

SCHM6318 Course Syllabus

Instructor Information

Dr. Gilbert Nyaga

Associate Professor of Supply Chain Management

D'Amore-McKim School of Business

Course Description

Focuses on the integrative management of processes and activities involved in transformation and delivery of goods and services. Emphasizes foundational knowledge on supply chain and operations management concepts, techniques, and functions. Topics covered include sourcing and procurement, manufacturing and service operations, logistics management, process design and control, inventory management, interfirm relationship management, and attendant information flows.

Course Outcomes

This course provides you the opportunity to:

- Examine the importance of operations and supply chain management in driving value creation and competitive advantage.
- Analyze the integrative management of operations and supply chain functions including operations processes, procurement, production, inventory, transportation, distribution, customer service, and associated flow of information.
- Appreciation of the competences and the analytical thinking needed to evaluate alternatives and recommend changes in operations and supply chain practices.
- Identify current challenges in supply chain and emerging technologies in different industries.

Required Course Materials

There is no required textbook that need to be purchased.

This course uses 2 coursepacks:

1. **Simulation Coursepack:** [link]
2. **Readings and Cases Coursepack:** [link]

Coursepack readings are essential for your learning in this course and are required. However, if you already have access to some of these readings, you may purchase only those materials you do not have access to.

Course Structure and Activities

There are seven modules in a course and each module represents one week of learning. Assignments are generally due at the end of the week (Sundays) unless otherwise noted. Be sure to check the syllabus, your announcements, and/or assignment pages for exact due dates. Learners are encouraged to look ahead at the assignments in order to best prepare their time.

This course includes the following required activities:

- **Case Briefs:** In these individual assignments, analyze and prepare executive briefs for four assigned case studies, demonstrating a clear understanding of the issues and offering practical recommendations for managers in a professional manner.
- **Team Assignments:** Complete two assignments with assigned peers, maintaining the same team members throughout the course. These assignments are module-specific, allowing you to apply core concepts.
- **Simulations:** Practice individually and collaborate with your team in an online Global Supply Chain Management simulation to grasp supply chain processes and decision trade-offs. The objective is to help you understand the concepts of supply chain design, demand forecasting, resource allocation, and production planning. The simulation illustrates how a few key decisions can improve the ability of a company to accurately predict and fulfill demand. Please note that the Simulation will not be available until after the first week of class.
- **Discussions:** Engage in 2 discussion board assignments to reflect on your learning, share thoughts, and interact with classmates in a professional community discussion space. This is an opportunity to present ideas, receive feedback, and elicit thoughts from peers.

- **Quizzes:** There are 3 graded quizzes in the course. Quizzes are cumulative through the module assigned. In other words, the quiz at the end of module 3 will assess concepts from modules 1, 2, and 3. The quiz at the end of module 5 will only assess concepts from modules 4 and 5. The quiz at the end of module 7 will only assess concepts from modules 6 and 7. Consequently, the number of quiz questions may vary in each quiz. You will have 30 minutes and one attempt to complete the quiz. Once you begin taking the quiz, you must finish it in the time given. Please note that you will be able to see the correct answers for this quiz on the day after it closes (Monday).
- **Non-graded Practice Activities:** Throughout the course there will be opportunities for you to self-assess your learning to help you gauge your comprehension of core concepts and uncover any gaps.
- **DMSB Assessment:** As part of D'Amore-McKim School of Business, AACSB accreditation, this multiple choice quiz is given to learners to assess the effectiveness of the course in meeting course outcomes. You can expect the quiz questions to be directly related to the content covered in the course. The quiz is available in Module 7. You may use a financial calculator and your formula sheets to assist you in completing the questions. The quiz **does not** count toward your final grade, but taking it helps DMSB with program improvement.

Group Work Process

This course emphasizes collaborative group work, facilitated through a structured Group Work Process. Starting with the Group Preference Survey, we form groups based on shared characteristics. Team Charters set expectations, and adherence to Group Work Guidelines ensures professional collaboration. The Teammate Evaluation Survey empowers students to provide feedback on group members' contributions. These processes not only enhance your academic and professional skills but also impact individual grades based on contributions. For detailed information, explore the [Group Work Process page](#) in the Welcome Module.

Discussion Board Guidelines

This course incorporates discussion board assignments which provide opportunities to engage with your peers in discussions around weekly themes and topics.

When you post, think of a thesis and how best to support it. If you are the first to post, be sure to provide a careful analysis, strong (bold) argument (thesis), and open-ended questions that invite dialogue. Be sure to check back to see if anybody has responded to you. Does someone's comment make you think twice about your

view? Help keep the conversation going and move the dialogue along. Introduce new ideas, but also build on what others have said.

When responding to others, look for posts that contradict or support your own thoughts, or posts that seem to fall short on an aspect that is important to you. In your response, you can also turn your own thoughts into questions, offer your position, or play the devil's advocate.

Class Schedule and Grade Distribution

Please note: For more information about specific assignments, see assignment pages in Canvas, and refer to the Course Summary below for exact due dates.

Activity	% of Grade	Week Due
Academic Integrity Attestation	0%	Week 1
Case Briefs (4)	32%	Weeks 1, 2, 5, 6
Group Assignment	10%	Week 2
Discussions (2)	10%	Weeks 1, 6
Simulations (2)	19%	Weeks 3, 4
Quizzes (3)	28%	Weeks 3, 5, 7
Teammate Evaluation Survey (2)	1%	Weeks 2, 4
Practice Activities	0%	Open Practice
Assessment SCHM6318	0%	End of Course

Grading Scale

At the discretion of the instructor, a weighted average across graded components may be calculated at the end of the course to determine the final grade earned. The standard Northeastern University grading system, with numeric GPA and the final letter grade correspondence, is as follows:

Grading Scale

Grade	Range	GPA
A	100-93.0%	4.000
A-	92.9-90%	3.667
B+	89.9-87%	3.333
B	86.9-83%	3.000
B-	82.9-80%	2.667
C+	79.9-77%	2.333
C	76.9-73%	2.000
C-	72.9-70%	1.667
F	Below 69.9%	0.000

Please note that the calculated percentage that you see in Canvas may not correspond to the final letter grade you have earned. The final grade earned will be located in the official Northeastern Student Hub.

Late Policy

Students are responsible for submitting assignments by posted deadlines. Deductions will be automatically applied to late submissions based on the time elapsed after the deadline:

1. 10% deduction within 24 hours
2. 25% deduction within 24-48 hours
3. 50% deduction within 48-72 hours
4. Zero credit if submitted more than 72 hours after the deadline

Exceptions to the late policy will be considered only in the event of an approved extension request.

Important: There are no exceptions or extensions for the final **week** project/assignment deadlines in a course. They must be turned in by the deadline to receive a grade, due to the nature of the final grade entry deadlines enforced by Northeastern University.

Extension Request Policy

Students should only request an extension in the event of an emergency or other extenuating circumstance that impacts academic progress. To make an extension request, students should submit the [Extension Request Form](#) and include a detailed explanation of the emergency or extenuating circumstance and how much additional time is being requested. When foreseeable, requests should occur before the assignment deadline. Requests received more than 24 hours after the deadline will not be considered. Extension requests will be considered by the faculty member on a case-by-case basis. If approved by the faculty member, it is at the discretion of the faculty member to determine the extended deadline and any associated penalties.

Extension Request Monitoring and Accountability

The program team tracks and monitors all extension requests. Repeated requests for extensions across multiple courses may raise concerns regarding a student's overall academic progress and time management skills. Such patterns will be reviewed, and interventions may be implemented to provide support and address underlying issues. Students are encouraged to manage their time effectively and seek help proactively to avoid frequent extension requests.

Course Communication and Support

We have established three official communication channels, including Course Announcements, Discussions QA Forum, and onlinemba@northeastern.edu program email, to provide standardized and efficient communication. Regularly checking these platforms will keep you abreast of updates and announcements crucial to your academic journey.

Adherence to communication guidelines is vital for fostering a positive and collaborative learning environment. Please maintain a respectful tone in all interactions, utilize official channels exclusively, and exercise patience as our support staff ensures accurate and comprehensive responses.

There are many people who will support you throughout your time at Northeastern. Within this course you will have faculty, teaching assistants (TA), and a success manager. Their commitment is to provide you with unwavering support, ensuring your success both inside and outside the academic realm at Northeastern.

For more information on the types of questions suitable for each channel, communication guidelines, and the roles and responsibilities of the course team, please visit the Course Communication and Support page.

To access 24-hour Canvas support, click on the Help icon in the Canvas menu (the menu in black and red) and on the far left of any Canvas screen. For more detailed

information regarding course navigation, please review the program onboarding course.

Live Sessions

Distinctly different from lecture-style synchronous sessions, Northeastern University focuses on offering you unique opportunities to interact with academic, industry, and thought leaders in your field, which cultivates your virtual community and expands your professional network. There are three types of live sessions to look forward to throughout the course: Faculty Connect Sessions, Faculty Office Hours, and TA Office Hours.

Faculty Connect:

Faculty Connect Sessions are scheduled virtual meetings that give you the opportunity to interact with faculty and peers to build a virtual community. These sessions are designed to offer a deeper understanding of the subject matter and bring clarity to project requirements. **Please note, these sessions are not traditional lectures and while not required are heavily encouraged for students to attend to boost comprehension of module content.**

Office Hours:

Every week, instructors and teaching assistants will have dedicated scheduled office hours — a virtual open door that gives you the ability to connect directly with them in a meeting. You are encouraged to submit questions in advance of the session to allow the faculty time to prepare responses.

The live session recordings will be posted every week for your review. The live session recordings will be posted every week for your review. Click on the Faculty Connect button on the home page.

Course Tools

Canvas

Canvas is where academic discussions (if applicable) will take place and where course assignments are submitted.

To access 24-hour Canvas support, click on the **Help icon** in the menu (in black and red) and on the far left of any Canvas screen. Below are some guides you might find useful as you progress through the course.

- [Canvas Student Guides](#): This page contains a list of all the student help guides.

- **Question and Answer Discussion:** Use this discussion for all course related questions. Access this discussion from the button on the homepage or the left navigation menu.

Zoom

The Faculty Connect Live Sessions and Office Hours will be conducted using this synchronous meeting tool. This provides you with opportunities for face-to-face interactions with faculty, peers, and industry professionals.

Your faculty may also incorporate the following in your Zoom Faculty Connect Live Sessions:

- Breakout rooms may provide opportunities for teamwork and problem solving
- Polling may be used as knowledge checks or to help your faculty determine how well students are comprehending the course material

Special Accommodations/ADA

In accordance with the Americans with Disabilities Act (ADA 1990), Northeastern University seeks to provide equal access to its programs, services, and activities. If you will need accommodations in this class, please contact [Disability Access Services](#) as soon as possible to make appropriate arrangements, and please provide the course instructors with any necessary documentation. The University requires that you provide documentation of your disabilities to the DRC so that they may identify what accommodations are required, and arrange with the instructor to provide those on your behalf, as needed.

Note on Digital Accessibility for Mathematical Equations

Some courses contain mathematical equations that are integral to the content and learning experience. If you rely on a screen reader due to visual disabilities, you may need to install or activate MathCAT to ensure the equations are accessible.

Attached below are detailed instructions for installing or activating the MathCAT addon, tailored for use with the JAWS and NVDA screen readers. Please review the instructions and set up MathCAT as soon as possible to ensure seamless access to course materials.

If you encounter any issues or have questions about the setup process, do not hesitate to reach out for support to course staff, or for more general information, consult [Northeastern's Disability Access Services](#).

- [Configuring JAWS to display math in Unified English Braille.pdf](#)

- [Installing and using MathCAT with NVDA.pdf](#)

Academic Integrity and the Use of AI

All students must adhere to the university's [Academic Integrity Policy](#), which is available on the website of the Office of Student Conduct and Conflict Resolution (OSCCR). It is your responsibility, as the learner, to know these policies.

Please be particularly aware of the policy regarding plagiarism. Plagiarism involves representing anyone else's words or ideas as your own. It doesn't matter where you got these ideas—from a printed article or book, on the web, AI Chat, and related tools. In any of these cases, you must cite clearly and specifically the origin of this content.

Please consult an instructor if you have any confusion or concerns when preparing any of the assignments. You can also consult the [Avoiding Plagiarism guide](#) on the Northeastern University Library Website. If an academic integrity concern arises, one of the instructors will speak with you about it; if the discussion does not resolve the concern, we will refer the matter to OSCCR.

AI is an important part of the innovation landscape. We encourage you to use such tools when appropriate, but in no case, can you allow an AI Chatbot or related tool to do your writing for you, whether it is for an individual assignment or a group project. If you use AI tools of any kind, cite them appropriately. Please reference the [Northeastern Insider's Guide to Learning with AI](#) for more information on best practices.

All learners will be asked to complete an academic integrity & AI attestation at the beginning of the course in order to access weekly module content.

Northeastern University Copyright Statement

This course material is copyrighted and all rights are reserved by Northeastern University. No part of this course material may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the express prior written permission of the University.

Technology Privacy and Accessibility Statements

This course integrates technology from additional vendors in addition to Instructure's Canvas Learning Management System. If you would like to read vendor privacy and accessibility statements, you may do so below:

Privacy Statements

- [H5P Privacy Policy](#)
- [Canvas Privacy Policy](#)
- [Panopto Privacy Policy](#)

Accessibility Statements

- [H5P Accessibility Statement](#)
- [Canvas Accessibility Standards](#)
- [Panopto Accessibility Statement](#)