

BUSI 4431 A [0.5 credit]: **e-Supply Chain Technology and Management**

<b>Instructor</b>	<b>Ravi Puvan</b> <a href="mailto:ravi.puvan@carleton.ca">ravi.puvan@carleton.ca</a>								
<b>Class Times</b>	Thursday, 6:05pm-8:55pm								
<b>Office Hours</b>	Students will be informed of the consultation hour as soon as possible. Also, any students who would like to discuss issues related to the course with the course instructor outside the consultation hour can send him an email to make an advanced appointment.								
<b>Course Objectives:</b>	<p>The strategic and operational issues of SCM driven by information and communication technologies (ICT). Internet enabled technology to support the SCM processes both within the firm and across the supply chain in sourcing, producing and delivering.</p> <p><b>Learning objectives:</b></p> <ul style="list-style-type: none"> <li>▪ Strategic and operational issues of SCM in the context of e-business;</li> <li>▪ e-SCM processes;</li> <li>▪ Technical foundation of e-SCM;</li> <li>▪ Hands-on experience with supply chain management technologies including main software and hardware and leading packaged application.</li> </ul>								
<b>Prerequisites</b>	Third year standing; BUSI 2400 and BUSI 3305 with a grade of C- or higher in each. <b>The School of Business enforces all prerequisites.</b>								
<b>Course Material</b>	<p><b><u>Textbook</u></b></p> <p>David Frederick Ross, Introduction to Supply Chain Management Technologies, Second Edition, CRC Press, 2010. <b>ISBN: 9781439837535.</b></p> <p><b><u>Software Platforms</u></b></p> <p>A number of software platforms will be heavily used in a lab environment to build hands-on application of the theoretical concepts delivered in class.</p> <p><b><u>Class Presentation Slides</u></b></p> <p>Presentation slides maybe used in this course, and where used the slides will be made available via CULearn.</p>								
<b>Course Evaluation</b>	<p><b><u>Grade Distribution</u></b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Participation</td> <td style="text-align: right;">15%</td> </tr> <tr> <td>In-Class Presentations</td> <td style="text-align: right;">15%</td> </tr> <tr> <td>Homework assignments</td> <td style="text-align: right;">30%</td> </tr> <tr> <td>Final Paper</td> <td style="text-align: right;">40%</td> </tr> </table>	Participation	15%	In-Class Presentations	15%	Homework assignments	30%	Final Paper	40%
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	<p><b><u>Class Participation</u></b>  Participation is essential for the individual’s and collective learning experience. This applies to the classroom and the lab. Prior reading of the class material is expected and participation in class should be based on prior knowledge of the material. You are expected to read the material before class and come prepared for engaged, informed, and well-reasoned discussions. On participation protocols, the discussion includes but is not limited to generating ideas related to the readings, responding to others’ ideas constructively (that could mean respectfully disagreeing and explaining why), questioning, keeping discussion flow, commenting, and building on others’ contributions. Both the quantity and quality of your contributions will determine your class participation grade. For purposes of benchmarking, 12 contributions throughout the term is low, 25 is average, and 40+ is high. Quality contributions go beyond merely stating the facts and repeating information from the readings to generating intellectually stimulating remarks and questions that help the classroom engage more with the course material. Uninformed contributions that indicate unpreparedness can harm rather than help one’s grade.</p> <p><b><u>Lab (hands-on experience)</u></b>  The Lab is designed to provide students with practical experience on popular supply chain applications (SAP, Salesforce.com, etc.). At the start of the lab, there will be a tutorial providing an introduction to the application(s). There will also be hands-on exercises designed to reinforce understanding of supply chain technologies.</p> <p><b><u>Assignments</u></b>  The assignments are used to reinforce your understanding of course concepts. You will be required to analyze a recent news item involving supply chain technology and critically evaluate them based on your skills and knowledge.</p> <p><b><u>Term Paper</u></b>  The term paper allows students to explore supply chain challenges specific to certain industries. More details will be provided in the first two lectures.  The term paper should come in no less than five pages of single space report. The term paper is worth 40% of the overall grade. The deadline for submitting the term paper is April 3, 2014. Late submission will result in a zero grade for the term paper. The term paper must be submitted by email to April 3, 2014. Students who do not obtain at least 50% on their term work prior to writing the term paper (i.e. in-class presentation and two assignments) will not be allowed to write a term paper and will thus fail the course.</p>
<b>General Guidelines</b>	<ul style="list-style-type: none"> <li>▪ Class and lab attendance is highly important and is part of the participation grade.</li> <li>▪ Missing more than two classes and/or labs is highly discouraged and will result in 50% reduction in the overall class participation grade.</li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>▪ Name Card. Students will keep a name card in every class to facilitate identification and communication.</li> <li>▪ Attendance sheet. Will be filled out in the beginning of each class.</li> </ul>

## Tentative Schedule

W	Date	Topic	Material	Due Dates	
1	Jan 9	<b>Lecture:</b> Supply Chain and Competitive Advantage	▪ Textbook: Chapter 1		
2	Jan 16	<b>Lecture:</b> Supply Chain Technologies: An Overview	▪ Textbook: Chapter 2		
3	Jan 23	<b>Lecture:</b> Enterprise Resource Planning ▪ Supply Chain Integration ▪ ERP Applications and Advantages	▪ Textbook: Chapter 3 (up to page 90) ▪ Textbook: Chapter 4		
4	Jan 30	<b>Lecture:</b> e-Logistics Resource Management Material	▪ Textbook: Chapter 8		
5	Feb 6	<b>Lab:</b> Enterprise Resource Planning	▪ <u>ERP Platform TBD</u>		
6	Feb 13	<b>Lecture:</b> Customer Relationship Management	▪ Textbook: Chapter 5	<b>Assignment #1</b>	
7	Feb 20	<b>Reading Week (Feb 17 - Feb 21)</b>			
8	Feb 27	<b>Lab:</b> Customer Relationship Management	▪ <u>Salesforce CRM</u>		
9	Mar 6	<b>Lecture:</b> e-SCM and Manufacturing ▪ Global Manufacturing ▪ Collaborative Production ▪ Collaborative Innovation and Produce Development	▪ Textbook: Chapter 6 ▪ Textbook: Chapter 3 pp. 90-end		
10	Mar 13	<b>Lab:</b> Collaborative Production & Collaborative Innovation and Product Development	▪ <u>MFG.com Manufacturing Marketplace</u> ▪ <u>Innocentive.com Collaborative Problem Solving for Innovation</u>		
11	Mar 20	<b>Lecture: e-Purchasing Management</b> ▪ Supplier Relationship Management ▪ e-Procurement ▪ e-Marketplace ▪ Group Purchase	▪ Textbook: Chapter 7	<b>Assignment #2</b>	
12	Mar 27	<b>Lab:</b> e-Purchasing	▪ <u>Ariba Discovery Sourcing</u> ▪ <u>Groupon Retail Discount</u>		
13	Apr 3	<b>Term Paper Presentations</b>			<b>Term Paper</b>

### Required calculator in BUSI course examinations

If you are purchasing a calculator, we recommend any one of the following options: Texas Instruments BA II Plus (including Pro Model), Hewlett Packard HP 12C (including

Platinum model), Staples Financial Calculator, Sharp EL-738C & Hewlett Packard HP 10bII

### **Group work**

The Spratt School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal, communication, leadership, follower-ship and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

### **Medical certificate**

Please note that in all occasions that call for a medical certificate you must use or furnish the information demanded in the standard university form.

<http://www1.carleton.ca/registrar/forms/>

In accordance with the Carleton University Undergraduate Calendar (p 34), the letter grades assigned in this course will have the following percentage equivalents:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D+ = 57-59
A = 85-89	B = 73-76	C = 63-66	D = 53-56
A - = 80-84	B - = 70-72	C - = 60-62	D - = 50-52

F = Below 50      WDN = Withdrawn from the course

ABS = Student absent from final exam

DEF = Deferred (See above)

FND = (Failed, no Deferred) = Student could not pass the course even with 100% on final exam

### **Academic Regulations, Accommodations, Plagiarism, Etc.**

University rules regarding registration, withdrawal, appealing marks, and most anything else you might need to know can be found on the university's website, here:

<http://calendar.carleton.ca/undergrad/regulations/academicregulationsoftheuniversity/>

### **Requests for Academic Accommodations**

#### **Academic Accommodations for Students with Disabilities**

The Paul Menton Centre for Students with Disabilities (PMC) provides services to students with Learning Disabilities (LD), psychiatric/mental health disabilities, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorders (ASD), chronic medical conditions, and impairments in mobility, hearing, and vision. If you have a disability requiring academic accommodations in this course, please contact PMC at 613-520-6608 or [pmc@carleton.ca](mailto:pmc@carleton.ca) for a formal evaluation. If you are already registered with the PMC, contact your PMC coordinator to send me your **Letter of Accommodation** at the beginning of the term, and no later than two weeks before the first in-class scheduled test or exam requiring accommodation (*if applicable*). After requesting accommodation from PMC, meet with me to ensure accommodation arrangements are made. Please consult the PMC website for the deadline to request accommodations for the formally-scheduled exam (*if applicable*).

- The deadlines for contacting the Paul Menton Centre regarding accommodation for final exams for the December 2013 exam period is November 8, 2013 and for the April 2014 exam period is March 7, 2014.

*For Religious Obligations:*

Students requesting academic accommodation on the basis of religious obligation should make a formal, written request to their instructors for alternate dates and/or means of satisfying academic requirements. Such requests should be made during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist, but no later than two weeks before the compulsory event.

Accommodation is to be worked out directly and on an individual basis between the student and the instructor(s) involved. Instructors will make accommodations in a way that avoids academic disadvantage to the student.

Students or instructors who have questions or want to confirm accommodation eligibility of a religious event or practice may refer to the Equity Services website for a list of holy days and Carleton's Academic Accommodation policies, or may contact an Equity Services Advisor in the Equity Services Department for assistance.

*For Pregnancy:*

Pregnant students requiring academic accommodations are encouraged to contact an Equity Advisor in Equity Services to complete a letter of accommodation. The student must then make an appointment to discuss her needs with the instructor at least two weeks prior to the first academic event in which it is anticipated the accommodation will be required.

**Academic Integrity**

Violations of academic integrity are a serious academic offence. Violations of academic integrity – presenting another's ideas, arguments, words or images as your own, using unauthorized material, misrepresentation, fabricating or misrepresenting research data, unauthorized co-operation or collaboration or completing work for another student – weaken the quality of the degree and will not be tolerated. Penalties may include expulsion; suspension from all studies at Carleton; suspension from full-time studies; a refusal of permission to continue or to register in a specific degree program; academic probation; and a grade of Failure in the course, amongst others. Students are expected to familiarize themselves with and follow the Carleton University Student Academic Integrity Policy which is available, along with resources for compliance at <http://www2.carleton.ca/sasc/advisingcentre/academic-integrity/>.

**Assistance for Students:**

Student Academic Success Centre (SASC): [www.carleton.ca/sasc](http://www.carleton.ca/sasc)

Writing Tutorial Services: <http://www1.carleton.ca/sasc/writing-tutorial-service/>

Peer Assisted Study Sessions (PASS): [www.carleton.ca/sasc/peer-assisted-study-sessions](http://www.carleton.ca/sasc/peer-assisted-study-sessions)

**Important Information:**

- Students must always retain a hard copy of all work that is submitted.
  - All final grades are subject to the Dean's approval.
  - Please note that you will be able to link your CONNECT (MyCarleton) account to other non-CONNECT accounts and receive emails from us. However, for us to respond to your emails, we need to see your full name, CU ID, and the email must be written from your valid CONNECT address. Therefore, it would be easier to respond to your inquiries if you would send all email from your connect account. If you do not have or have yet to activate this account, you may wish to do so by visiting <https://portal.carleton.ca/>
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