University of North Texas G. Brint Ryan College of Business Department of Logistics & Operations Management LSCM 3960-003- LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Semester: Spring 2024

Class Time: Tues 6:30 p.m. – 9:20 p.m.

Classroom: UNT BLB 035

Instructor: Vipul Garg, PhD Candidate E-mail: Vipul.Garg@unt.edu Office: TBD Office Hours: *Tues 6:00 – 6:30 p.m.,* additional times are available by appointment via Zoom

COURSE DESCRIPTION

Analysis and design of domestic and international supply chain systems. Topics include transportation, warehousing, inventory control, demand forecasting, network design, inbound and outbound logistics, inventory and material handling, critical supply chain technology concepts, and advanced supply chain problems and challenges—emphasis on concepts and practices that provide firms with global competitive advantage through professional supply chain management.

Course Objectives: By the end of this course, you will be able to:

- 1) Explore the role of logistics & supply chain management as it relates to the organization's goals & interacts within the supply chain.
- 2) Analyze how each component operates & fits into the overall scheme of the field.
- 3) Enable strategic understanding of key principles that must be considered when managing the process.

Teaching Methodology: The material is primarily presented with a combination of presentations and a case-based discussion format, with dialogue encouraged on the issues. Student preparation of assigned readings and homework before class is essential for full participation, comprehension, and participation.

Required Textbook: Coyle, John J.; Langley, C.J.; Novack, R.A.; Gibson, B.: Supply Chain Management: A Global Perspective, 11th edition, South-Western Cengage Publishing, 2017, ISBN13: 978-0357442135. NOTE: While there is an international edition available, be aware that the order of the chapters, as well as some of the content, differs.

Required Class Materials: To fully participate in this class, students will need access to a computer with a webcam and microphone and access to Zoom, Microsoft Teams, and Microsoft Office products.

Supplemental Materials: Class case studies and relevant articles will be posted throughout the semester.

Course Grading:

Total	100%
Team Case Analysis/Group Presentations	10%
Final Exam	30%
Midterm Exam	20%
Quizzes	30%
Attendance/Participation	10%

Grade Policy:

Final grades will be distributed according to the following cutoffs. The student will be awarded at least the indicated letter grade if he/she achieves the cutoff percent or higher on all coursework.

Percent	Grade
90.00% of the above	А
80.00% - 89.99%	В
70.00% - 79.99%	С
60.00% - 69.99%	D
59.99% of below	F

Attendance/Participation:

Class meetings are primarily lectures, teamwork, and group discussion. An upper-level undergraduate course should be a forum where ideas are freely exchanged. The course material will be augmented for certain lessons with handouts and videos discussed in class, which are considered testable material.

I hold you responsible for all material covered during class, including changes to the syllabus, course schedule, and course materials. If you cannot attend the scheduled class time, due to a valid excused absence, be sure to consult with your team members to catch up on the information you missed.

Class attendance is mandatory; and I will call on students or teams by name to answer questions, discuss assignments, and comment on key concepts. Missing these opportunities may reduce your final grade (see class participation under Grading). Class participation and attendance can only be made up with a valid medical excuse, an absence approved by the Dean of Students, or a bona fide family emergency.

What do I mean by participation?

- Attending class on a regular basis (Students will receive a 10 percent reduction in participation points for every unexcused absence)
- Raising and answering questions
- Reading the assigned material prior to class
- Sharing ideas, observations, and personal experiences
- Pointing out relevant data
- Generating potential solutions
- Relating to and synthesizing the ideas of others
- Pointing out relationships to earlier discussions
- Helping others develop their views and ideas
- Not distracting others who are trying to listen or learn

Class participation will affect the case/group presentation grades and your final grade. Points will be based on preparation for class, quality of class input, organization, and conciseness. Half of the points in this area will be based on attendance and half will be based on actual participation. If you do not actively participate, you will not receive any points for this grading element. Please get involved, share your experiences and ideas, and ask questions of the instructor and your classmates. Remember, if you don't understand, it's likely that others don't either.

Students are expected to attend class meetings regularly and abide by the attendance policy established for the course. It is important that you communicate with the instructor and the instructional team prior to being absent, so you, the instructor, and the instructional team can discuss and mitigate the impact of the absence on your attainment of course learning goals. Please inform the instructor and instructional team if you are unable to attend class meetings because you are ill, in mindfulness of the health and safety of everyone in our community.

If you are experiencing any <u>symptoms of COVID-19</u>, please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your healthcare provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Team at <u>COVID@unt.edu</u> for guidance on actions to take due to symptoms, pending or positive test results, or

Exams: The midterm exam will be online. Exams are cumulative in nature. The final exam is comprehensive and will be scheduled by the registrar during finals week. *The exams will be case-*

based and may be comprised of short answer or essay questions. No make-up exams will be given for unexcused absences.

Team Case Analysis/Group Presentations:

Teams will be asked to present their analysis of various supply chain cases through in-class exercises/discussions, written case summaries, and video or in-person presentations. The team's role will include presenting the facts of the case, identifying major issues and problems, generating and evaluating alternative solutions, recommending and justifying a solution, and suggesting an implementation strategy where appropriate.

This presentation/case study analysis will be a group endeavor with five students (subject to change). Case studies can be found on websites such as SCM Globe or will be provided in the class. Presentations should last between 12 and 20 minutes.

Everyone in the class should read and analyze each case. Active participation from all team members in the analysis is encouraged, but teams may organize as they desire to maximize effectiveness. It is recommended that every team member take an active role to ensure a comprehensive understanding and robust presentation.

Canvas Gradebook Accuracy

Canvas has specific quirks. For example, if you fail to take a quiz, the Canvas grade book will not reflect the missed quiz or a score of zero. Nothing will be shown. If an ODA student takes ODA quizzes, Canvas's "Total Points Possible" will include the points for the original quiz AND the ODA version, essentially double counting. It is best to ignore or keep the "total points" feature and add your own points.

Quizzes

300 points (6 Quizzes x 50 points each): The course includes quizzes based on chapters and the syllabus quiz discussed earlier. The quizzes will be taken through the Canvas. The quizzes will cover assigned readings, homework, exercises, and all material covered in class, including lectures, articles, videos (if any), and discussions. Quizzes may include a combination of True-False, multiple choice, fill-in-blank, and short answer type questions. You will be given two attempts to take each quiz, and the best score will be counted as the final grade toward that quiz.

All quizzes are individual assignments, and you may not seek the help of anyone in taking the quiz. Doing so will be considered a violation of academic honesty and dealt with accordingly, as specified later in the syllabus under academic honesty.

CAUTION: When you open a quiz, the timer will automatically start. Each quiz, by definition, is open-book and open-note and is intended to help you determine how well you have mastered the material. Be wary of your time restriction. The time limit for the quizzes is based on historical data. There IS enough time if you are prepared. Running out of time during the quizzes is a clear indication that you have not prepared sufficiently before taking the quiz (usually, this means you need to be more comprehensive in your reading. "Reading" a chapter is not the same as "comprehending" the chapter). After completing each quiz, you will immediately receive a total grade for the quiz. Detailed results will be released after the quiz cut-off period and available only until the cut-off for the following quiz. Please take advantage of the feedback while it is available.

Exams

The midterm and final exams, worth 500 points (50% of the final grade), will evaluate your understanding and application of logistics concepts rather than rote memorization. The final exam will be in a quiz format, including multiple-choice, true/false, and quantitative problems, with no essay questions. You will have 90 minutes to complete each exam, and both exams are open books/open notes. However, due to the time constraint, well-organized notes are essential, and you should be familiar enough with the material to rely on something other than your notes. You will only be given one attempt to take the exams.

CAUTION: The timer will automatically start when you open the final exam. The final is openbook and open-note, intended to help you determine how well you have mastered the material. Be wary of your time restriction. The time limit for the final is based on historical data. There is enough time if you are prepared.

The University is committed to providing all users with a reliable online course system. However, in the event of any unexpected server outage or any unusual technical difficulty that prevents students from completing a time-sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues as soon as possible.

EXTRA CREDIT

Extra credit will be available only if offered to the entire class. Any extra credit opportunities will be announced by Canvas email at least 24 hours in advance.

COURSE SCHEDULE

WEEK	DAY	ΤΟΡΙϹ	READING	Due Date for Quiz/Exam	ТҮРЕ
1	Jan 16	Syllabus and Expectations Supply Chain Management: An Overview	Ch 1		In-Class
		Introduction to Case Process			
2	Jan 23	Global Dimensions of Supply Chain	Ch 2	Quiz 1 Due on Jan 28, 2024, at 11:59 PM CST.	Self-Reading
3	Jan 30	Role of Logistics in Supply Chains	Ch 3	Quiz 2 Due on Feb 4, 2024, at 11:59 PM CST.	In-Class
4	Feb 6	Supply Chain and Omni-Channel Network Design	Ch 4	Quiz 3 Due on Feb 11, 2024, at 11:59 PM CST.	Online
5	Feb 13	Sourcing Materials and Services	Ch 5	-	In-Class (Case-Study)

WEEK	DAY	ΤΟΡΙϹ	READING	Due Date for Quiz/Exam	ТҮРЕ
6	Feb 20	Producing Goods and Services	Ch 6	-	In-Class
					(Case-Study)
7	Feb 27	Demand Management	Ch 7	-	In-Class
					(Case-Study)
8	Mar 5	Mid-Term Exam	Ch 1, 2, 3, 4, 5, 6 & 7	Mid-Term Due on Mar 8, 2024, at 11:59 PM CST.	Online
9	Mar 12	No Class – Spring Break		-	-
10	Mar 19	Order Management and Customer Service	Ch 8	Quiz 4 Due on Mar 24, 2024, at 11:59 PM CST.	In-Class
11	Mar 26	Managing Inventory in the Supply Chain	Ch 9	-	In-Class
					(Case-Study)

WEEK	DAY	ΤΟΡΙϹ	READING	Due Date for Quiz/Exam	ТҮРЕ
12	Apr 2	Distribution—Managing Fulfillment Operations	Ch 10	Quiz 5 Due on Apr 7, 2024, at 11:59 PM CST.	In-Class
13	Apr 9	Transportation—Managing the Flow of the Supply Chain	Ch 11	-	In-Class
					(Case-Study)
14	Apr 16	Extra-Credit Opportunity	-	Due on Apr 23, 2024, at 6:20 PM CST.	Extra-Credit Opportunity
15	Apr 23	Supply Chain Performance Measurement and Sustainability	Ch 15 & Ch 16	-	In-Class
16	Apr 30	Final Exam Review/ Extra-Credit	-	-	In-Class
17	May 7	Final Exam	Ch 8, 9, 10, 11, 15 & 16	Final Exam Due on May 10, 2024, at 11:59 PM CST.	Online

Note on Class Format and Content:

Please be advised that some class sessions may be shifted to an online format via Zoom, and certain lectures could be converted into guest lectures or case studies, depending on various circumstances and educational opportunities. In the event of such changes, students will be

notified well in advance to allow for proper preparation. Your flexibility and understanding are appreciated as we work to enhance our course offerings and provide the best educational experience possible.

Office Hours & Communication Expectations:

Please schedule an appointment during posted office hours when you need one-on-one assistance. Problems, or potential problems, should be addressed before they become major problems. Office hours will be held virtually via Zoom through appointments. If you need to meet outside of the dedicated office hours or have a general question, message me on Canvas or at <u>vipul.garg@unt.edu</u>. Keep your messages clear, courteous, and short. All inquiries are responded to as quickly as possible, but always within 48 hours.

ANNOUNCEMENTS

Announcements will be made when needed during the term using the ANNOUNCEMENTS tool. Be diligent and check it daily, or you may miss something important. Only the instructor can post announcements.

ASSIGNMENTS

Assignments are posted using the CONTENT/ASSIGNMENTS tool. It is easy to use, and make sure you check it daily for any new assignment. Assignments will be posted approximately 1 week before the due. Deadlines are in place and clearly stated in the instructions, prohibiting late submission of an assignment. Submissions must be on time to be accepted, and students are responsible for any technical difficulties. Student submittals will be posted to CANVAS by the due date and time using the ATTACH FILE option.

RULES OF ENGAGEMENT

- 1. Respect and Dignity: All students must treat each other, as well as the instructor, with respect and dignity. This includes refraining from derogatory comments, insults, and any behavior that may cause distress or harm to others. Discrimination, harassment, or bullying in any form will not be tolerated. Remember that our classroom is a safe and inclusive space for everyone to learn and grow.
- 2. Classroom Conduct: Disruptive behaviors, such as talking out of turn, using electronic devices inappropriately, or interrupting others during discussions, will not be permitted. Students should not engage in any behavior that disrupts the learning process or hinders the participation of others. Everyone deserves an equal opportunity to learn in a peaceful and productive environment.

- 3. Active and Positive Participation: Students are expected to participate actively and positively in class. This includes listening attentively when others are speaking, contributing thoughtful ideas during discussions, and providing constructive feedback when required. Any attempts to undermine the learning process or to create a negative classroom environment will be addressed appropriately.
- 4. Conflict Resolution: Differences of opinion can occur, but they should always be handled respectfully. If you disagree with a peer or the instructor, articulate your point of view calmly and respectfully, without resorting to personal attacks. Aggressive or confrontational behavior will not be tolerated. If you have concerns or issues, please discuss them privately with the instructor, who will facilitate resolution in a fair and impartial manner.

Violating these rules will result in consequences per the UNT's Code of Student Conduct, which may include warnings, meetings with the Dean of Students, or more severe penalties. These rules are intended to foster a respectful, engaging, and productive learning environment for all. By enrolling in this course, you agree to adhere to these guidelines and contribute positively to our classroom community.

Prohibited Use of AI Tools for Case Studies:

While we recognize and appreciate the value of artificial intelligence tools like CHATGPT in many areas of learning and research, using such tools is not acceptable for case study assignments in this course.

The purpose of our case study assignments is to develop your critical thinking skills, analytical abilities, and personal insights. When using AI tools like CHATGPT, the student's personal thought process, interpretation, and individual approach are not reflected in the final work. Therefore, the learning objectives, which include the cultivation of independent thought and problem-solving capabilities, are not met.

In addition, using AI tools to complete assignments that should be your original work violates academic integrity policies. All assignments should be completed using your own knowledge and understanding of the subject matter, supplemented by recommended textbooks, peer-reviewed articles, and other approved resources.

Failure to adhere to these guidelines may result in academic penalties as outlined in the course's academic integrity policy.

Understanding and compliance with these policies will ensure a fair and enriching learning environment. By participating in this course, you commit to producing original work that reflects your own understanding and effort.

COVID-19 Impact on Attendance

While attendance is expected, as outlined above, it is important for all of us to be mindful of the health and safety of everyone in our community, especially given concerns about COVID-19. Please contact me if you are unable to attend class because you are ill or unable to attend class due to a related issue regarding COVID-19. You must communicate with me before being absent so I may make a decision about accommodating your request to be excused from class.

If you are experiencing any symptoms of COVID-19 (Links to an external site.) (https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Hotline at 844-366-5892 or COVID@unt.edu for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure. While attendance is an important part of succeeding in this class, your own health, and those of others in the community, is more important.

IMPORTANT UNIVERSITY POLICIES

ACADEMIC INTEGRITY STANDARDS AND SANCTIONS FOR VIOLATIONS

The G. Brint Ryan College of Business takes academic honesty seriously. Ethics and integrity are important business values, essential to building trust and adhering to both professional and legal standards. Academic dishonesty destroys trust, damages the reputation and the value of the degree, and is unacceptable.

According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

Cheating, plagiarism, or other inappropriate assistance on examinations or cases will be treated with **zero tolerance** and will result in a grade of "F" for the course. The work should be solely your effort with ABSOLUTELY NO outside help or assistance. When working on exams, you must not discuss the exam with anyone (other faculty, other teams, or other students) unless specifically approved by the instructor. Students must be familiar with and adhere to the University's Academic Integrity policies.

Copying or using material from assignments previously submitted by other students (at UNT or other learning institutions) or downloaded from the Internet is plagiarism. If you quote material, you must cite your sources. Large-scale **"cutting and pasting" from other sources, even if properly footnoted does not meet the criterion of submitting your own work and will result in a failing grade for the course.**

Your instructor will specify what materials, if any, may be used on the tests and exams. Using materials other than those permitted, talking with other individuals during the exam, individuals exchanging information about an exam when one has taken the exam and the other has not, or copying or using material from another individual's exam is academic dishonesty and will result in a meeting to discuss academic integrity violations and potentially issue sanctions mentioned above, and may result in ineligibility for academic scholarships. The use of online assistance, such as sites commonly used for finding homework solutions, group chat, cell phones, smartwatches, and similar tools during exams is not allowed for any reason unless specifically permitted. No portion of an exam may be copied or photographed without permission.

Students are expected to conduct themselves in a manner consistent with the University's status as an institution of higher education. A student is responsible for responding to a request to discuss suspected academic dishonesty when issued by an instructor or other University official. If a student fails to respond after a proper attempt at notification has been made, the University may take appropriate academic actions in the absence of the student's participation.

ACCEPTABLE STUDENT BEHAVIOR

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom. The instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classrooms, labs, discussion The Code of Student Conduct can field trips, etc. be found at groups, deanofstudents.unt.edu/conduct.

ACCESS TO INFORMATION – EAGLE CONNECT

Students' access point for business and academic services at UNT is located at: <u>my.unt.edu</u>. All official communication from the University will be delivered to your Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail: <u>eagleconnect.unt.edu/</u>

ADA STATEMENT

UNT makes reasonable academic accommodations for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each

faculty member prior to implementation in each class. For additional information see the ODA website at <u>disability.unt.edu</u>

EMERGENCY NOTIFICATION & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to CANVAS for contingency plans for covering course materials.

RETENTION OF STUDENT RECORDS

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the CANVAS online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about students' records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy.

GRADE APPEALS, WITHDRAWALS, & INCOMPLETES

Please refer to the UNT Graduate Catalog for policies governing these actions. If you have any questions, please contact me for clarification. Please note: I only use an incomplete for extraordinary circumstances. An incomplete grade will not be used to provide more time to complete the course requirements. You have until the start of the next class to submit a written request for a regrade (known as a "challenge") after an exam or quiz has been graded and released to the class. To earn additional points, you must be able to convince your professor, in writing, that your answer is correct.

STUDENT EVALUATION ADMINISTRATION DATES

Student feedback is important and an essential part of participation in this course. The student evaluation of instruction is a requirement for all organized classes at UNT. The survey will be made available during weeks 5 and 5 of the summer semesters to allow students to evaluate how this course is taught. Students will receive an email from "UNT SPOT Course Evaluations via IASystem Notification" (no-reply@iasystem.org) with the survey link. Students should look for the email in their UNT email inbox. Simply click on the link and complete the survey. Once students complete the survey, they will receive a confirmation email that the survey has been submitted. For additional information, please visit the <u>SPOT website (http://spot.unt.edu)</u> or email <u>spot@unt.edu</u>.

SEXUAL ASSAULT PREVENTION

UNT is committed to providing a safe learning environment free of all forms of sexual misconduct, including sexual harassment, sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, campus resources are available to provide support and assistance. UNT's Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim's compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at <u>SurvivorAdvocate@unt.edu</u> or by calling the Dean of Students Office at 940-565- 2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at <u>oeo@unt.edu</u> or at (940) 565 2759.

ACADEMIC SUPPORT & STUDENT SERVICES

Student Support Services

UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- <u>Student Health and Wellness Center (https://studentaffairs.unt.edu/student-health-and-wellness-center)</u>
- <u>Counseling and Testing Services</u> (<u>https://studentaffairs.unt.edu/counseling-and-testing-services</u>)
- <u>UNT Care Team (https://studentaffairs.unt.edu/care)</u>
- <u>UNT Psychiatric Services (https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry</u>)
- Individual Counseling (https://studentaffairs.unt.edu/counseling-and-testingservices/services/individual-counseling)

Chosen Names

A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.

- UNT Records
- UNT ID Card
- UNT Email Address
- Legal Name

*UNT euIDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.

Additional Student Support Services

- <u>Registrar (https://registrar.unt.edu/registration)</u>
- <u>Financial Aid (https://financialaid.unt.edu/)</u>
- <u>Student Legal Services</u> (https://studentaffairs.unt.edu/student-legal-services)
- <u>Career Center (https://studentaffairs.unt.edu/career-center)</u>
- <u>Multicultural Center (https://edo.unt.edu/multicultural-center)</u>
- <u>Counseling and Testing Services</u> (<u>https://studentaffairs.unt.edu/counseling-and-testing-services</u>)
- <u>Pride Alliance (https://edo.unt.edu/pridealliance)</u>
- <u>UNT Food Pantry (https://deanofstudents.unt.edu/resources/food-pantry</u>)

Academic Support Services

- <u>Academic Resource Center (https://clear.unt.edu/canvas/student-resources)</u>
- <u>Academic Success Center (https://success.unt.edu/asc)</u>
- UNT Libraries (https://library.unt.edu/)
- <u>Writing Lab (http://writingcenter.unt.edu/)</u>