



Principles of Supply Chain and Operations Management  
Department of Management  
**6500:330 (3 credits) Section 502 – 100% ONLINE**

**Instructor:** *Mahesh Srinivasan, PhD*  
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**Term / Year:** Fall 2020

**Office phone:** 330-972-5440  
**Office Hours:** *Wednesdays 10:30  
am to 11:30 am on  
WebEx and by  
appointment  
(please email)*

### Course Information

**Course Description:** An overview of the terminology, fundamental concepts and functional scope of responsibility encountered in the field of supply chain and operations management. Prerequisites: Completion of 32 credit hours.

This course is supported by The University of Akron's learning management system called Brightspace. The Brightspace website will be used to post class notes, PowerPoint slides, reading materials, class assignments, announcements, etc. If you are new to Brightspace, you can [get started by watching the tutorials here](#). It is strongly suggested that you access and review course materials BEFORE class. Course communications will be through Brightspace, and email. Make sure that you have your UA email forwarded to whichever email you check.

**Course Learning Objectives:** After successfully completing this course, students should be able to:

1. Develop an understanding of the importance of the procurement and movement of materials and information in conjunction with supply chain operations.
2. Demonstrate an understanding of the basic elements of operations management within the supply chain framework
3. Conceptualize and describe supply chain and distribution channel structures.
4. Relate the successful management of supply chains to the larger area of the continual changes in external business conditions.
5. Understand the various technologies used in the supply chain.
6. Strengthen problem-solving, computer, and writing skills.

**Textbook:** Introduction to Operations and Supply Chain Management” by Bozarth and Handfield (4e). ISBN 978-0133871777 with MyOMLab Pearson Access Code required.

Please register for the Pearson MyOMLab through the link on your Brightspace course webpage. A registration instruction sheet has also been uploaded on Brightspace.

**Lecture materials and communication:** The Brightspace course management website will be primarily used to post PowerPoint slides, reading materials, class assignments, announcements, etc. It can be accessed by following this link: <http://Brightspace.uakron.edu>  
Course communications will be through the class roster. Make sure that you have your UA email forwarded to whichever email you check.

**Course requirements and grading:**

3 Semester Exams @ 150 points each	450 Points
Final Exam @ 200 points	200 Points
5 Brightspace Quizzes @ 40 points each (your best score on 5 out of 6 quizzes)	200 Points
6 MyOMLab Home works @ 25 points each	150 Points
Total Points	1000 Points

**Grading** will be based on percent of total points earned. Letter grades will be assigned as follows, and is guaranteed as a lower bound:

Grading scale: 930 - 1000 A; 900 - 929 A-; 870 - 899 B+; 830 - 869 B; 800 – 829 B-; 770 – 799 C+; 730 – 769 C; 700 – 729 C-; 670 – 699 D+; 630 – 669 D; 600 – 629 D-; < 600 F

**Semester Exams and Comprehensive Final Exam** Exams will consist of multiple choice, true/false, problems, and short answer questions. Calculators and specified tables from the book will be permitted.

The proctored Semester Exams 1, 2 and 3 and the final exam will be closed book and closed notes and will consist of multiple choice and true/false questions. The final exam is comprehensive. The dates are listed in the course schedule. Exams will be administered online through the Brightspace Learning System. You must take exams using Respondus Monitor Lockdown Browser. You must download Respondus Monitor before taking an online assessment. [Select this link for more information on Respondus Monitor](#), including directions on how to download and install it on the computer you will be using. You **must complete and submit** the Respondus Monitor Sample Quiz on Brightspace before you can attempt Exam 1. Check the course calendar for exam dates and plan well in advance of the exams.

**Brightspace quizzes** will also be closed book/closed notes and will consist of multiple choice and short answer questions based on the readings and class discussions. Your best score on 5 out the 6 quizzes will be considered in computation of the final grade.

**Pearson MyOMLab Homeworks** will consist of varied problems/ questions. Pearson MyOMLab is a great tool to ensure you stay on track. Hence, late assignments will not be accepted. You need to pace yourself!

**Class Policies and Expectations**

**Attendance**

In order to succeed in this course, staying current with the syllabus is really the only way. The course is fully asynchronous. If you have questions, feel free to email (preferred and you will probably receive a POSCOM 330 Fall 2020 Section 502 100% Online The University of Akron

faster response), or call me. With email, I typically respond within 24 hours, often faster. If I have not responded in a day, your email may have fallen on the “behind” pile; in that case, do not wait, email me again. Occasionally, email from students ends up in my spam folder. I still do not fully understand why, but it happens to some students.

## Participation

You are expected to participate in this course as follows:

- You are responsible for completing and submitting all case assignments to the appropriate Brightspace drop box before the due date. You are responsible for clearly labeling your assignments as requested in the assignment, in the requested format (generally either .docx or .pdf) so I can identify your submission. Note that the University provides a Google Apps account to all students, and you can use Google Apps to create files in these file types. Microsoft Office products are also fine of course.
- You are responsible for maintaining copies of your work and verifying that your Dropbox submission was received. You will receive an email confirmation when you submit assignments. You will be also able to track your submissions in Brightspace.
- You are responsible for completing all Pearson MyOMLab homework assignments before the due date. Do not wait until the last moment. For technical reasons (i.e. the software won't allow changes once the first student has started the assignment) and organizational reasons (i.e. we only have 5 weeks) it is very difficult to adjust deadlines.
- Technical challenges are not an acceptable excuse for missing deadlines. You must ensure that you have access to a working computer at all times. Please do not wait until the deadline to submit assignments.  
If you experience any technical issues with Brightspace, please contact ZipSupport (330-972-6888) and ensure that the issue is tracked through the Footprints ticketing system.
- If you have any questions or concerns about any of the assignments or your performance, please contact me immediately. Do not wait until the assignment is due or your performance cannot be rectified.

## Late Assignments & Make-up Policies

Late homework assignments are not accepted (note that one of the six Quiz assignments are dropped.) Do not wait until right before the due date to submit homework.

A **make-up exam** is available only in exceptional circumstances for students with excused absences and will be considered only if notification of your absence was given prior to the test (whenever possible).

## University Policies

### Withdrawal Policy

- A student may drop a course until *Sunday, September 6, 2020 for the 15-week Fall semester 2020*. A “drop” will not appear on your transcript. The class simply “disappears.”
  - After this day, students may withdraw from a course through MyAkron until *Sunday, October*
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*11, 2020, for the 15-week Fall semester 2020*). If you withdraw, a “WD” will appear on your transcript. You should know that *a withdrawal may affect your financial aid, eligibility for on-campus employment and eligibility for insurance*. Speak with your advisor for details.

- A student who leaves a course without completing the coursework and without going through the withdrawal procedure *will be given an “F”* for the course.

Questions regarding your registration can be addressed by the [Office of the Registrar](#), 330-972-5400.

You must consult your academic advisor:

- before withdrawing from more than two courses before you have earned 32 credits; and
- before withdrawing from more than two courses after you have earned 32 credits but before you have earned 64 credits. (This does not count withdrawals that occurred before you earned 32 credits.)
- You may not withdraw from more than four courses before you have earned 64 credits.
- You may not withdraw from the same course more than twice.
- Exceptions may be made for extraordinary non-academic reasons (e.g., medical treatment or convalescence, military service).
- Your advisor can answer specific questions.

*Students who withdraw on a regular basis often do not finish their programs and earn degrees. Students who withdraw frequently tend to deplete their financial aid too early. Further, a pattern of withdrawals sends the wrong message to potential employers or to graduate schools. It could be interpreted by others as “When the going gets rough, you quit.”*

### Incompletes

Permission to obtain an Incomplete is not common. For guidelines, consult the bulletin and discuss your specific situation with an advisor. You can find more information here:

[http://www.uakron.edu/academics\\_majors/ub/important-policies/grade-policy-and-credit.dot](http://www.uakron.edu/academics_majors/ub/important-policies/grade-policy-and-credit.dot)

## Student Conduct and Community Standards

Professional and considerate behavior during class is expected. In addition, each student must submit his/her own work, or the work of the students and his/her assigned team members. Plagiarism on an exam/ homework/ quiz/ assignment will automatically earn the students a Failing (F) grade for the course and the student will be subject to be reported for further disciplinary action.

Integrity of scholarship is essential for the university community. The University community is governed by the policies and regulations contained with the Code of Student Conduct and enforced by the Department of Student Conduct and Community Standards, Simmons Hall 302, (330) 972-6380. The University of Akron [Code of Student Conduct can be downloaded here](#).

It is each student’s responsibility to know what constitutes student misconduct and academic dishonesty, and to seek clarification directly from the instructor if necessary. Examples of misconduct and dishonesty include, but are not limited to:

- Plagiarism (intentional or unintentional representation of ideas or works of another author or

creator, in whole or in part, without properly citing the original source for those ideas or works).

- Use of unauthorized assistance in taking tests or examinations.
- Submitting substantially the same work to satisfy requirements for one course or academic requirement that has been submitted in satisfaction of requirements for another course, without permission of the faculty member
- Use of sources prohibited by the faculty member in writing papers, preparing reports, solving problems, or carrying out other assignments.
- Inappropriate acquisition and/or improper distribution of tests or other academic materials without the permission of the faculty member.
- Engaging in any behavior specifically prohibited by a faculty member in the course syllabus or during class discussion.
- Knowingly furnishing false or misleading information to university officials or faculty members.
- Engaging in or threatening physical abuse, verbal abuse, threats, intimidation, harassment, coercion, and/or other conduct which threatens the welfare or safety of any person.
- Disorderly or disruptive conduct.
- Behavior that the student knew or reasonably should have known would cause a disruption or obstruction of teaching or research.

If students are suspected of having violated the Academic Misconduct provision in the Code of Student Conduct, action will be taken as outlined in the Code of Student Conduct. Expect me to check your IP address, answer patterns, and a few other things. Having said that, this is a skills class. The worst thing you can do is pass the class and not master the skills, as follow-up classes will be increasingly difficult to pass when you do not master the foundation.

#### [Accessibility Statement](#)

Any student who has a disability that substantially limits learning in a higher education setting may contact [the Office of Accessibility](#) for information regarding eligibility for reasonable accommodations. The office telephone number is (330) 972-7928 (Voice) or (330) 972-5764 (TDD). No special accommodations will be provided to students unless I have received information from that office.

### **Health and Safety**

The COVID-19 pandemic is still present and serious. Before entering class, you should have completed your daily health assessment. While you are in class on campus, you are required to: sit in your designated seat, maintain physical distance, wear your facial covering (masks), always cough or sneeze into your elbow or tissue, use the materials provided to clean your desk and chair before and after use, and adhere to other public safety protocols and directives for your specific classroom/lab/studio.

Students who do not follow these health and safety requirements will be instructed to leave class immediately. Students who violate this protocol will need to leave the classroom and MAY be marked absent. Repeated violations of these health-saving protocols may lead to sanctions under the University of Akron [Code of Student Conduct](#) up to and including suspension or expulsion. The UA community thanks you for your cooperation!

To protect the health and safety of our community, students, faculty, staff and visitors must wear face coverings that cover their mouth, nose, and chin while on campus. This includes all hallways, public spaces, classrooms and other common areas of campus buildings, as well as offices, labs, work spaces, and outdoor

settings when 6-foot social distancing cannot be maintained. Students needing accommodations may contact the Office of Accessibility.

Students not wearing a face covering in class will be reminded to do so. If a student refuses to wear a face covering (or to wear one properly), the faculty member will ask the student to leave the classroom. As a last resort, campus police may be called. The faculty member may submit a student conduct referral form to the Office of Student Conduct. Students who fail to follow this policy will be subject to progressive discipline that may result in the student's removal from the in-person course.

## Support

### Technical Support (Brightspace issues)

If you have computer or software questions or require technical assistance, please contact ZipSupport:

- By Phone: 330-972-6888
- By Email: [support@uakron.edu](mailto:support@uakron.edu).

[The ZipSupport Help Desk web site for computer-related issues can be found here.](#) [Brightspace self-help guides can be found here.](#)

### Academic Support

#### Research and Writing Support

The University of Akron provides free assistance to currently enrolled students at two main campus locations. Select the location name to access the website of each.

#### [Bierce Writing Commons](#)

Bierce Library, Rm. 68. For Appointments Call: (330) 972-6548 Day and Evening Appointments Available

#### [Polsky Writing Lab](#)

303 Polsky Building. For Appointments Call: (330) 972-7046 Day and Evening Appointments Available

### Tutoring/eTutoring

Students looking for additional assistance outside of the classroom are advised to consider working with a peer tutor through Knack. The University of Akron CBA has partnered with Knack to provide students with access to verified peer tutors who have previously aced this course. To view available tutors, visit [uakron.joinknack.com](http://uakron.joinknack.com) and sign in with your student account.

The University of Akron also offers online tutoring, called eTutoring, which is provided through the Ohio eTutoring Collaborative. Students at The University of Akron have access to online tutoring in Writing, Accounting, Chemistry, Math (through Calculus II), and Statistics. The Online Writing Lab allows you to submit a draft of your paper to a tutor, ask for specific feedback, and receive your work back with a tutor's comments in approximately 24 to 48 hours. You may submit up to three drafts per paper. eChat will allow you to meet with a tutor in one-on-one tutoring sessions via a fully interactive, virtual online environment. Offline questions will allow you to leave a specific question for an eTutor, who will respond within 48 hours (but usually sooner). [Select this link to learn more about eTutoring services.](#)

**COURSE SCHEDULE - POSCOM Fall 2020 – 6500 330:502**

WEEK	DATES	READINGS / ACTIVITIES
1	August 24 to August 29	Chapter 1 Introduction to Supply Chain and Operations Management
2	September 30 to September 5	Chapter 2 Operations and Supply Chain Strategies <u>MyOMLab HW 1 due before 11:59 pm Thursday September 3<sup>rd</sup> (Chapters 1 and 2)</u> <b>Brightspace Quiz 1 - Chapters 1 and 2 due before 11:59 pm Saturday September 5<sup>th</sup></b>
3	September 6 to September 12	Chapter 9 Forecasting
4	September 13 to September 19	Chapter 10 Sales and Operations Planning <u>MyOMLab HW 2 due before 11:59 pm Thursday September 17<sup>th</sup> (Chapters 9 and 10)</u> <b>Brightspace Quiz 2 - Chapters 9 and 10 due before 11:59 pm Saturday September 19<sup>th</sup></b>
5	September 20 to September 26	Chapter 3 Process Choice and Layout Decisions <b>Exam 1 – Chapters 1,2,9,10 and 3 due before 11:59 pm Saturday September 26<sup>th</sup></b> <b>(Exam will be available at 8 am on Friday 9/25 and will be due before 11:59 pm on Saturday 9/26).</b>
6	September 27 to October 3	Chapter 4 Business Processes
7	October 4 to October 10	Chapter 5 Managing Quality <u>MyOMLab HW 3 due before 11:59 pm Thursday October 8<sup>th</sup> (Chapters 4 and 5)</u> <b>Brightspace Quiz 3 - Chapters 4 and 5 due before 11:59 pm Saturday October 10<sup>th</sup></b>
8	October 11 to October 17	Chapter 6 Managing Capacity
9	October 18 to October 24	Chapter 7 Supply Management <u>MyOMLab HW 4 due before 11:59 pm Thursday October 22<sup>nd</sup> (Chapters 6 and 7)</u> <b>Brightspace Quiz 4 - Chapters 6 and 7 due before 11:59 pm Saturday October 24<sup>th</sup></b>



10	October 25 to October 31	Chapter 8 Logistics <b>Exam 2 – Chapters 4,5,6,7 and 8 due before 11:59 pm on Saturday October 31<sup>st</sup></b> <b>(Exam will be available at 8 am on Fri 10/30 and will be due before 11:59 pm on Sat 10/31).</b>
11	November 1 to November 7	Chapter 11 Managing Inventory
12	November 8 to November 14	Chapter 12 Managing Production <u>MyOMLab HW 5 due before 11:59 pm Thursday November 12<sup>th</sup> (Chapters 11 and 12)</u> <b>Brightspace Quiz 5 - Chapters 11 and 12 due before 11:59 pm Saturday November 14<sup>th</sup></b>
13	November 15 to November 21	Chapter 13 JIT/ Lean production
14	November 22 to November 28	Chapter 14 Managing Projects <b>Thanksgiving Week</b>
15	November 29 to December 5	Chapter 14 Managing Projects (...cont'd) <u>MyOMLab HW 6 due before 11:59 pm Tuesday December 1<sup>st</sup>. (Chapters 13 and 14)</u> <b>Brightspace Quiz 6 - Chapters 13 and 14 due before 11:59 pm Thursday December 3<sup>rd</sup></b> <b>Exam 3 – Chapters 11,12,13 and 14 due before 11:59 pm on Saturday December 5<sup>th</sup></b> <b>(Exam will be available at 8 am on Friday 12/4 and will be due before 11:59 pm on Saturday 12/5).</b>
16	December 6 to December 12	<b>Comprehensive Final Exam due before 11:59 pm on Wed 12/9 (Exam will be available at 8 am on Tue 12/8 and will be due before 11:59 pm on Wed 12/9).</b>

*Note: The above schedule is subject to change. Topics and dates are tentative and may need to be modified during the semester. Updates will be posted on Brightspace.*