Course Syllabus
SCMS 7313-M50 – Supply Chain Operations Management
Fall Semester, 2020
3.0 Credit Hours

(Last updated: 8/8/2020)

Instructor:  Gensheng (Jason) Liu, PhD
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Office:      FCB-326
Class Meetings:  Online
Office Hours:   By appointment

Course Overview:
This is a comprehensive course that addresses the acquisition, transformation, and
distribution of goods and services within the global supply chain. It covers concepts,
tools, and strategies to design and manage operations, such as strategic implications,
performance measurement, process management, sourcing, operations design, quality,
inventory, logistics, enabling information systems and technology, and global issues
among other topics.

Pre-Requisites:
None

Required Texts:

Location of Course Materials:
All course materials, including lectures notes, online quizzes, grades, and announcements, etc., are located on the eCourseware website (opens in new window).

Lecture notes are provided in PDF format, and scripts are provided in the notes section, which is on the bottom half of each page. These scripts include words that I tend to use in an actual lecture to explain the materials. However, these scripts don’t have all the details. Due to the lack of interactions with students, they might not answer all your questions. Therefore, the textbook is very important and please make sure you make use of it. You are certainly welcome to reach out to me if you have any questions.
If a subject is in the textbook but not in the lecture notes, it means that it is not covered in this course and it won’t be on quizzes or tests. However, for subjects discussed in the lecture notes, you should refer to the textbook for more details.

**Course Objectives:**

By successfully completing this course, students will understand:

1. The strategic role of operations management in organizational survival.
2. The operations function’s relationships with other functional areas of a business and how they work together to achieve the business strategy.
3. How operations managers design selected products and services.
4. Approaches to designing and improving processes and layouts.
5. Quality and quality management, including TQM and its tools.
6. How to make capacity and location decisions.
7. How supply chain management is applied to make-or-buy decisions, and the selection and integration of suppliers.
8. Inventory management tools and techniques, including JIT.
9. Operations planning and control, including sales and operations planning, master production scheduling, and material requirements planning.
10. How to analyze real-world operations management problems, to make recommendations for improvement and to effectively communicate the results.

**Fogelman College: Learning Outcomes for Your Degree**

This course is designed to help you to meet the overall learning objectives for the MBA degree offered by the Fogelman College.

- Graduates will be leaders.
- Graduates will be technologically competent.
- Graduates will be knowledgeable about social and ethical issues and trends affecting business.
- Graduates will be knowledgeable in functional areas and their integration.
- Graduates will be critical thinkers and problem solvers.

**Professor’s Expectations of Students:**

Certain student behaviors (such as fairness, respect, responsibility) are important personal and professional characteristics to develop now if you don’t already possess them. Please see the Office of Student Conduct (new window) for clarification and additional expectations.

Further, I expect that you will regularly monitor your memphis.edu email account and the eCourseware course, stay current with the reading assignments, be prepared for the quizzes and exams, and participate as needed so you gain the most from this course.

**Student’s Expectations of the Professor:**

In my role as your instructor, there are certain things you can expect from me including: well-organized and engaging learning experience, response to emails within 2 business days, and feedback on all work submitted within 7 calendar days.
Email is the preferred means of communication. Please have your full name and the course number (SCMS7313) in every email you send me. If you want to talk on the phone, please leave a phone number in your email. Video conferences using Zoom can also be scheduled.

**Grading and Evaluation Criteria:**

Over the semester, you will have a variety of opportunities to earn points towards your overall letter grade in this course. This section of the syllabus describes the assessed work you will be doing and how overall letter grades will be computed.

**Summary of Graded Activities:**

Your overall grade for the semester is based on how well you perform on a mixture of formal activities including tests, quizzes, etc. Points earned on the assessed activities will be distributed as follows:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five out of six quizzes (5 @ 14pts each)</td>
<td>70</td>
</tr>
<tr>
<td>Two exams (2 @ 45pts each)</td>
<td>90</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>160</strong></td>
</tr>
</tbody>
</table>

Any concern about any grade item must be raised within one week following posting of the grades. Don’t wait until after the last exam to talk about your scores on previous grade items.

**Quizzes:**

There are six quizzes that are taken online in eCourseware. Each quiz is composed of 14 multiple-choice problems that are randomly selected from a larger pool of problems. The problems are one point each. Hints are given on some problems. Upon submission of your answers, the system will instantly report your grade as well as the correct answer to all the questions. Explanations are given on certain problems. Up to two attempts are allowed on each quiz, and the grade is the higher attempt. At the end of the semester, the five highest scores from the six quizzes are taken to calculate your course grade. In other words, you have the chance to do poorly on one quiz or even miss one quiz without affecting your course grade.

Quiz schedule is listed below. Each quiz is open for seven consecutive days, from 12:00AM on the first day to 11:59PM on the last day of the scheduled period. All times specified are US central time. Be aware that the days the quizzes are available may fall on weekends or holidays. There is no time limit on an attempt. Mark your calendar so that you do not miss any quiz. If you want to wait until the last day or even the last few hours to take the quiz, be aware that you are taking the risks of possible internet connection problems, illness, or not being able to submit your answers in time, etc. Attempts that are not submitted in time will not be graded. If you miss a quiz, you should refrain from asking me to reopen it for you unless you can provide written evidence for extreme situations such as being hospitalized during the entire time that the quiz was open.

<table>
<thead>
<tr>
<th>Quiz</th>
<th>Topic</th>
<th>Open date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1, 2</td>
<td>8/27 – 9/2</td>
</tr>
</tbody>
</table>
Quiz problems are very similar to exam problems and are a good resource to use while preparing for the exams. Students are encouraged to use the textbooks, lecture notes, and other resources when taking the quizzes. Questions should be asked after a quiz is closed.

**Exams:**

Both exams are on selected chapters; neither one is comprehensive. Both exams are taken online in eCourseware, and the exam dates can be found in the course schedule on the last page of this file. Each exam is open from 12:00AM to 11:59PM on the specified date, and the exam time is 90 minutes. Each exam is composed of 25 multiple-choice questions which are one point each, and a few essay or calculation questions which account for 20 points together, so each exam is 45 points. Exams are supposed to be closed-book and closed-notes.

In case an emergency prevents you from taking an exam and you want me to reopen it for you, I need to be notified by the end of the that day. Otherwise, a zero will be assigned.

There is no curving on individual exams. At the end of the semester, I might curve the overall grades by lowering the cutoff points in the grading scale.

**Final Course Grades:**

A student’s grade percentage is calculated by dividing the total points earned by 160, rounded to the second decimal place. The final course grade will be assigned according to the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>95.00%</td>
</tr>
<tr>
<td>A</td>
<td>90.00%</td>
</tr>
<tr>
<td>A-</td>
<td>87.00%</td>
</tr>
<tr>
<td>B+</td>
<td>83.00%</td>
</tr>
<tr>
<td>B</td>
<td>80.00%</td>
</tr>
<tr>
<td>B-</td>
<td>77.00%</td>
</tr>
<tr>
<td>C+</td>
<td>73.00%</td>
</tr>
<tr>
<td>C</td>
<td>70.00%</td>
</tr>
<tr>
<td>C-</td>
<td>67.00%</td>
</tr>
<tr>
<td>D</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

I reserve the right to lower the cutoff points, leading to higher grades, but I will never raise these cutoff points. Other than the above-mentioned grade items, there is no
other way to raise your grade. At any time during the semester, you can calculate the ratio of your total earned points to the total points offered so far. Keep a close eye on this ratio if you have a target grade in mind. After the final course grades are assigned, I won’t raise a student’s grade to the next level no matter how close his/her percentage is to the next cutoff point (e.g., 0.01%). Keep in mind that what eventually determines your grade is your performance rather than my decision.

**Schedule of Activities:**

Please refer to the last page of this file for the detailed course schedule.

**Final Exam Schedule:**

Neither exam is comprehensive, so there is no actual final exam. The dates of the two exams are listed in the course schedule, which is on the last page of this file.

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**Course Policies**

**E-MAIL:**

All students are required to maintain and access their University of Memphis (@memphis.edu) email account. You will receive all official course correspondence at this email account. Any inability to receive incoming mail in a timely fashion (e.g., not regularly checking your email, having a “full mailbox” condition, etc.) is the student’s responsibility.

**Adding / Dropping:**

If you have questions about adding or dropping classes, please refer to this page on the Registrar’s website (opens in new window).

**Academic Integrity:**

The University of Memphis has clear codes regarding cheating and classroom misconduct. If interested, you may refer to the Student Handbook section on academic misconduct for a discussion of these codes. Note that using a “Solutions Manual” is considered cheating. Should your professor have evidence that using a “Solutions Manual” has occurred, he/she may take steps as described on the campus’ Office of Student Conduct website (opens in new window). If you have any questions about academic integrity or plagiarism, you are strongly encouraged to review the Fogelman College’s Website on Academic Integrity (opens in new window).

**Online Behavior:**

All participants in the course should be considerate of the other course participants and treat them (as well as their opinions) with respect. The class will operate under the assumption that any and all feedback offered is positive in nature and that the intentions of the person(s) providing feedback are strictly honorable. Insensitivity in this area will not be tolerated. If you have any questions about online communication, you should review the Fogelman College's Netiquette website (opens in new window).

Students in traditional classroom settings as well as those in hybrid, flipped and fully online classes in the Fogelman College of Business & Economics are expected to behave in a professional and collegial manner. Inappropriate behavior in an online
learning space can be just as disruptive to the learning experience as in regular classroom situation. Therefore, online students are required to adhere to the same professional, legal and ethical standards of conduct online as on campus.

Syllabus Changes:
The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of changes on the course bulletin board.

Student Services:
Please access the FCBE Student Services (opens in new window) page for information about:

- Students with Disabilities
- Tutoring and other Academic Assistance
- Advising Services for Fogelman Students
- Technical Assistance

FCBE COVID-19 Notice:
Please access the FCBE COVID-19 Notice (opens in new window) for relevant information.
### Course Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Title &amp; Activity</th>
<th>Chapters</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/17 - 8/18</td>
<td></td>
<td>Syllabus &amp; introduction</td>
<td></td>
</tr>
<tr>
<td>8/19 - 8/25</td>
<td>1</td>
<td>Introduction to operations management</td>
<td>1</td>
</tr>
<tr>
<td>8/26 - 8/29</td>
<td>2</td>
<td>Strategy and performance measurement</td>
<td>2</td>
</tr>
<tr>
<td>8/30 - 9/6</td>
<td>3</td>
<td>Product and service design</td>
<td>4</td>
</tr>
<tr>
<td>9/7 - 9/16</td>
<td>4</td>
<td>Capacity planning and location analysis</td>
<td>5, 8</td>
</tr>
<tr>
<td>9/17 - 9/23</td>
<td>5</td>
<td>Process selection and facility layouts</td>
<td>6</td>
</tr>
<tr>
<td>9/24 - 10/7</td>
<td>6</td>
<td>Supply chain management</td>
<td>15</td>
</tr>
<tr>
<td>10/8</td>
<td></td>
<td><strong>Exam 1 (Topics 1-6)</strong></td>
<td></td>
</tr>
<tr>
<td>10/9 - 10/21</td>
<td>7</td>
<td>Quality management and control</td>
<td>9, 10</td>
</tr>
<tr>
<td>10/22 - 10/31</td>
<td>8</td>
<td>Inventory management</td>
<td>13</td>
</tr>
<tr>
<td>11/1 - 11/7</td>
<td>9</td>
<td>Aggregate planning and MRP</td>
<td>11, 12</td>
</tr>
<tr>
<td>11/8 - 11/19</td>
<td>10</td>
<td>JIT and lean operations</td>
<td>14</td>
</tr>
<tr>
<td>11/20</td>
<td></td>
<td><strong>Exam 2 (Topic 7-10)</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

1. Course schedule is tentative and subject to minor revision depending on class progress.