

Supply Chain Management

2023-24 Academic Year

Program Title	Ministry Title	Major	Year	Semester
BUS-Supply Chain and Operations - Business	Business - Supply Chain and Operations	SCOP	1	1
BUS-Supply Chain and Operations - Business (OnTechU Transfer)	Business - Supply Chain and Operations	SCTU	1	1
BUS-Supply Chain and Operations Management - Business Administration	Business Administration - Supply Chain and Operations Management	BSOM	1	1
BUS-Supply Chain and Operations Management - Business Administration (Co-op Internship)	Business Administration - Supply Chain and Operations Management	BSOI	1	1
BUS-Supply Chain and Operations Management - Business Administration (Co-op)	Business Administration - Supply Chain and Operations Management	BSOC	1	1
BUS-Accounting - Business	Business - Accounting	ACCT	1	1
BUS-Accounting - Business Administration	Business Administration - Accounting	BACT	1	1
BUS-Accounting - Business Administration (Co-op)	Business Administration - Accounting	BACC	1	1
BUS-Accounting - Business OnTechU Transfer	Business - Accounting	ACTU	1	1
BUS-Business Fundamentals	--	BFND	1	1
BUS-Entrepreneurship and Small Business-Business	Business - Entrepreneurship and Small Business	BESB	1	1
BUS-Entrepreneurship and Small Business-Business - OnTechU Transfer	Business - Entrepreneurship and Small Business	BETU	1	1
BUS-Entrepreneurship and Small Business-Business (weekend)	Business - Entrepreneurship and Small Business	BEFL	1	1
BUS-Entrepreneurship and Small Business-compressed	--	--	1	1
BUS-Finance - Business	Business - Finance	FINC	1	1
BUS-Finance - Business - Transfer to OnTechU Bachelor of Commerce (Hons)	Business - Finance	FNTU	1	1
BUS-Finance - Business Administration	Business Administration - Finance	BFNC	1	1
BUS-Finance - Business Administration (Co-op)	Business Administration - Finance	BFCC	1	1
BUS-Human Resources - Business	Business - Human Resources	HRM	1	1
BUS-Human Resources - Business - OnTechU Transfer	Business - Human Resources	HRTU	1	1
BUS-Human Resources - Business Administration	Business Administration - Human Resources	BHRM	1	1

BUS-Human Resources - Business Administration (Co-op)	Business Administration - Human Resources	BHRC	1	1
BUS-Marketing - Business	Business - Marketing	MRKG	1	1
BUS-Marketing - Business -OnTechU Transfer	Business - Marketing	MKTU	1	1
BUS-Marketing - Business Administration	Business Administration - Marketing	BMKG	1	1
BUS-Marketing - Business Administration (Co-op)	Business Administration - Marketing	BMKC	1	1

Course Code: SCMT 1100	Course Equiv. Code(s): OPER 1200, OPER 1250, OPER 1280, SCMT 1200, SCMT 1280
Course Hours: 42	Course GPA Weighting: 3
Prerequisite: N/A	
Corequisite: N/A	
Laptop Course: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Delivery Mode(s): In class <input checked="" type="checkbox"/> Online <input type="checkbox"/> Hybrid <input type="checkbox"/> Flexible <input type="checkbox"/> HyFlex <input type="checkbox"/>	
Remote proctoring required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Authorized by (Dean or Director): Kevin Baker	Date: June 2023

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Course Description:

SCMT1100 introduces students to the important contribution that supply chain and operations managers make to the success of any organization. In the increasingly global economy, every organization relies upon very coordinated support from supply chain partners in order to be successful. Depending upon the nature of the business, a supply chain and operations manager's job can involve interacting with suppliers, managing transportation of goods, overseeing the day-to-day activities involved in the production of goods and services, solving problems, and working with customers – all with an eye toward meeting quality and efficiency goals. SCMT1100 introduces students to some of the areas of supply chain and operations management responsibility, and examines the tools and tradeoffs that managers consider when making important decisions. Supply chain and operations management is a growing field of employment in the Canadian economy, but is an area that is not widely understood by many students who are beginning their business education. Through this course, some students may discover that supply chain and operations management is well suited to their skills and interests, and may continue their studies in one of the Supply Chain & Operations diploma programs. For students who pursue other areas of business studies, this course will prepare them to interact effectively with the supply chain and operations managers in their own organization when cross-functional decisions are being made.

Campus Closure Notice

In the event of a campus closure during which time classes cannot be conducted or attended in person, course delivery will be conducted remotely where possible. Should teaching and learning resume on campus, students may be organized into smaller groups for classroom delivery, in accordance with directions from public health authorities. In either situation, the learning plan sequence and/or evaluation methods may be adjusted to address topics requiring hands-on, practical learning activities.

Subject Eligibility for Prior Learning Assessment & Recognition (PLAR):

Prior Learning Assessment and Recognition (PLAR) is a process a student can use to gain college credit(s) for learning and skills acquired through previous life and work experiences. Candidates who successfully meet the course learning outcomes of a specific course may be granted credit based on the successful assessment of their prior learning. The type of assessment method (s) used will be determined by subject matter experts. Grades received for the PLAR challenge will be included in the calculation of a student's grade point average.

The PLAR application process is outlined in <http://www.durhamcollege.ca/plar>. Full-time and part-time students must adhere to all deadline dates. Please email: PLAR@durhamcollege.ca for details.

PLAR Eligibility

Yes No

PLAR Assessment (if eligible):

- Assignment
- Exam
- Portfolio
- Other

Course Learning Outcomes

Course Learning Outcomes contribute to the achievement of Program Learning Outcomes for courses that lead to a credential (e.g. diploma). A complete list of Vocational/Program Learning Outcomes and Essential Employability Skill Outcomes are located in each Program Guide.

Course Specific Learning Outcomes (CLO)

Student receiving a credit for this course will have reliably demonstrated their ability to:

- CLO1 Describe the contributions that supply chain and operations management professionals make to both service and manufacturing organizations and identify some common job functions that these people perform.
- CLO2 Explain how supply chain and operations decisions contribute to an organization's ability to compete, and solve basic productivity analysis problems.
- CLO3 Identify strategies for the development of supplier relationships that meet an organization's goals for competitive, ethical and sustainable sourcing.
- CLO4 Describe how the application of lean methodology and total quality management can lead to improved organizational and supply chain performance.
- CLO5 Use a variety of techniques to generate demand forecasts and explain the organizational decisions that rely upon those forecasts.
- CLO6 Explain the importance of inventory management in an organization's ability to contribute to an effective supply chain, and apply some basic inventory management planning tools.
- CLO7 Describe logistics and transportation activities and their contribution to an effective supply chain.

Essential Employability Skill Outcomes (ESSO)

This course will contribute to the achievement of the following Essential Employability Skills:

- EES 1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 3. Execute mathematical operations accurately.
- EES 4. Apply a systematic approach to solve problems.
- EES 5. Use a variety of thinking skills to anticipate and solve problems.
- EES 6. Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7. Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8. Show respect for the diverse opinions, values, belief systems, and contribution of others.
- EES 9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
- EES 10. Manage the use of time and other resources to complete projects.
- EES 11. Take responsibility for one's own actions, decisions, and consequences.

Evaluation Criteria:

The Course Learning Outcomes and Essential Employability Skills Outcomes are evaluated by the following evaluation criterion.

Evaluation Description	Course Learning Outcomes	EESOs	Weighting
Test: Test 1	CLO1, CLO2, CLO3	EES1, EES2, EES3, EES4	20
Test: Test 2	CLO4, CLO5	EES1, EES2, EES3, EES4	20
Online Activity: McGraw Hill Connect Online Quizzes - Best 10 of 11 @ 2% each	CLO1, CLO2, CLO3, CLO4, CLO5, CLO6, CLO7	EES2, EES3, EES4, EES10, EES11	20
Assignment: Assignments - 5 @ 3% each	CLO1, CLO2, CLO3, CLO4, CLO5, CLO6, CLO7	EES1, EES2, EES3, EES4, EES10, EES11	15
Test: Final Comprehensive Test	CLO1, CLO2, CLO3, CLO4, CLO5, CLO6, CLO7	EES1, EES2, EES3, EES4	25
Total			100%

Notes:

1. An interim, mid-term mark will be determined for all students to identify their academic progress. To match the ultimate weighting of tests versus other assessment methods, the midterm mark will be calculated as follows:
Test 1 - 65% of the midterm grade weight;
McGraw Hill Connect Quizzes up to date of midterm - 20% of the midterm grade weight;
Assignments grade up to the date of midterm - 15% of the midterm grade weight.
2. For each of Test 1 and Test 2, students are permitted to bring one 8.5 x 11 inch sheet of paper with ONE SIDE ONLY containing any notes, examples, formulae that they wish to have available to them. For the Final Comprehensive Test, BOTH SIDES of an 8.5 x 11 inch sheet may be used. No formulae will be supplied by the instructor for either term tests or the final comprehensive test.
3. McGraw Hill Connect quizzes will consist of online activities delivered through the website associated with the required resource. These activities will be completed outside of class time, will be announced in advance, and will each have a specific due date. Students may attempt each quiz as many times as they wish before the deadline. Automated feedback showing correct and incorrect responses will be provided after each attempt. The best attempt for each quiz will be recorded. Any missed McGraw Hill Connect quiz will receive a grade of zero, regardless of the reason. At the end of the semester, each student's one lowest McGraw Hill Connect quiz grade will be dropped.
4. "Assignments" marks will be assigned to in-class and/or take home activities and/or assignments that may or may not be announced in advance. Missed "Assignments" evaluations will not be accepted beyond the required due date, and will receive a mark of zero regardless of the reason.
5. Expectations and processes associated with missed tests are detailed in Section XI, "Course Policies and Expectations".

Required Text(s) and Supplies:

1. Stevenson, William J., Hojati, Mehran, Cao, James, Mottaghi, Hydeh, Bakhtiari, Behrouz. Operations Management 7th Canadian Edition with CONNECT, 2021.

OPTION 1: Softcover Textbook bundled with E-Book and Access to McGraw Hill Connect: ISBN 9781264160402

OPTION 2: E-Book (360 day access) and Access to McGraw Hill Connect: ISBN 9781264159819

For this course, students have the option of purchasing either the paper version of the required textbook (Option 1) or the electronic version (Option 2). Both options provide access to important additional resources that will be used in the course, including online quizzing that will form part of students' course grades.

For students who intend to pursue one of the Supply Chain & Operations diploma programs, it is HIGHLY recommended that you invest in the bundle that includes the paper version of the textbook (Option 1). Although it is more expensive, this bundle will be used in a total of THREE courses in your diploma program, and allows you to retain the full paper textbook after the 360-day access to the e-book expires. This book is a comprehensive resource that you will refer to throughout your program and beyond as you begin your supply chain and operations career.

For both options students may purchase their resource at the Campus Bookstore or directly from the publisher, McGraw Hill, via their website at <https://www.mheducation.ca/higher-education>. Students are encouraged to gather information about the required resource in their first scheduled class of the semester to be sure they are fully aware of their options.

Recommended Resources (purchase is optional):

1. Student Academic Learning Services (SALS) Academic Integrity self-guided course available through DC Connect.
2. The LinkedIn Learning tool could be used for certain assignments in this course. It is not necessary for students to purchase this feature from LinkedIn. Access instructions will be provided early in the semester.

Policies and Expectations for the Learning Environment:

General Policies and Expectations:

<p>General College policies related to</p> <ul style="list-style-type: none"> + Acceptable Use of Information Technology + Academic Policies + Academic Integrity + Standards for Student Conduct for all Learning Environments can be found at https://durhamcollege.ca/wp-content/uploads/Standards-of-Student-Conduct-for-all-Learning-Environments.pdf + Information about academic policies and procedures can be found on-line at https://durhamcollege.ca/about/governance/policies 	<p>General policies related to</p> <ul style="list-style-type: none"> + attendance + absence related to tests or assignment due dates + excused absences + writing tests and assignments + classroom management can be found in the Program Guide (full time programs only) in MyDC https://durhamcollege.ca/mydc/
<p>All students at Durham College have the responsibility to familiarize themselves with and abide by the college's Academic Integrity Policy. Students are expected to complete and submit their own work in an honest manner, in accordance with the policy. Durham College has zero tolerance for breaches of academic integrity. All suspected breaches of academic integrity will be investigated and documented following procedures outlined in the policy, and should a breach be confirmed, appropriate penalties will be levied. Breaches of academic integrity refer to a variety of practices including, but not limited to:</p> <ul style="list-style-type: none"> • copying another person's work; • using unauthorized materials or resources during an evaluation; • obtaining unauthorized copies of evaluations in advance; • collaborating without permission; • colluding or providing unauthorized assistance; • falsifying academic documents or records; • misrepresenting academic credentials; • buying, selling, stealing, soliciting, exchanging or transacting materials or information for the purpose of academic gain; • bribing or attempting to bribe personnel; • impersonation; • submitting the same work in more than one course without authorization; • improper use of computer technology and the internet; • depriving others of academic resources; • misrepresenting reasons for special consideration of academic work; • plagiarizing or failing to acknowledge ideas, data, graphics or other content without proper and full acknowledgement; • any unauthorized use of generative or other artificial intelligence. <p>If you have questions or concerns about what constitutes appropriate academic conduct or research and citation methods, and what your responsibilities are towards academic integrity, please visit the Academic Integrity website on MyDC, reach out to Student Academic Learning Services (SALS), or speak with your professor or Student Advisor.</p>	

Course Specific Policies and Expectations:

In order to successfully complete this program course, students are expected to comply with and meet the following expectations.

ATTENDANCE

Students in the Supply Chain and Operations programs should recognize the importance of regular attendance in all courses in their program. Not only is regular attendance a demonstration of commitment to your own professional development, it is also an important indicator to your faculty and peers that you are willing to "BE ALL IN" and make a full contribution to the learning community. Regular attendance protects your reputation as a dedicated and reliable student. In the event that the course is operating in an online mode of delivery, students are expected to be available to join "live" online classes according to the published timetable.

Students are expected to check in daily on DC Connect, DC Mail, and other platforms provided by the faculty team. To support learning in different environments, students must have access to a webcam and microphone and the ability to upload files to DC Connect or other platforms.

PUNCTUALITY

To mirror workplace expectations and to minimize disruptions to classroom activities, faculty in the Supply Chain & Operations programs expect students to be punctual. Faculty will explain their expectations in the first class of the semester. Students who demonstrate an inability to plan for punctuality will be asked to join the class at a break rather than interrupting the class once it is underway.

PROFESSIONALISM

Students are expected to behave in a professional manner in the classroom and online environment. Students' behaviours must comply with Durham College's Student Code of Conduct and professional practices expected in any workplace. Students must recognize that their behaviours not only represent themselves but are also a reflection on the Supply Chain and Operations programs as a whole, and have an impact on the image of the College. Behaviours that are considered a breach of the Student Code of Conduct will be dealt with according to the Student Code of Conduct Policy and Procedure. For more information, see Policy ADMIN-248- Student Conduct.

Students are expected to participate in the online learning community in a professional manner. Depending on the nature of the course, students may be required to participate using a webcam and microphone for various learning activities including discussions, tests, presentations, and other assessments as required.

In accordance with the College's advertised computer hardware requirements, students in this course are required to have access to a webcam and microphone for all class meeting times. Section instructors will discuss the standards and expectations related to professionalism and participation in the remote academic environment, including the use of webcams and microphones to fully engage in the academic learning community.

COMMUNICATIONS

The Supply Chain and Operations programs requires students to communicate professionally in all aspects of the program, including email, written assignments, class discussions, and presentations. Effective communication includes using appropriate language, grammar, and tone. In addition, students must maintain high standards of professional business communication in all forms.

EMAIL COMMUNICATION

When emailing professors in the Supply Chain and Operations programs, students must follow proper business communication etiquette. This includes using a clear subject line with course and section number, addressing the professor with the proper title and a polite greeting, using clear and concise language, avoiding slang, and asking questions respectfully. Students should also proofread their email before sending it and close with a professional sign-off and their name and student number.

MISSED QUIZZES

In-class quizzes may be unannounced. Missed quizzes will result in a grade of zero regardless of the reason.

MISSED TERM TESTS AND FINAL TESTS

1) All tests must be written during the scheduled test time. To reflect established practice in the workplace and demonstrate responsibility, students are required to contact their professor within 24 hours of the test if unable to be in attendance for a test. Voicemail messages and email messages are an acceptable form of contact. A failure to comply will result in a mark of zero for that test.

2) Given compliance with point one of this section, if a comprehensive final test is given the weighting of a missed term test may be applied to the final week 14 test. Otherwise, the weight of the term test will be applied to evaluation element(s) that aligns with the course learning outcomes that would have been evaluated by the term test. No more than one missed test may occur in the course. After one missed test, all further missed tests will be assigned a grade of zero.

3) A missed final test is a significant event, particularly for students who have already missed a term test during the semester. If a student has already missed a term test, a missed final test will result in a grade of zero regardless of

the reason. This has serious repercussions as the reweighted term test AND the final test are now subject to a grade of zero.

4) In the event that a student has written all term tests and then misses the final test, the student is required to contact their professor within 24 hours of the test if unable to be in attendance for a test. Voicemail messages and email messages are an acceptable form of contact. A failure to comply will result in a mark of zero for that test. Students may be asked to provide documentary evidence to corroborate their absence. The program team will review all relevant factors (such as attendance, course/program level performance, past behaviours, etc.) to determine if the student may be permitted to complete an evaluation at a later date. The student will be expected to make themselves available at the date/time arranged by the faculty team. If, upon review of all relevant factors, the faculty team deems that the situation does not warrant a rescheduled evaluation, a grade of zero will be assigned to the missed final test.

EVALUATIONS: EXERCISES, ASSIGNMENTS, PROJECTS, AND PRESENTATIONS

1) All evaluations are listed as part of the course outline. Additional assignments will not be created for students to increase their grades during or after the course is complete.

2) Evaluations worth 10% or less of a student's final mark will not be accepted late and will receive a grade of zero regardless of the reason.

3) Evaluations worth more than 10% of a student's final mark will be subject to late penalties. To reflect the fact that lateness is unacceptable in the workplace, late work that has not been previously negotiated with the professor will be deducted 20% per partial or full calendar day (including Saturday and Sunday). Evaluations will not be accepted after three calendar days. The penalty will be calculated based on the total marks available for the assessment. For example, a 20% late submission penalty applied to a submission worth 80 marks in total would incur a penalty of $80 \times 20\% = 16$ marks to be deducted from the student's achieved grade out of 80.4) If a student misses a scheduled live presentation, he/she must contact the professor within 24 hours of the evaluation. Voicemail messages and email messages are an acceptable form of contact. A failure to comply will result in a mark of zero for the presentation. Students may be asked to provide documentary evidence to corroborate their absence.

5) Given compliance with point four and taking into account all relevant factors (such as attendance, course/program level performance, past behaviours, etc), the program faculty team will determine if the student may be permitted to complete the presentation at a later date. The student will be expected to make themselves available at the date/time arranged by the faculty team. Due to the nature of some courses/presentations, not all presentations will be eligible to be completed at a different date. In such cases a student will receive a grade of zero.

6) Professors may direct students to submit assignments in electronic format, and in most cases, submission to DC Connect is the preferred method of submission for assignments. It is the student's sole responsibility to ensure that any assignments submitted electronically are in the right location and in an acceptable file format and permission settings applied that can be opened and read by the professor. The correct file or shareable link must also be chosen for submission, and any subsequent submissions to correct errors will be subject to the usual grade deduction for late assignments. It is important to note that it is not the professor's responsibility to notify the student if the file is incorrect, and any submission errors that are not identified and corrected by the student will receive a grade of zero. Therefore, it is highly recommended that students close and reopen their files prior to submission to ensure that they will open correctly. In addition to the above instructions, it is strongly recommended that students use cloud-based storage for their program files. This will ensure that they can access their files from anywhere and will not risk losing their work if their computer crashes or is lost. Students have access to Microsoft OneDrive for free through their student account, which can be used to store their files. If there is any doubt about acceptable file formats, it is up to the student to check with the section professor prior to the submission deadline. Using cloud-based storage and being diligent in submitting assignments electronically will help students stay organized and ensure that they are submitting their work in the correct format and on time.

GROUP WORK

To help develop valuable workplace skills, some courses will require students to work in groups. Individual section instructors will specify the particular requirements of the group assignments and the grading mechanisms for those tasks. Peer evaluation may be used so that grades reflect each student's individual contribution to the group assignment. Students who do not demonstrate appropriate commitment and reliability to their group may be removed from the group by the instructor. Depending upon the individual circumstances, a student who is removed from a group may receive a grade of zero for the assignment or may be required to complete the assignment individually.

WINDOWS BASED LAPTOP AND USE OF MICROSOFT 365 REQUIREMENT

This program requires the use of a Windows-based laptop and Microsoft 365 to complete assignments and class projects. It is essential to ensure all students have a compatible device and software to maximize their learning experience. Students are required to have a Windows-based laptop to participate in this program. This is because some of the software used in the class is not compatible with Macs and using a Windows-based laptop will prevent any technical difficulties from arising. Students are required to have access to Microsoft 365 to complete assignments and class projects. Microsoft 365 is an industry-standard suite of products and becoming proficient in its use is essential for students' future careers. Students have free access to Microsoft 365 through their Durham College student account. It is the student's responsibility to ensure they have access to the software before the course begins.

ACADEMIC HONESTY

Academic integrity is a core value at Durham College. Individual section instructors have full discretion in the use of tools and practices to ensure that academic integrity is being upheld. Any evaluation that contributes to a student's grade in the course may be subject to the use of technological tools that contribute to the promotion of academic integrity. These tools may include the use of remote proctoring services, a requirement that the student have a webcam on for the duration of an evaluation, the use of Turnitin, or other tools or practices that the section instructor deems appropriate. A student who does not follow the instructions or requirements related to the use of these tools and practices may not be permitted to access the evaluation, in which case policies related to a missed evaluation will be applied.

Any incident of academic dishonesty will be dealt with according to the Academic Integrity Policy and Procedure. For more information, see Policy ACAD-101-Academic-Integrity. Incidents of academic integrity will be shared among the faculty team. A student who breaches the academic integrity policy harms their own reputation with the faculty team and impacts the faculty team's ability to provide an academic reference for them in the future.

RECORDING OF LEARNING ACTIVITIES

Any recording of learning activities by faculty members and students will follow the Recording of Learning Activities Policy and Procedure. For more information, see Policy ACAD-128-Recording-of-Learning-Activities.

GRADE APPEALS

A student who wishes to appeal a grade has 5 business days to speak to the faculty member from the date the grade is released on DC Connect or MyDC. The faculty member will review the concern outlined by the student and will explore ways to resolve the concern. For more information, see Policy ACAD-111-Grade-Appeals.

PASSING GRADE / GRADUATION REQUIREMENT

A pass in each course is fifty percent (50 percent or 50%) for all Supply Chain and Operations courses with the exception of those where a numeric grade is not assigned (Example: PASS or FAIL evaluation criteria). For more information, see Policy ACAD-112 - Academic Grading. It is the student's responsibility to be aware of program-specific requirements for graduation including, but not limited to: a minimum program grade point average (PGPA) of 2.0 (or 60 percent or 60%) for diploma and advanced diploma. For more information, see Policy ADMIN-209 - Graduation.

REQUIRED RESOURCES

Faculty are careful to select required resources that are essential for learning, and students are strongly encouraged to arrange for access to those resources within the first week of classes. Students who do not have timely access to required resources are placing their learning and their grades in jeopardy.

INCLEMENT WEATHER AND CAMPUS CLOSURE NOTICE

The safety of our students and faculty team is of the utmost importance. We also understand the importance of attending classes and meeting academic expectations. Therefore, in the event of inclement weather and/or campus closure, please be advised of the following:

- Students are expected to monitor the College's website during the academic year for any campus closures or updates regarding changes in class delivery formats. This will ensure that students are informed of any weather-related changes and can plan accordingly.

- In the event that the College remains open during inclement weather, students are expected to attend class as scheduled. It is the responsibility of the student to ensure that they can safely travel to and from campus.

- If a student is unable to attend class due to inclement weather, they are expected to communicate with their instructors as soon as possible and will be responsible for any missed course material and evaluations.

In the event of a campus closure during which time classes cannot be conducted or attended in person, course delivery will be conducted online where possible. The learning plan sequence and/or evaluation methods may be adjusted to address topics requiring hands-on, practical learning activities.

General Course Outline Notes:

1. Students should use the course outline as a learning tool to guide their achievement of the learning outcomes for this course. Specific questions should be directed to their individual professor.
2. The college considers the electronic communication methods (i.e. DC Mail or DC Connect) as the primary channel of communication. Students should check the sources regularly for current course information.
3. Professors are responsible for following this outline and facilitating the learning as detailed in this outline.
4. Course outlines should be retained for future needs (i.e. university credits, transfer of credits etc.)
5. A full description of the Academic Appeals Process can be found at <https://durhamcollege.ca/about/governance/policies/academic-policies> .
6. Faculty are committed to ensuring accessible learning for all students. Students who would like assistance with academic access and accommodations in accordance with the Ontario Human Rights Code should register with the Access and Support Centre (ASC). ASC is located in room SW116, Oshawa Campus and in room 180 at the Whitby Campus. Contact ASC at 905-721-3123 for more information.
7. Durham College is committed to the fundamental values of preserving academic integrity. Durham College and faculty members reserve the right to use electronic means to detect and help prevent plagiarism. Students agree that by taking this course all assignments could be subject to submission either by themselves or by the faculty member for a review of textual similarity to Turnitin.com. Further information about Turnitin can be found on the Turnitin.com Web site.

Learning Plan

The Learning Plan is a planning guideline. Actual delivery of content may vary with circumstances.

Students will be notified in writing of changes that involve the addition or deletion of learning outcomes or evaluations, prior to changes being implemented, as specified in the Course Outline Policy and Procedure at Durham College.

Week/ Module	Hours:	3	Delivery:	In Class
1	Course Learning Outcomes			
	CLO1			
	Essential Employability Skills			
	Taught:		Practiced:	EES1, EES2
	Intended Learning Objectives/Topics			
	<p>WELCOME & COURSE INTRODUCTION</p> <ul style="list-style-type: none"> - Discuss course learning objectives, course outline, evaluation structure, policies, and expectations. - Introduce course resources including textbook, McGraw Hill Connect, DC Connect, and Student Academic Learning Support (SALS) services <p>TOPIC 1: INTRODUCTION TO SUPPLY CHAIN AND OPERATIONS MANAGEMENT</p> <ul style="list-style-type: none"> - Describe a supply chain and define "supply chain management" - Define the term "operations management" - Identify the roles and responsibilities of supply chain and operations managers in a variety of organization types - Describe the benefits of studying supply chain and operations management for any business student - Discuss Supply Chain & Operations Management education pathways at Durham College 			
	Intended Learning Activities			
	<p>Welcome activities Large & small group discussions Q & A Students register for McGraw Hill Connect with either a purchased access code or the two week free trial made available by the publisher.</p>			
	Resources and References			
	<p>Course Outline DC Connect McGraw Hill Connect Textbook Chapter 1 Textbook Chapter 15 (Pages 575-586)</p>			
	Evaluation			

Week/ Module	Hours:	3	Delivery:	In Class	
2	Course Learning Outcomes				
	CLO1, CLO2				
	Essential Employability Skills				
	Taught:		Practiced:		EES1, EES2, EES10, EES11
	Intended Learning Objectives/Topics				
	<p>TOPIC 1: INTRODUCTION TO SUPPLY CHAIN AND OPERATIONS MANAGEMENT (CONT'D)</p> <ul style="list-style-type: none"> - Compare the supply chain and operations challenges associated with the production of goods versus the delivery of services - Discuss current trends in supply chain & operations management - Discuss the local job market for supply chain & operations management professionals <p>TOPIC 2: COMPETITIVENESS & PRODUCTIVITY</p> <ul style="list-style-type: none"> - Discuss the primary ways that organizations compete and the contributions that the supply chain & operations management functions must make for the strategy to be successful 				
	Intended Learning Activities				
<p>Large & small group discussions Q & A Video: "Module 1: What is Supply Chain Management?"</p>					
Resources and References					
<p>DC Connect McGraw Hill Connect Textbook Chapter 1 Textbook Chapter 15 (Pages 575-586) Textbook Chapter 2</p>					
Evaluation		Weighting			
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each				2	

Week/ Module	Hours:	3	Delivery:	In Class
3	Course Learning Outcomes			
	CLO2			
	Essential Employability Skills			
	Taught:	EES3, EES4	Practiced:	EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics			
	TOPIC 2: COMPETITIVENESS & PRODUCTIVITY (CONT'D) - Define and measure productivity - Solve productivity problems and measure whether productivity is increasing or decreasing - Discuss the challenges associated with measurement of productivity for service providers - Describe factors that affect productivity both positively or negatively in any organization			
Intended Learning Activities				
Large & small group discussions Q & A Worked examples Video: "Module 10: Measuring Performance"				
Resources and References				
DC Connect McGraw Hill Connect Textbook Chapter 2				
Evaluation			Weighting	
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each			2	

Week/ Module	Hours:	Delivery:
	3	In Class
4	Course Learning Outcomes	
	CLO3	
	Essential Employability Skills	
	Taught:	Practiced: EES1, EES2, EES10, EES11
	Intended Learning Objectives/Topics	
	<p>TOPIC 3: PROCUREMENT'S ROLE IN SUPPLY CHAIN MANAGEMENT</p> <ul style="list-style-type: none"> - Explain the purchasing function in organizations - Explain the importance of and key factors for development of supplier partnerships - Identify the importance of supplier evaluation, certification, and recognition programs - Define outsourcing and examine its pros and cons 	
Intended Learning Activities		
<p>Large & small group discussions Q & A Video: "Module 2: Buy It"</p>		
Resources and References		
<p>DC Connect McGraw Hill Connect Textbook Chapter 15 (Pages 600-609)</p>		
Evaluation		Weighting
<p>Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each</p>		5
<p>Assignment: Assignments - 5 @ 3% each</p>		

Week/ Module	Hours:	3	Delivery:	In Class
5	Course Learning Outcomes			
	CLO3			
	Essential Employability Skills			
	Taught:	EES3, EES4	Practiced:	EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics			
	TOPIC 3: PROCUREMENT'S ROLE IN SUPPLY CHAIN MANAGEMENT (CONT'D) - Use make vs buy analysis to solve sourcing problems - Identify the relative risks and rewards of single versus multiple sourcing - Discuss examples of procurement jobs for a recent graduate in public and private sector organizations			
Intended Learning Activities				
Large & small group discussions Q & A Worked examples				
Resources and References				
DC Connect McGraw Hill Connect Textbook Chapter 15 (Pages 600-609)				
Evaluation			Weighting	
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each				2

Week/ Module	Hours:	3	Delivery:	In Class	
6	Course Learning Outcomes				
	CLO4				
	Essential Employability Skills				
	Taught:		Practiced:		EES1, EES2, EES10, EES11
	Intended Learning Objectives/Topics				
	TOPIC 4: LEAN PRINCIPLES - Explain the terms JIT and lean production - Explain the the goals of lean production - Discuss how product and process design contribute to lean initiatives - Discuss how personnel management is important to lean systems				
Intended Learning Activities					
Students write Test 1 (Topics 1, 2, 3) Large & small group discussions Q & A Video: "Module 4: Make It: Manufacturing & Operations"					
Resources and References					
DC Connect McGraw Hill Connect Textbook Chapter 14 (Pages 537-561)					
Evaluation			Weighting		
Test: Test 1 Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each			22		

Week/ Module	Hours:	3	Delivery:	In Class	
7	Course Learning Outcomes				
	CLO4				
	Essential Employability Skills				
	Taught:		EES3, EES4	Practiced:	
				EES1, EES2, EES10, EES11	
	Intended Learning Objectives/Topics				
TOPIC 4: LEAN PRINCIPLES (CONT'D) <ul style="list-style-type: none"> - Explain level loading - Explain push versus pull systems and Kanban - Describe how close supplier relationships can contribute to lean initiatives - Explain the contribution of preventative maintenance and 5S to lean initiatives - Describe best practices for transitioning to a lean system 					
Intended Learning Activities					
Large & small group discussions Q & A					
Resources and References					
DC Connect McGraw Hill Connect Textbook Chapter 14 (Pages 537-561)					
Evaluation				Weighting	
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each				5	
Assignment: Assignments - 5 @ 3% each					

Week/ Module	Hours:	3	Delivery:	In Class
8	Course Learning Outcomes			
	CLO5			
	Essential Employability Skills			
	Taught:	EES3, EES4		Practiced: EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics			
	TOPIC 5: DEMAND FORECASTING - Identify uses of demand forecasts - Describe common features of forecasts - List the elements of a good forecast and the steps of the forecasting process - Contrast judgmental and quantitative forecasting approaches - Explain naïve forecasting - Create a forecast using simple and weighted averages			
	Intended Learning Activities			
Large & small group discussions Q & A Worked examples				
Resources and References				
DC Connect McGraw Hill Connect Textbook Chapter 3 (Pages 55-70, 74-84, and 92-93)				
Evaluation			Weighting	
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each			2	

Week/ Module	Hours:	3	Delivery:	In Class
9	Course Learning Outcomes			
	CLO5			
	Essential Employability Skills			
	Taught:	EES3, EES4	Practiced:	EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics			
	TOPIC 5: DEMAND FORECASTING (CONT'D) - Create a forecast using linear trend equation - Create a seasonal forecast - Discuss the factors that influence the choice of forecasting method - Discuss the careers associated with demand forecasting			
Intended Learning Activities				
Large & small group discussions Q & A Worked examples				
Resources and References				
DC Connect McGraw Hill Connect Textbook Chapter 3 (Pages 55-70, 74-84, and 92-93)				
Evaluation		Weighting		
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each Assignment: Assignments - 5 @ 3% each		5		

Week/ Module	Hours:	3	Delivery:	In Class	
10	Course Learning Outcomes				
	CLO6				
	Essential Employability Skills				
	Taught:		EES3, EES4	Practiced: EES1, EES2, EES3, EES4, EES10, EES11	
	Intended Learning Objectives/Topics				
	<p>TOPIC 6: INVENTORY MANAGEMENT IN THE SUPPLY CHAIN</p> <ul style="list-style-type: none"> - Discuss the importance of inventory and the objectives of inventory management - Explain the basic categories of costs associated with inventory management, and the importance of balancing those costs - Perform an ABC analysis and explain how the results will help focus inventory management efforts - Discuss how the location of inventory within a supply chain can influence risk and performance - Discuss examples of inventory roles for a recent graduate and the types of career paths associated with inventory management - Discuss format and preparatory strategies for Test 2 				
	Intended Learning Activities				
<p>Large & small group discussions Q & A Worked examples</p>					
Resources and References					
<p>DC Connect McGraw Hill Connect Textbook Chapter 11 (Pages 391-402) Textbook Chapter 15 (Page 610)</p>					
Evaluation			Weighting		
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @ 2% each			2		

Week/ Module	Hours:	3	Delivery:	In Class
11	Course Learning Outcomes			
	CLO4			
	Essential Employability Skills			
	Taught:		Practiced:	
			EES1, EES2, EES3, EES4, EES10, EES11	
	Intended Learning Objectives/Topics			
<p>TOPIC 7: MANAGEMENT OF QUALITY</p> <ul style="list-style-type: none"> - Discuss the evolution from quality control to systems of total quality management (TQM) - Discuss the dimensions and determinants of quality for products and services - Describe ISO certifications and explain their importance 				
Intended Learning Activities				
<p>Students write Test 2 (Topics 4, 5, 6)</p> <p>Large & small group discussions</p> <p>Q & A</p> <p>Video: "Module 11: Quality Management"</p>				
Resources and References				
<p>DC Connect</p> <p>McGraw Hill Connect</p> <p>Textbook Chapter 9 (Pages 308-310, 313-316, 336-338)</p>				
Evaluation			Weighting	
<p>Test: Test 2</p> <p>Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @</p> <p>2% each</p>			22	

Week/ Module	Hours:	3	Delivery:	In Class
12	Course Learning Outcomes			
	CLO7			
	Essential Employability Skills			
	Taught:	EES3, EES4	Practiced:	EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics			
	<p>TOPIC 8: LOGISTICS IN SUPPLY CHAIN MANAGEMENT</p> <ul style="list-style-type: none"> - Describe the activities commonly referred to as "logistics" - Explain third-party logistics and reverse logistics - Identify common transportation modes and their relative pros and cons - Solve transportation cost comparison problems - Discuss warehousing functions/activities and their contributions to an effective supply chain - Discuss examples of logistics jobs for a recent graduate and the types of career paths associated with logistics - Examine how information systems can contribute to supply chain effectiveness 			
Intended Learning Activities				
<p>Large & small group discussions Q & A Video: "Module 4: Move It: Transportation & Logistics"</p>				
Resources and References				
<p>DC Connect McGraw Hill Connect Textbook Chapter 15 (Pages 586-599, 615-619)</p>				
Evaluation		Weighting		
Online Activity: McGraw Hill Connect Online Quizzes -Best 10 of 11 @		5		
2% each				
Assignment: Assignments - 5 @ 3% each				

Week/ Module	Hours:	3	Delivery:	In Class	
13	Course Learning Outcomes				
	CLO1				
	Essential Employability Skills				
	Taught:		Practiced:		EES1, EES10, EES11
	Intended Learning Objectives/Topics				
	COURSE CONSOLIDATION - What else do supply chain and operations managers do? Review of other roles and responsibilities in the field - Discuss Supply Chain & Operations program pathways at Durham College - Discuss some professional associations and accreditations in the field - Discuss format of and preparatory strategies for final comprehensive test				
	Intended Learning Activities				
Large & small group discussions Q & A Video: "Module 6: Supply Chain Integration"					
Resources and References					
N/A					
Evaluation				Weighting	
Assignment: Assignments - 5 @ 3% each				3	
Week/ Module	Hours:	3	Delivery:	In Class	
14	Course Learning Outcomes				
	CLO1, CLO2, CLO3, CLO4, CLO5, CLO6, CLO7				
	Essential Employability Skills				
	Taught:		Practiced:		EES1, EES2, EES3, EES4, EES10, EES11
	Intended Learning Objectives/Topics				
	COURSE CONSOLIDATION				
	Intended Learning Activities				
Students write final 2-hour comprehensive test					
Resources and References					
N/A					
Evaluation				Weighting	
Test: Final Comprehensive Test				25	

This course supports the following program(s) and program learning outcomes.

BMKG: Marketing - Business Administration

- #4. Determine strategies for the efficient and effective placement/distribution of a product, good, and/or service that respond to an evolving market.
- #10. Develop strategies with clients, customers, consumers, co-workers, supervisors, and others to maintain and grow working relationships.
- #11. Develop learning and development strategies to enhance professional growth in the field.
- #13. Apply and contribute to a framework of organizational policies and practices, when conducting business of the organization.

MRKG: Marketing - Business

- #2. Contribute to the development of an integrated marketing communication plan of a product, concept, good, and/or service based on an identified market need or target.
- #4. Contribute to the development of strategies for the efficient and effective placement/distribution of a product, good, and/or service to respond to an evolving market.
- #5. Contribute to the development of strategies related to pricing for a product, good and/or service.
- #10. Develop strategies with clients, customers, consumers, co-workers, supervisors, and others to maintain and grow working relationships.
- #11. Develop learning and development strategies to enhance professional growth in the field.
- #13. Operate within a framework of organizational policies and practices, when conducting business of the organization.