

**University of North Carolina at Greensboro
Bryan School of Business and Economics
Department of Information Systems and Supply Chain Management**

SCM-651 Fall 2021

ANALYTICS LOGISTICS DISTRIBUTION MANAGEMENT Syllabus



Created By	Date	
Doug Parkes	August 5, 2021	Version 02
Net Change: Added Updated Covid-19 Statement / Guidelines		

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1.0 General Information

START Date:

August 16, 2021

PLACE AND TIME:

This is an on-line “blended learning” course. There are no regularly scheduled “face-to-face” class sessions. However, if agreed, some face-to-face optional sessions may be offered for special purposes.

The blended learning approach incorporates standard e-learning with added Zoom sessions on a regular weekly schedule. Zoom sessions will be held in the evening of one day per week (See Course Schedule below). Zoom Sessions will be recorded to allow access by students unable to participate in “live” sessions.

Zoom sessions will be used to present / clarify course concepts and allow opportunity for sharing and dialogue between the Professor and Participants.

Students will read reference texts to develop an understanding of core concepts. Discussion Forums and an SAP Business Application will enable students to share ideas with other class members in order to enhance the learning experience of all.

FACULTY MEMBER:

Doug Parkes E-Mail: dgparkes@uncg.edu

Department of Information Systems and Supply Chain Management
Virtual Office hours by appointment

BRIEF DESCRIPTION OF THE COURSE:

This course presents core knowledge related to the areas of Transportation, Logistics and Distribution (TLD) management within supply chain operations. It provides insight into the key functional areas and complex activities required with moving goods through the supply chain to and from manufacturing to the end customer.

CREDITS:

3.0 credit hours

FOR WHO PLANNED:

This is a required course for post baccalaureate certificate in SCLTM Students, MSCARS students and elective course for MSITM and MBA students.

PRE-REQUISITE COURSES AND REQUIREMENTS

Admission to the Graduate Certificate in Supply Chain, Logistics and Transportation Management (SCLTM) or some other approved graduate program.

Self-motivation and commitment to learning represent key requirements for success.

Students can expect the faculty member to be equally motivated and supportive in this learning environment.

Students should possess excellent written communication skills. Grammar and spelling should be thoroughly proofed prior to sending all written communications & assignments.

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STUDENT LEARNING OUTCOMES:

On completion of this course, students will be able to:

- Evaluate multiple methods and tools used by today's Supply Chain managers in Transportation, Logistics and Distribution (TLD) Operations.
- Discuss contemporary issues facing carrier management including profitability, industry consolidation, security, insurance availability, and labor shortages.
- Evaluate various domestic and international transportation modes/alternatives and provide strategic recommendations for a series of customer deliveries.
- Evaluate design structures for integrated customer-centric and supplier-centric logistics.
- Describe the specific functional elements involving cycle time, velocity, and inventory in order to achieve warehousing operational effectiveness in both cost and service.
- Analyze a variety of plant layouts and locations for contemporary, customer-focused warehousing facilities as part of a total logistics network.
- Apply learned methodologies to the analysis of various logistical systems and practical supply chain scenarios and case studies.
- Highlight and explain supply chain technologies for transportation management, warehousing management and customer service focused systems.
- Focus on relevant warehouse measurements for distribution operations that underscore plant performance, customer service and cost optimization.
- Explain the strategic role of Supply Chain Management (SCM) in the attainment of company goals to achieve competitive advantage and deliver long-term sustainability.
- Identify the core planning and execution processes used to deliver products and services to market from purchasing through warehousing & distribution to delivery to the final customer.
- Analyze practical data and use theories to solve problems related to the core planning and execution processes used to deliver products and services to market from purchasing through warehousing & distribution to delivery to the final customer.
- Synthesize and analyze risk factors in global supply operations.
- Discuss the role of enterprise-wide resource planning systems for global supply operations.
- Evaluate and justify the mechanisms for measuring performance of the global supply chain.

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- Describe the role of information systems and technology to improve the performance of the supply chain.
 - Utilize an Enterprise Resource Planning System in simulation mode to enter master data, complete transactions, and collect and analyze data in support of end-to-end business processes related to Material Management, Warehouse Management and Customer Order Fulfillment (Order-to-Cash).

REQUIRED TEXTS, READINGS, & REFERENCES:

Text: We have developed a Custom Text that is to be used for both SCM650 and SCM651. There is a Digital Version and a Print Version available for purchase from the UNCG Bookstore located in the Elliott University Center. On-Line ordering is feasible from the Bookstore as well. The Digital Version can also be purchased directly from Pearson.

The Invitation / Link to the e-Text is included on the SCM651-01 Home menu in Canvas for easy access. The link to the UNCG Bookstore is also included for purchase of either the e-text or the hard copy version of the Custom Text.

Digital Version - ISBN-13: 9780137184736

Print Version - ISBN-13: 9780137184620

The custom text is derived from two primary references:

- Supply Chain Management Strategy, Planning and Operation; S. Chopra and P. Meindl; 7th Edition; Pearson
- Introduction to Materials Management; J.R. Arnold, A. Gatewood, M. Clive and S. Chapman; 8th Edition; Pearson.

It is also important that participants keep abreast of current events that are relevant to the subject / concepts and attempt to relate them to course materials.

In addition to the text, students will require access to an Enterprise Resource Planning System configured specifically to support course outcomes. The University is a Member of the SAP University Alliance. This gives access to the Global Bikes SAP Simulation which will be the basis for team activities. Details related to set-up and use of the system will be provided by the Professor on Canvas and in Zoom Sessions. There is no cost to students for use of the system. All costs are covered by the University. The link to log-in to our SAP Client is included on the Course Menu in Canvas but Log-In and Password credentials will be assigned directly by the professor at the appropriate time.

PERFORMANCE EVALUATION AND GRADING:

The following criteria will apply to the grading of assignments.

Grading Scale

93.00+ = A	90.00-92.99 = A-	87.00-89.99 = B+
83.00-86.99 = B	80.00-82.99 = B-	77.00-79.99 = C+
73.00-76.99 = C	<73.00 = F	

Grading Percentages:

The course grade will be calculated using the following weights:

Concept Review.....	60%
• Discussion	
• Quiz	
• Mini-Cases	
SAP Global Bikes.....	40%
Total.....	100%

COURSE ASSIGNMENTS:

Discussion Forums: Discussion forums provide a valuable opportunity for Team sharing and learning. These will be used periodically throughout the Semester.

Discussion question(s) / issue(s) will be posted on Canvas by Monday Morning of the week due. The questions will be related to the material presented in the text.

In most cases (but not all) each student is required to post a **COMMENT** by end of day Sunday of the week due. Students will then be expected to read the comments of all and post a **FOLLOW-UP COMMENT** by end of day the following Sunday. The follow-up comment will relate to what students have learned from others. In some cases no Follow-Up post will be required. The specific requirements are included along with each Assignment description.

Students will be evaluated on the quality of their comments and responses. Discussion Board contribution points will be accumulated based on how perceptively a student analyzes the situation being studied, the usefulness of the observations and suggestions made by the student, and the student's ability to put across ideas with clarity and conviction in a succinct and cogent manner.

Text Chapter Quiz: Quizzes will be used throughout the course to test comprehension of information presented in selected Course Modules. These will be administered through Canvas. Quizzes may be a combination of Multiple Choice, Essay Questions, Problem Sets and mini-case analyses.

SAP Global Bikes: Students will be required to participate in this simulation, in a “Virtual Team environment. The simulation will be used to demonstrate the importance of supply chain integration and the practical application of an integrated Enterprise Resource Planning System for data collection, analysis, and reporting. Each student will be expected to enter master data, complete transactions and analyze results during the simulation exercises.

The majority of activities in Global Bikes SAP are individual and each assignment is individually graded. There is a Team Activity at the End "User Acceptance Testing" where students will complete different steps in a business process Scenario together. Each student will provide a Team Report regarding Lessons Learned from this activity A specific Word Template will be included in the Assignments Section of Canvas for students to provide their input. In addition, Teams are intended to provide support systems to help with completion of other activities in the Global Bikes SAP System even though other activities and grading is individual.

Continuous Improvement of Course: Students are given the opportunity to provide feedback on the course content and instruction. This is a critical element and 100% participation is expected.

ACADEMIC HONOR CODE:

Each student is required to sign the Academic Integrity Policy on all work submitted for the course. Refer to UNCG Undergraduate Bulletin.

STUDENT RESPONSIBILITIES:

The student is expected to actively participate in all electronic discussions and complete all assignments on schedule. Failure to participate will result in a lowering of a student’s average.

2.0 Bryan School of Business Mission & Links to Course Objectives

The Bryan School of Business and Economics' Mission Statement

In the Bryan School of Business and Economics, we create and disseminate knowledge about the theory and practice of business. In addition to our courses and research, we accomplish this through hands-on projects, global experiences, and outreach to the community. Our work produces principled leaders and exceptional problem solvers who have a global perspective, an innovative mindset, a broad understanding of sustainability, and a commitment to improve the organizations in which they work and the communities in which they live.

Student Learning Goals

Each program within the Bryan school has separate learning goals as listed with the degree program. The essential components of a professional education in business (excluding the B.S. and B.A. in Economics, the B.S. in Consumer, Apparel, and Retail Studies and the B.A. in Sustainable Tourism and Hospitality) include common courses for breadth and opportunities for advanced work for depth in the various business disciplines. These core business programs share the following common learning goals:

1. Students will implement the various steps of the critical thinking process, supported by the appropriate use of analytical and quantitative techniques, to formulate recommendations for subsequent decision-making.
2. Students will apply appropriate ethical standards when making recommendations for business decision-making.
3. Students will evaluate business decisions in the context of sustainability goals, balancing environmental, social, and economic needs, conditions, and potential decision impacts.
4. Students will formulate appropriate strategies, in the context of global issues and forces, to improve business performance in the world economy.
5. Students will explain the roles of innovation and innovation management in achieving successful business strategies, decisions, and performance.
6. Students will be able to plan, schedule, contribute to, and lead projects.

Impact of this Course on the Program Student Learning Goals

Upon successful completion of Supply Chain Management Systems and Concepts (SCM650), students will have met the Student Learning Goals on various components of the Critical Decision-Making (#1), Ethical Management (#2), Global and Multicultural (#4), Innovation Management (#5) and Collaboration, Communication, and Knowledge-Integration (#6) Goals.

3.0 Course Schedule (Adjustments may be made during Semester)

Module 01 - Week of August 16:

Business Process Management – Critical First Step to ERP

Text Chapter 1: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 02 - Week of August 23:

Information Systems in the Supply Chain - SAP Structure / Architecture

Text On-Line Chapter: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 03 - Week of August 30:

SAP Set-Up and Navigation at Global Bikes

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 04 - Week of September 6:

Supply Chain Drivers and Metrics

Text Chapter 3: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 05 - Week of September 13:

Purchasing

Text Chapter 7: Introduction to Materials Management

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 05 Continued - Week of September 20:

Purchasing (Supplier Relationship Management and Purchasing Execution in the Supply Chain)

SAP Fiori GO Explore Procurement Simulation Individual Rounds

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 06 - Week of September 27:

Managing Uncertainty in a Supply Chain: Safety Inventory

Text Chapter 12: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 06 Continued - Week of October 4:

Managing Uncertainty in a Supply Chain - Safety Inventory

SAP Fiori GO Explore Procurement Simulation Team Rounds

Zoom Sessions: Monday 6:00 - 7:00 pm

Fall Break - October 8 - 12:

Module 07 - Week of October 18:

Materials Management at Global Bikes

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 08 - Week of October 25:

Designing Distribution Networks

Text Chapter 4: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 09 - Week of November 1:

Physical Distribution (Detailed Distribution in the Supply Chain)

Text Chapter 13: Introduction to Materials Management

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 10 - Week of November 8:

Physical Inventory and Warehouse Management

Text Chapter 12: Introduction to Materials Management

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 11 - Week of November 15:

Warehouse Management at Global Bikes

Zoom Sessions: Monday 6:00 - 7:00 pm

Module 12: Week of November 22:

Transportation in a Supply Chain

Text Chapter 14: Supply Chain Management Strategy, Planning and Operation

Zoom Sessions: Monday 6:00 - 7:00 pm

Special Presentation Ken Waldron, Transplace Greensboro

Week of November 29:

Global Bikes User Acceptance Testing - Team Activity using MM Case Scenario

Summary of Key Learning

Final Report Due: SAP at Global Bikes - Lessons Learned

Zoom Sessions: Monday 6:00 - 7:00 pm

4.0 Learning Approach

BLENDED (INTERACTIVE) LEARNING APPROACH

The Professor will utilize a blended learning approach even though this is primarily an e-learning experience. This combines: self-learning (reading text / articles); business analysis (Discussion Board); presentations (Zoom Sessions); and opportunities for group interaction (Discussion Board and Zoom Sessions).

The professor will facilitate learning through the venues mentioned above and is also available for individual or group consultation as required.

The textbook and published articles will be used as primary reference materials.

A list of pertinent topics is included in the Schedule in Section 3.0 above.

Note: the syllabus provides a general plan for the course; deviations / alterations may be necessary as the course progresses. However, the Professor will maintain a 2-week “frozen period” (no critical changes in assignments 2 weeks prior to due) to ensue stability in the program.

5.0 Course Governance and Expectations

PREAMBLE – OUR COMMITMENT

The administration, faculty, staff, and students of the Bryan School of Business and Economics at UNCG are committed to professional and ethical behavior in all areas of their academic and professional lives. The principles and expectations established in this document and the addendums encompass many aspects of professional behavior and integrity. It is not an exhaustive list, since change is part of life both inside and outside the university.

This set of Guidelines constitutes a statement of values and expectations; concerns and issues are still best addressed by conversations between the individual faculty member and student. If further discussions are necessary, please contact the faculty member's Department Head.

EXPECTATION OF ALL LEARNING COMMUNITY MEMBERS

The first sentence of the UNCG Student Code of Conduct is: "Members of the UNCG community respect fundamental principles for ensuring a campus environment conducive to peaceful and productive living and study. These principles include five values: honesty, trust, fairness, respect, and responsibility." All university members (students, faculty, and staff) have a responsibility to uphold these five values, and this is true in the Bryan classroom environment and related academic activities.

EXPECTATIONS OF STUDENTS

Students in the Bryan School must conform to all existing principles found in UNCG's Academic Integrity Policy and the Student Code of Conduct. Further details may be found at the following sites: "<http://academicintegrity.uncg.edu/complete/>" and "<http://studentconduct.uncg.edu/policy/code/>" The attached addendum lists specific expectations of students regarding the learning process and environment at the Bryan School.

EXPECTATIONS OF FACULTY

Faculty in the Bryan School must conform to all existing UNCG codes and policies, and their teaching roles are of particular relevance to these Guidelines (see "http://provost.uncg.edu/faculty/h_section4.asp" for further details). The attached addendum lists specific expectations of faculty regarding the learning process and environment at the Bryan School.

FACULTY / STUDENT GUIDELINES:

The Bryan School has develop a set of guidelines on student behavior and expectations in and out of the classroom as well as what you should expect of me as faculty member. I will encourage you to read through those guidelines by the end of the first week of class. Here is a link to the .pdf file for those guidelines. See:

https://bryan.uncg.edu/wp-content/uploads/2017/08/faculty_student_guidelines.pdf

Footnote 1: This document does not constitute a binding contract between students and the University.

Footnote 2: Portions of these Guidelines were modeled after the Professional Standards developed by the College of Business at Illinois State University. We thank them for their contributions!

6.0 Covid-19 Implications / Compliance for Fall 2020

Approved by Faculty Senate on July 29, 2021

As we return for fall 2021, the campus community must recognize and address continuing concerns about physical and emotional safety, especially as we will have many more students, faculty, and staff on campus than in the last academic year. As such, all students, faculty, and staff are required to uphold UNCG's culture of care by actively engaging in behaviors that limit the spread of COVID-19. Such actions include, but are not limited to, the following:

- Following face-covering guidelines
- Engaging in proper hand-washing hygiene when possible
- Self-monitoring for symptoms of COVID-19
- Staying home if you are ill
- Complying with directions from health care providers or public health officials to quarantine or isolate if ill or exposed to someone who is ill.

Instructors will have seating charts for their classes. These are important for facilitating contact tracing should there be a confirmed case of COVID-19. Students must sit in their assigned seats at every class meeting and must not move furniture. Students should not eat or drink during class time.

To make it easier for students to hear their instructor and/or read lips and if conditions permit, instructors who are fully vaccinated and who can maintain at least six feet of distance from students may remove their masks while actively teaching if they choose, but will wear a mask at all other times while in the classroom, including during the periods before and after class

A limited number of disposable masks will be available in classrooms for students who have forgotten theirs. Face coverings will also be available for purchase in the UNCG Campus Bookstore. Students who do not follow masking requirements will be asked to put on a face covering or leave the classroom to retrieve one and only return when they follow the basic requirements to uphold standards of safety and care for the UNCG community. Once students have a face covering, they are permitted to re-enter a class already in progress. Repeated issues may result in conduct action. The course policies regarding attendance and academics remain in effect for partial or full absence from class due to lack of adherence with face covering and other requirements.

For instances where the Office of Accessibility Resources and Services (OARS) has granted accommodations regarding wearing face coverings, students should contact their instructors to develop appropriate alternatives to class participation and/or activities as needed. Instructors or

the student may also contact OARS (336.334.5440) who, in consultation with Student Health. Services, will review requests for accommodations.