Syllabus: Summer 2015  
MGMT 6103 – Field Problems in Logistics Systems

CRN 50385/ Sat 8:00am-12:00pm / Morrow, College of Business T-152/ This class meets on the following dates: May 30; June 6,13,20,27; July 11,18,25

Professor: Keith E. Miller, Ph.D.  
Office: T-239 Morrow Campus (College of Business Bldg)  
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E-mail: keithmiller@mail.clayton.edu  
Home Page: http://faculty.clayton.edu/kmiller31

You are responsible to check your e-mail on a daily basis for any messages or announcements relevant to the course. E-mails will be sent through campus e-mails, and not through Desire2Learn (D2L).  
*Please put **MGMT 6103** in the subject line

1. GENERAL INFORMATION

STUDENT POLICIES

Students are expected to abide by all policies in the University Catalog, Student Handbook, and the list of Basic Student Responsibilities posted on the Registrar’s Web site: http://adminservices.clayton.edu/registrar/

SPECIAL ACCOMMODATIONS

Individuals with disabilities who need to request accommodations or obtain this document in an alternative format, please contact the Disability Services Coordinator, Student Center 255, 678-366-5445. If you need special accommodations, it is your responsibility to notify the professor each time that it is needed.

OTHER INFORMATION

Please observe good classroom etiquette: cell phones and pagers off; computers off and closed unless being used in a classroom assignment. Please feel free to seek individual assistance from the professor.

NOTE: This is a graduate level MBA course. For every hour that a student spends in class, there is an expectation that at least three hours will be spent outside of class.

The CSU policy concerning children in classes and on-campus:

- Children are not permitted in classrooms.
- Faculty will not allow children to be present in their classrooms. If a student brings children to class, the student and children must be told to leave the classroom.
- Unattended children will not be permitted on-campus (in hallways, the gym, the library, outside of buildings, etc.).
- Public Safety (678-466-4050) will be notified if unattended children are observed on campus. If faculty or staff observe unattended children on-campus, they are responsible for informing Public Safety. The campus police will take any unattended children to the classroom of the parent, and will get the parent out of class. The parent will not be permitted to bring such children into the classroom.
- Parents are referred to Campus Life (UC Room 258, 678-466-5422) for information concerning childcare facilities off-campus.
2. COURSE INFORMATION

COURSE POLICIES

THIS SYLLABUS IS SUBJECT TO CHANGE:
This syllabus/course outline provides a general plan for the course. The schedule that follows provides a detailed checklist of topics and assignments by week. The professor reserves the right to make periodic changes to content, requirements, and schedule to accommodate the needs of the class and to fulfill the goals of the course. Changes will be announced in class, D2L, and/or by e-mail. It is every student’s responsibility to check their e-mail on a regular basis. Confirm at the beginning of the semester that you are receiving e-mails for this course. If there are any questions not answered in this syllabus, or if anything in the syllabus is unclear, please contact Dr. Miller.

Attendance Requirement:
Attendance at all classes is strongly encouraged. Since the class meets only eight Saturdays, when you miss one class, you will miss a significant portion of the material. I intend to start each class session on time, please avoid being tardy. If an absence is necessary it is the student’s responsibility to obtain class notes and material for the class missed. Class participation is welcome and encouraged. Reading assignments for each class and topic is given on the Course Schedule. As a preparation for class, please read the material before the meeting time. Except in a very unusual case, for an absence to be excused I must receive an email describing the reason for your absence before the class meeting time. Please put MGMT 6103 absence in the subject line.

- I will be taking attendance at each class meeting, which will require you to sign in on our course roster prior to the end of class.
- It is your responsibility to sign the course roster at every class meeting you attend. This course roster is the instructor’s official record. You will be held responsible for all announcements and material covered in lecture in addition to text, references, hand-outs and study guides.
- If you miss more than 25% of the course meetings, I reserve the right to have you administratively withdrawn from the course or reduce your final course grade by one letter grade, at my discretion.

Tardiness is indicated by a student entering the classroom after the instructor begins class. Excessive tardiness will affect your participation grade. One tardy or early leave that results in more than 1 hour of missed class time will count the same as one absence.

Academic Integrity:
Academic Integrity is of paramount importance at Clayton State University. Students are expected to abide by the Student Code of Conduct as outlined in the University’s official Student Handbook. Anyone failing to abide by this code will automatically receive a grade of “F.” If you plagiarize any information, you will automatically receive a grade of “F.”

GENERAL COURSE INFORMATION

Course Description:
This course covers the roles of the various organizational functions in supply chain management and explores 12 key drivers of competitive advantage. Students will be exposed to the strategic and systemic issues in supply chain management as well as participating in a hands-on operations simulation and project.

Prerequisites:
The prerequisite is admission to the M.B.A. program, and completion of BUSA 6101 and MGMT 6102 with minimum grade of C for each course. Students should also have a basic understanding of statistics and quantitative topics.

Course Objectives/Outcomes:
The objectives for this course support the mission statement for the School of Business and expected learning outcomes for the M.B.A. in the specific area of supply chain management. These objectives and outcomes are:
1. Demonstrate knowledge of supply chain management concepts.
2. Describe the roles of various company functions in supply chain management.
3. Identify and discuss some of the key drivers of supply chain management success.

4. Identify current issues and problems which affect the supply chain of the firm, and suggest ways in which such issues and problems may be addressed.

**Required Textbook:**

**Required Computer Competencies:**
You must have access to CSU e-mail and check it on a regular basis. In addition, you must be comfortable with Microsoft Word®, Microsoft PowerPoint®, Microsoft Excel®, and internet-based resources. Each CSU student is required to have ready access throughout the semester to a notebook computer that meets faculty-approved hardware and software requirements for the student’s academic program. See http://itpchoice.clayton.edu for specific information regarding this policy.

**Reading and Assignments:**
Students are expected to complete the required reading prior to lecture coverage. Changes will be announced in class. I strongly recommend that you start reading the book as soon as possible.

**Course Format:**
Lectures, a case analysis, class discussions, a team project, quizzes, peer evaluations, and exams will be used to help students achieve the objectives defined above. Each student is expected to participate in every class, to ask questions, to generate relevant discussion of topics and applied examples, and to bring in outside materials.

**Course Requirements:**
- Students are responsible for reading assigned materials and attending classes. Accordingly, you should have a classmate share her or his notes when you miss a class.
- One case study will be assigned for analysis and written report. Groups will be formed to complete a course project. The members of a group must work as a team to complete the project and make presentations and will evaluate each other for her or his contribution.
- Students must have prior authorization for absence except emergency. Supporting documents such as doctor’s statements are required for the authorization. Please contact Dr. Miller by e-mail or his office phone before, or as soon as possible after, any absence.
- It is expected that all work will be completed the students or the project teams, as specified in the assignments.

**Case Analysis Guidelines:**
- Summary of the case, identification of issues/problems, and suggestions for the issues/problems should be included. The questions at the end of the case must also be addressed.
- Creativity will be rewarded with extra credits.

**Course Project Report:**
- Group project reports will be compiled in MS PowerPoint format in accordance with project instructions. One copy of the final project report and all supporting files will be submitted per team, in a compressed (.zip) format, via D2L Dropbox.
- Groups will present their project findings during the last class session.

**Class Participation:**
Class participation is expected in this course. Time is allotted during each class period for the discussion of the cases, course material and other class activities. The class activities will vary and will include both individual, and group activities. Your class participation grade will be based on your participation in class discussion and class activities. Only in exceptional cases will an absence be excused and not affect your participation grade.
COURSE ADMINISTRATION

This course will be administered through the Desire2Learn (D2L) web site:

D2L
http://clayton.view.usg.edu
(Available Monday, 5/27, p.m.)

- Syllabus
- Assignments
- Assessments (Exams)
- PowerPoint Lectures
- Grade Book
- Class Bulletin Board
- Discussion Boards
- Group Project Areas
- Project Support Files
- Peer Evaluations

Please use CSU e-mail for one-to-one communication with your professor and the D2L Class Bulletin Board for posting questions and comments relevant to the whole class. Check D2L on a daily basis.

Grading System, Scale, and Policies:

<table>
<thead>
<tr>
<th>COURSE AREA</th>
<th>GRADE COMPONENT</th>
<th>POSSIBLE POINTS</th>
<th>ACTUAL POINTS</th>
<th>CUMULATIVE TOTAL</th>
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<tbody>
<tr>
<td>Case</td>
<td>Case Analysis</td>
<td>75</td>
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<tr>
<td>Exam</td>
<td>DuPont Model Exam</td>
<td>75</td>
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<td></td>
<td>12 Drivers Exam</td>
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<tr>
<td>Project</td>
<td>Define Phase</td>
<td>20</td>
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<td></td>
<td>Measure Phase</td>
<td>25</td>
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<td></td>
<td>Analyze Phase</td>
<td>30</td>
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<td></td>
<td>Improve Phase</td>
<td>35</td>
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<td></td>
<td>Control Phase</td>
<td>40</td>
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<td>Presentation</td>
<td>Project Presentation</td>
<td>50</td>
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<td>Participation</td>
<td>Pre-Test</td>
<td>5</td>
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<td></td>
<td>Peer-Evaluations</td>
<td>35</td>
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<td></td>
<td>Project Status Reports</td>
<td>15</td>
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<td></td>
<td>Post-Test</td>
<td>20</td>
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<tr>
<td>Course</td>
<td>Total</td>
<td>500</td>
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Grading Scale (based on 500 points):

A = 450 points and above
B = 400 to 449 points
C = 350 to 399 points
D = 300 to 349 points
F = Less than 300 points

All written assignments must be typed and include titles, dates, and names. Assignments are considered late after the posted due date/ time. Late assignments carry a penalty of 10% per day, and will not be accepted after 5 days late. All assignments are to be submitted in soft copy (electronic) form, via D2L Dropbox.

The official course grade book will be maintained on D2L. The point scores earned at the end of the semester are absolute. With the inclusion of bonus points, there will be no “rounding up” to the next grade.
This is a graduate level MBA course. For every hour a student spends in class, there is an expectation that at least three hours will be spent outside of class.

**Note:** MBA students need to complete all coursework with a C or better. However, only two Cs are allowed for the entire program. If you have more than two Cs, you cannot graduate.

**Note:** Lack of Attendance will have an effect on your grade – See Attendance Policy.
MGMT 6103 Field Problems in Logistics Systems: Course Schedule
Summer 2015

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<thead>
<tr>
<th>Dates</th>
<th>Agenda / Activities / Preparation</th>
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<tbody>
<tr>
<td><strong>SESSION ONE</strong></td>
<td>□ Welcome                                                                                                                                  □ Review Syllabus / Introduce Course Project</td>
</tr>
<tr>
<td>Saturday, May 30</td>
<td>□ Review Syllabus / Introduce Course Project                                                                                               □ Project Deliverables</td>
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<tr>
<td>Classroom</td>
<td>□ Status Reports                                                                                                                             □ Peer Evaluations</td>
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<td></td>
<td>□ Select Teams                                                                                                                              □ Review Assignments/ Exams (available on D2L on May 25)</td>
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<tr>
<td></td>
<td>□ SMART Car Case                                                                                                                             □ Pre-Test, Post-Test</td>
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<td></td>
<td>□ DuPont Model                                                                                                                               □ 12 Drivers</td>
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<tr>
<td></td>
<td>□ Lectures: Overview of Supply Chain Management                                                                                              □ Process View of SCM</td>
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<tr>
<td></td>
<td>□ Process Improvement Overview                                                                                                                □ In-Class Simulation: Round 1 activity</td>
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<tr>
<td>Sunday, May 31 – Friday, June 5</td>
<td>□ Team decisions: Project Plan                                                                                                                □ Complete LSS Pre-Test in D2L</td>
</tr>
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<td></td>
<td>□ Deadline: 11:00 p.m. on Thursday, June 4, via D2L dropbox                                                                                □ Deadline: 11:00 p.m. on Wednesday, June 3</td>
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<tr>
<td></td>
<td>□ In-progress: SMART Car case study</td>
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<tr>
<td><strong>SESSION TWO</strong></td>
<td>□ Discussion: 12 Drivers Textbook                                                                                                           □ Lecture: Roles in SCM</td>
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<tr>
<td>Saturday, June 67</td>
<td>□ Chapters 1, 5                                                                                                                             □ Customer Service, Accounting, Finance</td>
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<tr>
<td>Classroom</td>
<td>□ LSS Define Phase                                                                                                                           □ In-class simulation: Round 1 debrief and Round 2 prep</td>
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<td>□ Project Work: Define Phase</td>
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<tr>
<td>Sunday, June 7 – Friday, June 12</td>
<td>□ Team decisions: 1) Define Phase draft report, and 2) updated project status report</td>
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<td>□ Deadline: 11:00 p.m. on Thursday, June 11, via D2L dropbox                                                                               □ Assignment: SMART Car case study</td>
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<td>□ Deadline: 8:00 a.m. on Saturday, June 13, via D2L Dropbox                                                                                   □ Lecture: Watch DuPont Model lecture in D2L (plan for 1 hour)</td>
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<tr>
<td></td>
<td>□ Assignment: SMART Car case study                                                                                                           □ Lecture: Watch DuPont Model lecture in D2L (plan for 1 hour)</td>
</tr>
<tr>
<td><strong>SESSION THREE</strong></td>
<td>□ Discussion: 12 Drivers Textbook                                                                                                           □ Lecture: Roles in SCM</td>
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<tr>
<td>Saturday, June 13</td>
<td>□ Chapters 10, 2                                                                                                                            □ Sales, Marketing</td>
</tr>
<tr>
<td>Classroom</td>
<td>□ LSS Measure Phase                                                                                                                         □ LSS Measure Phase</td>
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<tr>
<td></td>
<td>□ Demonstration: DuPont Model                                                                                                               □ In-class simulation: Round 2 activity</td>
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<tr>
<td></td>
<td>□ Project Work: Define Phase</td>
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<tr>
<td>Dates</td>
<td>Agenda / Activities / Preparation</td>
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| Sunday, June 14 – Friday June 19 | - Team decisions: 1) Define Phase final report, and 2) updated project status report  
  o **Deadline:** 11:00 p.m. on Thursday, June 18, via D2L dropbox  
  o Complete and submit Peer Evaluation #1  
  o **Deadline:** 10:00 p.m. on Friday, June 19, via D2L dropbox  
  o In-progress: DuPont Model Exam                                                                                                                                                   |
| **SESSION FOUR**             | **Saturday, June 20 Classroom**  
  - Review: SMART Car case study  
  - Discussion: 12 Drivers Textbook  
  o Chapters 3, 7  
  - Lecture: Roles in SCM  
  o Forecasting, Inter-functional coordination, Inter-firm cooperation  
  o LSS Analyze Phase  
  - Demonstration: DuPont Model  
  - In-class simulation: Round 2 debrief and Round 3 prep  
  - Project Work: Measure Phase                                                                                                                                                     |
| Sunday, June 21 – Friday, June 26 | - Team decisions: 1) Measure Phase final report, and 2) updated project status report  
  o **Deadline:** 11:00 p.m. on Thursday, June 25, via D2L dropbox  
  o Assignment: DuPont Model exam  
  o **Deadline:** 8:00 a.m. on Saturday, June 27, via D2L Dropbox                                                                                                                                 |
| **SESSION FIVE**             | **Saturday, June 27 Classroom**  
  - Discussion: 12 Drivers Textbook  
  o Chapters 6, 8, 4  
  - Lecture: Roles in SCM  
  o Purchasing, production, logistics, information systems  
  o LSS Improve Phase  
  - In-class simulation: Round 3 activity  
  - Project Work: Analyze Phase                                                                                                                                                     |
| ***** Break: No Class Scheduled for July 4 ******                                                                                                                               |                                                                                                                                                                                 |
| Sunday, June 28 – Friday, July 10 | - Team decisions: 1) Analyze Phase final report, and 2) updated project status report  
  o **Deadline:** 11:00 p.m. on Thursday, July 9, via D2L dropbox  
  o Complete and submit Peer Evaluation #2  
  o **Deadline:** 10:00 p.m. on Friday, July 10, via D2L dropbox  
  o In-progress: 12 Drivers exam                                                                                                                                                   |
| **SESSION SIX**              | **Saturday, July 11 Classroom**  
  - Discussion: 12 Drivers Textbook  
  o Chapters 11, 9, 12  
  - Lecture: Roles in SCM  
  o 3PLs, Stages of SCM  
  o LSS Control Phase  
  - Project Work: Improve Phase                                                                                                                                                     |
| Sunday, July 12– Friday, July 17 | - Team decisions: 1) Improve Phase final report, and 2) updated project status report  
  o **Deadline:** 11:00 p.m. on Thursday, July 16, via D2L dropbox  
  o Assignment: 12 Drivers exam  
  o **Deadline:** 8:00 a.m. on Saturday, July 18, via D2L Dropbox                                                                                                                      |
<table>
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<th>Dates</th>
<th>Agenda / Activities / Preparation</th>
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| **SESSION SEVEN**     | □ Discussion: 12 Drivers Textbook  
  ○ Chapters 13  
  □ Lecture: Roles in SCM  
  ○ Strategy issues  
  □ Project Work: Control Phase  
  
  □ Team decisions: 1) Control Phase *final report* (complete report, all 5 project phases in order, Define thru Control)  
  ○ **Deadline: 11:00 p.m. on Thursday, July 23, via D2L dropbox**  
  □ Complete and submit Peer Evaluation #3  
  ○ **Deadline: 10:00 p.m. on Friday, July 24, via D2L dropbox**  
  □ Complete LSS Pre-Test in D2L  
  ○ **Deadline: 10:00 p.m. on Friday, July 24**  
  □ Final Presentation:  
  ○ **Deadline: 7:30 a.m. on Saturday, July 25, via D2L dropbox**                                                                                                                                                                                                                                                                                                                                 |
| Saturday, July 18     | **Classroom**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Friday, July 24       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| **SESSION EIGHT**     | □ Deliver Project Presentations  
  □ Debrief Course  
  □ Celebrate!  
  
  **Reminder:** Instructor and course evaluations available on the DUCK in July – watch for email from Provost’s office.                                                                                                                                                                                                                                                                                                                                                     |
| Saturday, July 25     | **Classroom**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| **Classroom**         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |