Program Outline (tentative):

**Jan 12**  Course introduction, grading policy, case analysis guidelines, instructions for *Lessons Learned papers, and guidance for course projects.* Team formation. Establishing and shaping the learning contract.
- Global supply chain integration and processes
- Chap 1 & 2
- Course Assignment 1: This assignment is part of your class participation. You are expected to complete and upload to Canvas on or before Jan 21.

**Jan 19**  Strategy and operations (i)
- In class activity: Lessons Learned 1
- Chapter 4
- Course Assignment 1 due (online via Canvas)

**Jan 26**  Strategy and operations (ii)
Case 1: Bergerac Systems: The Challenge of Backward Integration
David A. Garvin, Sunru Yong

Bergerac Systems is a small, rapidly growing manufacturer of diagnostic instruments used in veterinary practices. To address supply chain problems, the CEO considers acquiring one of the suppliers while the director of planning proposes building the required capabilities within the company's existing manufacturing facilities. This is a good example of a 'make versus buy' decision analysis in supply chain design.

**Feb 2**  Sourcing strategy
- Chapter 5
- Hand out: country analysis guidelines.

**Feb 9**  Production strategy (i)
- Chap 6
- Discussion: DELL vs Lenovo
Feb 16  Production strategy (ii)
- In class activity: Lessons Learned

Feb 23  Supply chain design (i)
- chapter 5, 7 and 8
- Hand out: research guidelines

Mar 2  Supply Chain Design (ii)
Case 2: Progistix-Solutions Inc.--The Critical Parts Network
P. Fraser Johnson, Alison Woodcock

Although Xerox and Progistix were satisfied with their relationship, after five years, both parties were interested in exploring ways to improve the network, especially because competitors had adopted similar approaches. The case provides opportunities to analyze a rapid-response supply chain and make recommendations for improvements.

Mar 9  Spring Break – No classes

Mar 16  Guest lecturer (TBC)
Optional: warehouse layout

Mar 23  Supply chain design (iii)
Case 3: Tecnovate: Challenges of Business Process Outsourcing
Vanita Yadav, Sangeeta S. Bharadwaj, K.B.C. Saxena

Outsourcing is a complex phenomenon and involves formal evaluation and planning before companies can take the leap. The case provides a basic understanding of business process outsourcing; illustrate the risks involved in transition when processes are outsourced to an offshore location; and examine process transition as a foundation for successful outsourcing.

Mar 30  sustainable supply chains
- In class activity: Lessons Learned 3
- Project manuscript due

Apr 6  Country analysis team presentation

April 13 Country analysis team presentation

April 20  Supply chain design (iv)
- Special topic: distribution network for online sales
- Review for exam

April 27 Exam

Course description: We will explore specialized topics in supply chain management focusing on key operational issues:
• International perspective
• World class operation and information technology
• Designing and managing the supply chain
• Inventory and distribution models
• Purchasing and supply management
• Sustainable operations

We will cover concepts and issues in the management of international operations such as how to design/manage a network of operations, management of dispersed manufacturing and services, and globalization through operations. The objective is to demonstrate the effects of time, competitiveness, and strategies on the supply chain.

Learning outcomes: At the end of the course the student should

• Have an understanding of the terminology, concepts and strategies in supply chain management
• Be able to assess the influence of a global environment in supply chain decisions
• Be able to critically analyze design issues in supply chain management and logistics
• Describe current requirements & practices in purchasing and supply chain management

Required material:
• Global supply chain and operations management by Ivanov, Tsipoulanidis and Schonberger. Springer
• Selected cases from Harvard Business School.

Course expectations, assessment, and grading policy: The class policy listed below is intended to give you a behavioral framework in which you can build your own personal learning objectives for this course.

1. You are expected to have completed the assigned readings for the day and participate in class discussions.

2. Some assignments are a group effort and you are responsible for helping ‘all team members’ understand the concepts and methods of the course. Additionally, you will be requested to explain your work as part of your class participation.

3. Your professionalism, integrity, and academic success are at stake if you fail to submit work on time. As a rule, late submissions will not be accepted. The University has a firm policy against cheating and plagiarism. Cheating involves dishonesty in a test situation, and plagiarism involves dishonesty in the preparation of materials for presentations or term papers. Cheating and plagiarism will be subject to disciplinary penalties. If you find that you are having problems in the course, please consult with the instructor as early as possible so that he can devise a reasonable course of action.

4. You are expected to attend all classes. Should you know in advance that you might need to leave sooner than the scheduled time, please consult with the instructor before class starts. Late arrival is very inconvenient and disruptive. You should make all the effort to be in class on time. Letter grades will be assigned based on the following criteria as a percentage of total points:
Grades are A (90 -100% of total points); B (80 - less than 90%); C (70 - less than 80%); D (60 – less than 70%), and F (below 60%). Incomplete will be given by exception when a limited portion of the course material has not been completed by the last exam due date, in accordance with University policy published in the Catalog. The instructor on an individual basis will review each case. The final grade is computed as a percentage of the total points earned in:

Class participation: 10%
Cases write up: 25%
Final exam: 20%
Course project (team effort): 15%
Research paper: 30%

Case write up: The course is based on case studies to be completed as an individual effort. You are required to analyze and discuss business cases in a variety of global scenarios/supply chain topics. At the end of the class the student must turn in a hard copy of the case write up to the instructor. In general, when preparing a case analysis report, pay attention to the following issues:

a. Clarity: Is the manuscript grammatically correct and easy to understand?
b. Format: Is the report well organized, stapled, typed and clean? Is the writer properly identified?
c. Logic: are facts, assumptions addressing case questions in a clear and concise way?
d. Analysis: Are quantitative and qualitative analyses, conclusions, well done and insightful?

Lessons Learned: The purposes of Lessons Learned are to answer, crisply and in writing, the question what you learned today and to identify the relevance of lessons learned to your particular profession, job, or work setting. At the end of each case discussion you will be given time for team analysis and preparation of Lessons Learned papers.

Course project: Country analysis. The objective of this assignment is to provide you with experience in collecting and analyzing information of a foreign market. Each team will analyze the business opportunities of a country including location, population, ethnic makeup, religion, currency, language (including how to say hi), climate, industrial make-up and important social-economic factors. The country chosen must be approved by the instructor.

Research paper: Conduct research and write a paper on topic indicated by the instructor.

Class participation: Participation and attendance at all classes is expected. Organize your professional and personal affairs to allow for attendance at every class session. You are responsible for all announcements and assignments made in class by your instructor. If you miss any assignment, your course grade is likely to suffer.

Final Exam: The final exam will cover materials/cases/topics covered through the semester. You are encouraged to take notes and save all handouts/graded assignments/case analysis as reviewed and discussed in class. The instructor may also provide additional reading materials for the exam. See the university schedule for final exam date/time/place.

Academic Behavior Standards and Academic Dishonesty: All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All
students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at http://studentservices.fgcu.edu/judicialaffairs/new.html

Disability Accommodations Services: Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please contact the Office of Adaptive Services. The Office of Adaptive Services is located in Howard Hall 137. The phone number is 239-590-7956 or TTY 239-590-7930

Student Observance of Religious Holidays: All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

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