

SCM 6A01: Supply Chain Management Concepts - Fall 2023
C. T. Bauer College of Business, University of Houston
Department of Decision and Information Sciences

Instructor: Dr. Funda Sahin, Associate Professor of Supply Chain Management
E-Mail: fsahin@uh.edu (Please use email to contact the instructor; do not use the Canvas messaging system).
Class Time: SCM 6A01-01(16744): 6:00 - 9:00 pm, Tuesday MH 126
Office Hours: 11:00 am – Noon Tuesday or by appointment or by appointment.
Office hours are virtual. Join via Zoom at <https://uh-edu-cougarnet.zoom.us/j/96944812293>

Course Description

This course introduces the student to the concepts, issues and techniques used to plan, analyze and control supply chain processes. The course addresses strategic and operational issues at both the enterprise and supply chain levels considering both manufacturing and service systems.

Course Prerequisites

Prerequisite: Admission to a C.T. Bauer Graduate Program.

Course Objectives

1. To develop an understanding of operations and supply chain systems: inputs, conversion processes, and outputs for both manufacturing and service environments.
2. To develop an understanding of the relationships among operations and supply chain, marketing, accounting, finance and engineering functions.
3. To develop student's ability to formulate and analyze operations and supply chain problems.
4. To develop a basic understanding of the nature of operations and supply chain managers' jobs.

Course Materials

Textbook: *Operations and Supply Chain Management: The Core*, 6th edition, by F. Robert Jacobs and Richard B. Chase, McGraw-Hill Irwin, 2021. ISBN 978-1-264-09837-8 (bound edition); ISBN 978-1-265-40822-0 (loose-leaf edition).

Case Studies/Readings: There is a course page created on Harvard Business Online for you, where you can access the case(s) and readings required for the course. The link is listed below:

<https://hbsp.harvard.edu/import/1081907>

You will have to register with Harvard Business Online to get access to the cases and readings the easiest and the least expensive way.

Structure of the Course

This course meets once a week in a face-to-face format. Hence, every session is important. Class activities are designed to discuss the material covered by the cases and readings. However, class activities only enhance the materials found in the texts, not replace them. In order to have meaningful class sessions, you must read the assigned course material BEFORE class and be prepared to discuss in class! There will also be recorded videos on few topics posted on Canvas to supplement the class discussions.

Homework/suggested problems, quizzes, case studies and exams provide an opportunity to apply the concepts developed in the course and demonstrate knowledge of the material.

Performance Evaluation

A 100-point grade scale is used for this course. Grades will include the following items:

Exam 1: It measures the mastery of the course material. The exam will be closed book and closed notes. The instructor will provide all mathematical formulas and statistical tables as needed. The exam will cover all material from lectures, readings, videos, exercises, study problems, etc. The exam format will be discussed during class time. Each student will be allowed to use a regular calculator during the exam. Cell phones cannot be used instead of calculators. Respondus Monitor and LockDown Browser will be required to take the exam.

Exam 2: It measures the mastery of the course material. The exam will be closed book and closed notes. The instructor will provide all mathematical formulas and statistical tables. The exam format will be discussed during class time. Each student will be allowed to use a regular calculator during the exam. Cell phones cannot be used instead of calculators. Respondus LockDown Browser will be used for taking the exam.

Quizzes/Homework Assignments: There will be quizzes and homework during the semester. Each will entail knowledge of materials already assigned or discussed. Preparing notes on discussion questions, working assigned problems and reviewing material assigned will enhance performance on the quizzes. Homework assignments should be one's individual work and not be shared with anyone. No late work will be accepted. All work (homework assignments, quizzes, etc.) must be completed and submitted on time. Any computer related problems that arise during submission will not be accepted as an excuse. At the end of the semester, the lowest quiz/homework grade will be dropped. If a student misses a quiz/homework (e.g. for illness, job related reasons, or any other circumstances), that quiz/homework will count as the lowest grade and will be dropped at the end of the semester.

Class Participation: I view each class meeting as a business meeting. During this time the course material and topic will be discussed. Each student is expected to actively participate during class meetings. Your contributions toward advancing the class' understanding of the course material provide the basis for your in-class performance grade. The quality of one's contributions versus the quantity of contributions weighs more heavily in demonstrating a high level of in-class participation. Insightful analysis of the day's topics is a plus. Class attendance on alone does not indicate in-class performance —you must make a contribution to class learning as appropriate.

Grade Calculation:	<u>Percentage</u>
Exam 1	30%
Exam 2	30%
Quizzes/Homework Assignments	25%
In-Class Performance	<u>15%</u>
Total	100%

In determining the final course grade, the following scale is used to convert points into letter grades:

A =	93 - 100 %	C+ =	78 - 79 %
A- =	90 - 92 %	C =	70 - 77 %
B+ =	88 - 89 %	D =	60 - 69%
B =	80 - 87 %	F =	0 - 59%

Make-up Exam Policy

The syllabus contains the dates of the exams so that you can schedule your other activities around these dates. If a major exam is to be missed due to an approved university absence, you should inform the instructor as soon as possible prior to the exam (if not possible, no later than 24 hours after the exam). A make-up exam will then be scheduled as soon as possible. The make-up exam will cover all the material presented up to the date of the make-up exam. The format of the exam may be different from the original exam format.

General Policies

As students enrolled in courses offered by the Bauer College, you are expected to adhere to the ethical principles described in the Bauer Code of Ethics and Professional Conduct (Bauer Code), in addition to those required by the UH Student Handbook. You may review the Bauer Code by clicking on the following link - <http://www.bauer.uh.edu/BCBE/BauerCode.htm>. You may obtain a copy of the UH Student Handbook from the Dean of

Students Office located in room 252 of the University Center, or by visiting the publications webpage on the Dean of Student's website at <http://www.uh.edu/dos/pub.html>

- 1. Excused Absence Policy:** Regular class attendance, participation, and engagement in other course-required activities are important contributors to student success. Absences may be excused as provided in the University of Houston [Graduate Student Excused Absence Policy](#) for reasons including: medical illness of student or close relative, death of a close family member, legal or government proceeding that a student is obligated to attend, recognized professional and educational activities where the student is presenting, and University-sponsored activity or athletic competition. Additional policies address absences related to [military service](#), [religious holidays](#), [pregnancy and related conditions](#), and [disability](#).
- 2. Technology Use during the Sessions:** It is expected that you attend to every class on time and stay until the end of the class and be ready to participate in the discussion. In order to avoid any distraction during sessions, please close all non-course related programs/websites (email, Internet sites, chat, etc.) on your computers and put your cell phones on silent before class.
- 3. Recording of Class:** Students may not record all or part of class, livestream all or part of class, or make/distribute screen captures, without advanced written consent of the instructor. If you have or think you may have a disability such that you need to record class-related activities, please contact the [Justin Dart, Jr. Accessibility Center](#). If you have an accommodation to record class-related activities, those recordings may not be shared with any other student, whether in this course or not, or with any other person or on any other platform. Classes may be recorded by the instructor. If recorded and shared by the instructor, students may use instructor's recordings for their own studying and notetaking. Instructor's recordings are not authorized to be shared with *anyone* without the prior written approval of the instructor. Failure to comply with requirements regarding recordings will result in a disciplinary referral to the Dean of Students Office and may result in disciplinary action.
- 4. Resources for Online Learning:** The University of Houston is committed to student success, and provides information to optimize the online learning experience through our [Power-On](#) website. Please visit this website for a comprehensive set of resources, tools, and tips including: obtaining access to the internet, AccessUH, and Canvas; requesting a laptop through the Laptop Loaner Program; using your smartphone as a webcam; and downloading Microsoft Office 365 at no cost. For questions or assistance contact UHOnline@uh.edu.
- 5. Student Communication:** It is expected that you follow rules of common courtesy in all course communication including, but not limited to email messages, discussions, and chats. All communication should be civilized and respectful to all. Course tools also need to be used in a respectful manner. Any disruptive behavior or activity will not be tolerated.
- 6. UH Email:** Please check and use your CougarNet email for communications related to this course. To access this email, login to your [Microsoft 365](#) account with your CougarNet credentials.
- 7. Office Hours:** There will be regularly scheduled office hours via Zoom. If, for any reason, you need to meet at an alternate time, please contact the professor for arrangements. You are encouraged to contact the professor at the first sign of any problem or lack of understanding. Do not wait until it is too late! However, office hours are not meant for lecturing on the course material you missed. You are expected to review all the lecture notes, read all the assigned course material, work on the suggested problems before contacting the professor for assistance on a topic.
- 8. Study Groups:** I strongly encourage students to form study groups for the course. This will provide a resource for information should you miss class, a venue for discussing assignments, and a study group for exams.
- 9. Canvas:** Course materials, announcements, grades or changes to the course outline will be posted on Canvas. It is the student's responsibility to check Canvas before every class period for important announcements, class notes, emails, grades and changes to the course schedule.
- 10. Respondus Monitor and LockDown Browser:** LockDown Browser is a locked browser for taking tests in Canvas. It prevents you from printing, copying, going to another URL, or accessing other applications during a test. When a Canvas test requires that LockDown Browser be used, you will not be able to take the test with a standard web browser. LockDown Browser should only be used for taking Canvas tests. It should not be used in other areas of Canvas. You will

be required to use LockDown Browser with a webcam, which will record you during an online exam/quiz. (The webcam feature is sometimes referred to as “Respondus Monitor.”). You must have a reliable computer with a functioning webcam and a microphone. A broadband connection is also required.

You will take both exams and the quizzes using Respondus Monitor and LockDown Browser. You can find more information about Respondus Monitor and LockDown Browser and how to download the software on Canvas. In order to test out the software, your equipment and connection, you will be required to take a test quiz (which will not be graded) at the beginning of the semester.

Important Reminders About Completing Assignments & Taking Tests Online

Please be mindful of deadlines, testing dates, account logins, and your computer equipment. Recommendations for successful completion of the exam:

- Avoid taking exams online using a smartphone or smart device. Use a computer- laptop or desktop.
- Connect your computer to a charger, do not rely on the battery alone.
- Restart and run software updates (Windows or OSX, and Java updates) long before your test time.
- Make sure that your internet connection is stable. Connect to the internet using an Ethernet cable if available.
- During the exam, shut off all internet devices, including cellphones connecting to your local network.
- Save all bandwidth for your exam, tell people sharing your internet not to use it while taking exams, ask them to turn off Wi-Fi on all cellphones during this time.

11. Academic Dishonesty: Scholastic Dishonesty is defined as (1) Acquiring or attempting to acquire information from others (e.g., observing the work of others during an exam), (2) Providing others with information on quizzes/exams/assignments, projects, etc.; (3) Plagiarism, (4) Conspiracy to commit any of the above, (5) Fabrication of information. The University of Houston honor code statement applies to all students in this class. Any student caught providing or receiving assistance on an exam/quiz/homework assignment will immediately be given a grade of “F” for the course.

The [UH Academic Honesty Policy](#) is designed to handle those instances with fairness to all parties involved: the students, the instructors, and the University itself. All students and faculty of the University of Houston are responsible for being familiar with this policy.

12. Reasonable Academic Adjustments/Auxiliary Aids: The University of Houston is committed to providing an academic environment and educational programs that are accessible for its students. Any student with a disability who is experiencing barriers to learning, assessment or participation is encouraged to contact the Justin Dart, Jr. Student Accessibility Center (Dart Center) to learn more about academic accommodations and support that may be available to them. Students seeking academic accommodations will need to register with the Dart Center as soon as possible to ensure timely implementation of approved accommodations. Please contact the Dart Center by visiting the website: <https://uh.edu/accessibility/> calling (713) 743-5400, or emailing jdcenter@Central.UH.EDU.

13. Mental Health and Wellness Resources: The University of Houston has a number of resources to support students’ mental health and overall wellness, including [CoogsCARE](#) and the [UH Go App](#). UH [Counseling and Psychological Services \(CAPS\)](#) offers 24/7 mental health support for all students, addressing various concerns like stress, college adjustment and sadness. CAPS provides individual and couples counseling, group therapy, workshops and connections to other support services on and off-campus. For assistance visit uh.edu/caps, call 713-743-5454, or visit a [Let’s Talk](#) location in-person or virtually. [Let’s Talk](#) are daily, informal confidential consultations with CAPS therapists where no appointment or paperwork is needed.

The [Student Health Center](#) offers a Psychiatry Clinic for enrolled UH students. Call 713-743-5149 during clinic hours, Monday through Friday 8 a.m. - 4:30 p.m. to schedule an appointment.

The [A.D. Bruce Religion Center](#) offers spiritual support and a variety of programs centered on well-being.

Need Support Now?

If you or someone you know is struggling or in crisis, help is available. Call CAPS crisis support 24/7 at 713-743-5454, or the National Suicide and Crisis Lifeline: call or text [988](tel:988), or chat 988lifeline.org.

14. Title IX/Sexual Misconduct: Per the UHS Sexual Misconduct Policy, your instructor is a “responsible employee” for reporting purposes under Title IX regulations and state law and must report incidents of sexual misconduct (sexual harassment, non-consensual sexual contact, sexual assault, sexual exploitation, sexual intimidation, intimate partner violence, or stalking) about which they become aware to the Title IX office. Please know there are places on campus where you can make a report in confidence. You can find more information about resources on the Title IX website at <https://uh.edu/equal-opportunity/title-ix-sexual-misconduct/resources/>

15. Security Escorts and Cougar Ride: UHPD continually works with the University community to make the campus a safe place to learn, work, and live. Our Security escort service is designed for the community members who have safety concerns and would like to have a Security Officer walk with them, for their safety, as they make their way across campus. Based on availability either a UHPD Security Officer or Police Officer will escort students, faculty, and staff to locations beginning and ending on campus. If you feel that you need a Security Officer to walk with you for your safety please call 713-743-3333. Arrangements may be made for special needs.

Parking and Transportation Services also offers a late-night, on-demand shuttle service called Cougar Ride that provides rides to and from all on-campus shuttle stops, as well as the MD Anderson Library, Cougar Village/Moody Towers and the UH Technology Bridge. Rides can be requested through the UH Go app. Days and hours of operation can be found at <https://uh.edu/af-university-services/parking/cougar-ride/>

16. Syllabus Changes: Please note that the instructor may need to make modifications to the course syllabus and may do so at any time. Notice of such changes will be announced as quickly as possible through Canvas.

Helpful Information

COVID-19 Information: <https://uh.edu/covid-19/>

Coogs Care: <https://www.uh.edu/dsaes/coogscare/>

University Information Technology Services: <https://www.uh.edu/infotech/>

Student Health Center: <https://www.uh.edu/healthcenter/>

HAVE A GREAT SEMESTER!

Tentative Course Schedule

WEEK 1- AUGUST 22, 2023

Operations & Supply Chain Management

Strategy & Sustainability

WEEK 2 – AUGUST 29, 2023

Supply Chain Strategy & Operational Processes

WEEK 3 – SEPTEMBER 5, 2023

Manufacturing & Service Processes

WEEK 4 – SEPTEMBER 12, 2023

Exam 1

WEEK 5 – SEPTEMBER 19, 2023

Project Management

WEEK 6 – SEPTEMBER 26, 2023

Business Forecasting

WEEK 7 – OCTOBER 3, 2023

Course Wrap-up

WEEK 8 – OCTOBER 10, 2023

Exam 2