ch13		
2/25	Review			
3/2	Exam 1			
3/4	Newsvendor Model	Ch13		
3/9	Responsive Supply Chain: Quick Response	Notes		
3/11	Responsive Supply Chain: Quick Response	Notes	HW2	
3/16	Responsive Supply Chain: Quick Response	Notes		
3/18	No Class (Compensate Global Supply Chain Game Session)			
3/23	Designing Distribution Networks* Network Design*	Ch4 Ch5.1-5.3		HW2
3/25	Global Supply Chain Game			SC Game
3/30	Review			Quiz 3
4/1	Exam 2			
4/6	Guest Speaker/Transportation	Ch14		
4/8	Transportation	Ch14		
4/13	Sourcing	Ch15		
4/15	Sourcing	Ch15	HW3	Quiz 4
4/20	Sourcing	Ch15		
4/22	Sourcing	Ch15		
4/27	Beer Game			
4/29	Supply Chain Coordination	Ch10		HW3
5/4	Review			
5/11	Exam 3#			

***Self-study topics (pre-recorded videos will be posted)**

Assignment: individual homework (HWx) I will assign after the class.

Assignment Due: individual homework (HWx) and/or quizzes (Quizx) or supply chain game report due right before the class. Note that Quiz 1 will be conducted in class.

#Exam 3 Schedule: 2pm-4pm on May 11, 2021. Please check the university's exam schedule here: <http://registrar.uncc.edu/calendar-and-exam-schedules/exam-schedules>

The course schedule including the dates of assignments, quizzes and exams is tentative. If there are any changes, I will inform you in class and/or through announcements on Canvas.