

Winter 2008-2009  
INSE 6300: Quality assurance in supply chain management  
Credits: 4

Instructor: Dr. Anjali Awasthi  
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**Course Timings:**

Days	Timings	Room	Location
Thursday	17:45-20:45	H- 633	SGW

**Office Hours:** Wednesdays 12:00 am - 2:00 pm

**Prerequisite:** None

**Textbook:** Managing Quality: Integrating the supply chain by S. Thomas Foster, 3<sup>rd</sup> edition, Pearson Prentice Hall, 2007

**Course Description:** The objective of this course is to provide a conceptual and practical knowledge on quality assurance in supply chain management to graduate students. The contents include introduction to supply chain management, quality principles and techniques, e-commerce and supply chain management, voice of the customer, quality in product, design and services, coordination of supply and demand, inventory management, logistics value chain, quality verification and assurance, and continuous quality improvement. The lectures are organized as follows:

<i>Week</i>	<i>Topic</i>	<i>Textbook Chapters</i>
1	Introduction to Supply chain management	Chapter 1, Handouts
2	Tools for quality management, Supply chain quality Standards	Chapter 2-3, Handouts
3	Strategic quality planning	Chapter 4
4	Information management, e-commerce and global supply chains	Handouts
5	The voice of the customer	Chapter 5
6	The voice of the market	Chapter 6
<i>Assignment 1</i>		
7	Designing quality product, process and services	Chapter 7-8
8	Managing supplier quality	Chapter 9

<i>Mid-term</i>		
9	Managing inventory levels, balance of demand and supply, logistics value chain	Handouts
10-11	Implementing quality	Chapter 10, 11, 14
12	Quality verification and assurance	Chapter 12, 13
13	Continuous improvement	Chapter 15, 16, Handouts
<i>Final Project</i>		
<i>Final Exam</i>		

### References:

1. Designing and managing the supply chain: concepts, strategies and case studies by David Simchi-Levi, Philip Kaminsky, Edith Simchi-Levi, McGraw-Hill Publications, 3<sup>rd</sup> edition, 2008.
2. Supply Chain Management: Strategy, Planning, and Operation by Sunil Chopra, Peter Meindl, Prentice Hall publications, 3rd Edition, 2006

### Grade Composition

Assignments	5%
Final Project with presentation	20%
Mid-term Quiz	25%
Final exam	50%

### Note:

1. There is no direct mapping between numerical percentage grades and final letter grades for the course.
2. The projects are to be done individually.
3. Assignment submissions should be done both in paper and online via the electronic assignment submission system (EAS).

**Expectations:** The students are expected to maintain professionalism in the class. Class participation is strongly encouraged. In case of any unexpected problem, the instructor should be informed before the start of the class.