



Principles of Supply Chain and Operations Management SCM 330 (3 credits)

Instructor Information	Class Information
Dr. Siqui Ma	Class Format: Hybrid
Email: smal192@uakron.edu	Term: Fall 2022
Class Time: 3:30-4:45 pm Monday	Location: CBA 132
Office: CBA 361	Office Hours: Monday 2:10-3:30pm & Microsoft Teams by Appointment
Phone: 330-972-6430	

Course Information

Prerequisites

Completion of 32 credit hours

Overview

Course will be based on the concepts, principles and techniques for managing supply chains and operations in the manufacturing and service sectors. An overview of the terminology, fundamental concepts and functional scope of responsibility encountered in the field of supply chain and operations management will be covered.

Operations management is a discipline devoted to improving decision making – within and between organizations – that is related to the development, production, and delivery of goods and services. Operations encompass the bulk of most organizations with the largest portions of assets, working capital and human resources. We will adopt a broad managerial perspective emphasizing the strategic impact of operations decisions on the competitiveness of firms and their supply chains. We will also examine the interfaces between decision making in operations and other functional areas such as marketing, finance, and accounting as well as an impact on the external customers of the firm. As such performance of the firm is largely determined by the supply chain and operations area.

Objectives

After successful completion of this course students are expected to do the following:

- Demonstrate an understanding of the basic elements of supply chain and operations
- Demonstrate an understanding of quality concepts and business processes
- Demonstrate an understanding of product and service designs, location analysis
- Demonstrate an understanding of supply chain linkages - forecasting, sourcing, logistics
- Demonstrate an understanding of planning and controlling operations and supply chains - capacity planning, aggregate planning, inventory management and JIT / lean production

Technical Prerequisites

To be successful in this course you should be able to:

- Edit and Save an Excel file and a Word file.
- Navigate through Brightspace.
- Attach and submit files to Brightspace.

- Open and save file attachments.
- Compose and respond to email and an online discussion forum.
- Play audio and video files online.

Textbook Information

Introduction to Operations and Supply Chain Management” by Bozarth and Handfield (5e). ISBN 978-0134742175 with MyOMLab Pearson Access Code required. The e-text version of the textbook is available when you utilize the Course Materials (First Day) at the Textbook Information module of your Brightspace course webpage. **To register with Pearson MyOMLab, do the following:**

1. Click the Course Materials (First Day) link on BrightSpace course webpage.
2. Choose the Reveal Access Code and Copy the Access code.
3. Use the copied access code to access MyLab website. If you already have a Pearson account, use the account information. If you do not have any Pearson account, create a new account with username and password.

Make sure to register first for the Pearson MyOMLab through the link on your Brightspace course webpage. If you face any difficulties to register, immediately contact either the Pearson representative, Ms. Lynda McAlonie, lynda.mcalonie@pearson.com, or UA Bookstore representative, Denise Rothberg; UA Bookstore - Polsky; dkr3@zips.uakron.edu, 330.972.8166.

Additional Textbook Information (note from UA Bookstore)

"The University of Akron is in the forefront of the online delivery of course materials. We've worked to find the lowest cost option for the students. We negotiate with publishers and coordinate with Barnes and Noble to provide required online books and related course materials to you on the first day of class. Your materials for this course are being provided to you through Brightspace and will be charged through your tuition. You can opt out of the First Day program, but we advise against doing so. If you choose to opt-out, you will not have access to the materials online and you accept the responsibility for obtaining the items on your own. Since the law states that materials in this program must be provided below market value, it will be difficult to find the materials at a lower price and you will not have the option of using financial aid. If you choose to opt out, the form can be found at uakron.edu/book and must be provided to the bookstore manager before the 100% refund period as stated by The University of Akron schedule of classes. Print versions of the text may also be available for an additional purchase. Please check with the Student Union bookstore for availability."

Instructor Contact and Reply Policy

Please feel free to email me, call me, or see me after class to schedule a time that is convenient for you to meet if you have any questions or would like to discuss class material. I will typically respond within 24 hours to emails unless it is a weekend or a holiday. Please allow a week for the grading of assignments due to the number of students taking this class in different sections.

Learning in the Hybrid Environment

Online Course Responsibilities

This is a hybrid course. We will hold face-to-face class every Monday. The face-to-face sessions will cover all the analytical topics. In addition, we will have online sessions which cover all the conceptual topics. Online learning is different from face-to-face classes. The biggest difference is that you will be responsible for your own self-management and organization. This requires discipline and attention to detail. Please note that this is a highly interactive online class. If you are looking for a class in which you can complete all the material by yourself at your own pace, this is not the class for you. Due to the nature of the material, you will be working closely with

others in the class and will need to maintain the pace and structure of the course. The role of your instructor in an online course is to make the information for learning available to you and your role is to follow through with the structures put in place to help you learn. You must read all directions, follow all calendars, and ask questions when you are unsure of what to do. You need to log into the course and check your university e-mail on a regular basis—daily is best—to ensure that you have the most up-to-date information. Specific directions for assignments will be posted in Brightspace. If you are new to Brightspace, you can get started by watching the tutorials here. Rubrics and/or specific grading criteria will also be posted in Brightspace. You need to locate and understand all instructions, follow through on all assignments, and stay on track with due dates. You are also responsible for the technical requirements necessary for this course. This means that if you have computer or connectivity problems you are not guaranteed an extension; you must have backup systems available at all times. The University Library is always available to you, and technical support is only a phone call away. If you have technical questions or require technical assistance, please contact ZipSupport at: 330.972.6888 or supportdesk@uakron.edu. Brightspace self-help guides can be found here.

Hybrid Learning Format

The format for each week will be the same. Every Monday we will have a face-to-face class that covers an analytical topic. And we will also have an online session in each week that covers conceptual topics. We will cover one module each week. The online materials are starting at 8am and ending at 11:59pm on Monday (you have a week to complete all the materials). Each module will include the following activities/assignments:

1. Content. Start by watching the interactive lectures to learn about the content for that week. Each module will be broken into a series of short video lessons. You can watch these at your own convenience.
2. Practice Questions. The analytical topics will cover some practice questions.
3. Application Quizzes. Most modules will include application quizzes to assess your knowledge and skills associated with that module.

As a participant in this online class you are expected to:

- Use proper Netiquette during all course related communications.
- Request assistance when you are unsure of directions, when you don't understand the content, or when you are uncertain about any other element of the course.
- Share professional experiences (while maintaining confidentiality as appropriate) so others can also learn from your experiences.
- Approach all activities in a thoughtful manner so that you can get at the intent of the activities and learn how to best apply the concepts to your own work.

Recommendations for Class Success

Here are recommendations for success in this online course:

- Review the tentative course calendar on the syllabus below. If the calendar needs to be changed for any reason during the course, written notice will be provided.
- Plan your schedule so that you can meet course participation requirements and manage your time so that you can complete your assignments on or before the date they are due.
- Review all course content posted to the Content tab in Brightspace unless that content is clearly labeled as optional.
- Login to this course at least 3 times per week throughout the week to check for new content and new discussion posts. Additional access may be required in order to meet course due dates and to complete all required learning activities.
- Read all News items posted on the course home page to stay up-to-date on course announcements.
- Read all posts to the course discussion in Brightspace. You are responsible for all information posted to the course discussions.

- Complete and submit all assignments to Brightspace before the due date. You are responsible for clearly labeling your papers so I can identify your submission.

Evaluation and Assessment

Grading

The final performance grade for the course will be determined as a composite of individual assignments, in-class exercises and two exams. The purpose of multiple forms of evaluation is to fairly assess diverse styles of learning and abilities. The point distribution for the course is as follows:

Component	Points	Percentage
Two Exams @150 points each	300	50%
Ten Quizzes @ about 10 points each	100	17%
Four MyOMlab Assignments @ 20 points each	80	13%
One Team Case	100	17%
Class Participation & Attendance	20	3%
Total	600	100%
Bonus points	30 max	5%

Grading Scale

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

The grading scale is defined as follows:

A	558-600
A-	540-557
B+	522-539
B	498-521
B-	480-497
C+	462-479
C	438-461
C-	420-437
D+	402-419
D	378-401
D-	360-377
F	<360

Grade Component Description

Exam (Two)

The two exams will be based on the assigned text material, homework, cases, and other course materials. The intent of the unit exams is to test your basic understanding of the concepts in supply chain and operations management. These exams may include items such as questions related to the concepts you have learned as well as analytical tools you need to apply to solve the problem. The final exam is NOT comprehensive. It is expected that the students will take the two exams at the regularly scheduled times. **A midterm will be administered halfway through the course and a final exam will be at the end of the course.**

Make-up exams are available only in exceptional circumstances and only for students with excused absences and will be considered only if notification of your absence was given prior to the test (when possible), and documentation of your absence is provided before or after the test.

Quiz (Ten)

An important component of this class will involve the completion of online application quizzes. These quizzes will expand upon the content discussed in class and online and will require you to demonstrate your knowledge and understanding of the topic. They will be posted under the 'Quizzes' section of Brightspace and each one will be worth about 10 points.

Individual Assignment

Smaller assignments will be completed on an individual basis. Assignments are due to the assignment box by 11:59 pm on the due date. Late assignments may be submitted with a 10% penalty if late, and an additional 10% penalty for each additional 24 hours late. Late assignments are worth a maximum of half credit once assignments have been graded and returned. The instructor will provide grading rubrics and other instructions for each case assignment.

Team Case

One team case will be completed at the end of the semester. Teams will consist of maximum 4 students. Some class time will be allocated to working on cases. These cases will involve the use of Excel. The instructor will provide grading rubrics and other instructions for each of these larger team assignments.

Class Participation and Attendance

The interactive nature of the class requires significant classroom participation. The importance of class participation is reflected in the overall grade. Grading of class participation will be based on your attendance, participation in class activities, and behaviors in the classroom. Short in-class exercises will be given throughout the semester. The purpose of classroom exercises is to determine if you have clearly understood a concept discussed in-class, not penalize you for having an incorrect answer. There are no makeups given for missing an in-class exercise.

Bonus points

Occasionally throughout the semester, opportunities will be available to earn bonus points by participating in extra discussion posts, writing thank you letters to guest speakers, or other activities. A maximum of 30 points may be earned.

Course Policies and Expectations

I have several expectations for students taking this course. First, I expect you to exhibit an interest in the topic material and demonstrate this interest by consistent participation in class and regular introspection and application to your own experience. Second, I expect you to keep up on the course reading and to be prepared to discuss it in online. Third, I fully expect a high level of courtesy and professionalism in the online setting. Finally, I have an expectation that upon completion of this course you will have a much greater understanding and appreciation for, the complexities of supply chain and operations in organizations. I hope you will try to relate this material to your own work situation, either now and/or in the future. This course is for your benefit and development, and you will get the most out of the course (and ultimately be most successful) by making it relevant to your own life situation.

Grading

Any issues concerning grading (e.g., assignment scoring) need to be called to my attention via email within one week of receipt of the grading. Grades assigned at the end of the semester are not negotiable. Because of the

grading system, there will likely be a number of times that a student is just a few points away from the next grade. I do not round up, the time to accumulate points is during the semester, not at the end of it. Meanwhile, I do not give extra work to individual student through or at the end of the semester to boost your grade. All the work is distributed to the entire class rather than to a particular student.

General Notes

Finally, I want you to keep in mind that your larger mission here is to learn so that five years (and later) from now, you are as effective and successful as possible. Your ability to apply and retain this information in a meaningful way will help enhance your later success. While I adhere strictly to my grading policies above, I am also available to help you with any difficulties or questions you have during the semester. See me when you have questions about the course (or related) material.

Withdrawal Policy

A student may drop a course through the 14th calendar day of a semester (9/10/18) or proportionately equivalent dates during summer sessions, intersession and other course terms. A “drop” will not appear on your transcript. The class simply “disappears.”

- After the 14th calendar day period, students may withdraw from a course through “*My Akron*” until the 49th calendar day of a semester (10/15/17) or proportionately equivalent dates during summer session, intersession, and other course terms. 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. [The official University Withdrawal Policy is located here.](#)

For undergraduate students only:

- 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).

Incompletes

An Incomplete grade indicates that the student has completed passing work but that some part of the work is, for good and acceptable reason, not complete at the end of the term. Failure to make up the omitted work satisfactorily by the end of the following term, not including summer sessions, converts the “I” to an “F.” When the work is satisfactorily completed within the allotted time the “I” is converted to the grade that the student has earned. Permission to obtain an Incomplete is not common. Talk with your instructor and advisor about your specific situation.

Student Conduct and Community Standard

Academic Integrity

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. The University of Akron. You can find more information here: www.uakron.edu/studentconduct

My standard policy is assigned a grade of “0” to the student for the assignment involved for the first offense and to fail from the course any student that engages in academic misconduct after the first offense. Egregious episodes may result in my forwarding the student to the University for More Severe Discipline.

It is each student’s responsibility to know what constitutes student academic misconduct, and to seek clarification directly from the instructor if necessary. Examples of academic misconduct 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)
- The use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.
- Use of unauthorized assistance in taking quizzes, 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

If a faculty member suspects that a student has violated the Academic Misconduct provision in the Code of Student Conduct, action will be taken as outlined in the Code of Student Conduct.

Classroom Behavior

Professional and considerate behavior during class is required. Specific items mentioned in the Code of Student Conduct include:

- Intimidating or threatening behavior
- Disorderly or disruptive behavior
- Disrupting or obstructing the functioning of the University
- Use of an electronic device to make an audio or video recording of someone without consent
- Failure to comply
- 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
- Behavior that the student knew or reasonably should have known would cause a disruption or obstruction of teaching or research

Harassment

The University of Akron is committed to providing an environment free of all forms of discrimination, including sexual violence and sexual harassment. This includes instances of attempted and/or completed sexual assault, domestic and dating violence, gender-based stalking, and sexual harassment. Please know the majority of other University of Akron employees, including faculty members, are considered to be “responsible employees” under the law and are required to report sexual harassment and sexual violence. If you tell me about a situation, I will be

required to report it to the Title IX Coordinator and possibly the police. You will still have options about how your case will be handled, including whether or not you wish to pursue a law enforcement or complaint process. You have a range of options available and we want to ensure you have access to the resources you need. Additional information, resources, support and the University of Akron protocols for responding to sexual violence are available at uakron.edu/Title-IX.

Support

Technical Support

If you have computer or software questions or require technical assistance, please contact the I.T. Help Desk:

- By Phone: 330-972-6888
- By Email: support@uakron.edu.
- The web site for Zip Support can be found here: <http://www.uakron.edu/helpdesk/>
- Brightspace self-help can be found here:
http://www.uakron.edu/it/instructional_services/dds/Brightspace/Brightspace-student_resources.dot

Academic Support

The Writing Commons, Writing Lab, and Writing Center

The University of Akron provides free assistance to currently enrolled students. Writing help can be obtained in the Bierce Library Writing Commons.

- Information on the Writing Commons and eTutoring can be found here:
http://www.uakron.edu/it/instructional_services/dds/Brightspace/Brightspace-student_resources.dot

Additional Research and Writing Support

UA Library Business & Management Research Guide:

http://libguides.uakron.edu/business_management

[*Purdue Owl Online Writing*](#)

[*Lab Purdue Owl APA Style*](#)

[*Guide Purdue Owl – Using research*](#)

eTutoring

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).

- Information on eTutoring can be found here:
<https://www.etutoring.org/login.cfm?institutionid=263&returnPage>

Accessibility

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). The office is located in Simmons Hall room 105. No special accommodations will be provided to students unless I have received information from that office.

Other Support

Confidential help is available. If you wish to speak to a professional, in confidence, please contact:

- Rape Crisis Center – www.rcmsc.org – 24 Hour Hotline: 877-906-RAPE Office Located in the Student Recreation and Wellness Center 246 and the office number is: 330-972-6328
- University Counseling and Testing Center – uakron.edu/counseling 330-972-7082
- University Health Services – uakron.edu/healthservices 330-972-7808

Tentative Course Schedule

The course schedule in this syllabus is **tentative** and it is the responsibility of the student to be aware of any announced departures from this outline. Any changes to content and schedule will be announced in class ¹.

Week	Date	Format	Topics	Assignment & Exams
1	8/22/22	Face to Face	Introduction & Overview	
		Online	CH1: Introduction to operations and supply chains	Quiz 1
2	8/29/22	Face to Face	CH6: Managing capacity	
		Online	CH2: Operations and supply chain strategies	Quiz 2
3	9/5/22		Labor Day (no class)	
		Online	CH3: Process choice and layout decisions in manufacturing and service	Quiz 3
4	9/12/22	Face to Face	CH6: Managing capacity	
		Online	CH4: Business Process	Quiz 4
5	9/19/22	Face to Face	CH4: Business Process	
		Online	CH9: Forecasting	Quiz 5
6	9/26/22	Face to Face	CH9: Forecasting	
		Online	CH5: Managing quality	Quiz 6
7	10/3/22	Face to Face	Exam 1 Review	
		Online	Exam 1	
8	10/10/22	Face to Face	CH12: Managing production through supply chain	
		Online	CH10: Sales and operations planning	Quiz 7
9	10/17/22	Face to Face	CH10: Sales and operations planning	
		Online	CH7: Supply management	Quiz 8
10	10/24/22	Face to Face	CH11: Managing inventory throughout the supply chain	
		Online	CH8: Logistics	Quiz 9
11	10/31/22	Face to Face	CH11: Managing inventory throughout the supply chain	
		Online	CH13: JIT/Lean production	Quiz 10
12	11/7/22	Face to Face	CH14: Managing projects	
		Online	No content (working on team case)	
13	11/14/22	Face to Face	CH14: Managing projects	
		Online	No content (working on team case)	
14	11/21/22	Online	No content (working on team case)	
			Thanksgiving break (no class)	
15	11/28/22	Face to Face	Final Exam Review	
		Online	No content (working on team case)	
16	12/5/22	Online	Final Exam	

¹ The instructor reserves the right to change the material covered as outlined in the course schedule above.