



**Concordia University**  
**Concordia Institute for Information Systems Engineering**  
**INSE 6300/4/UU - Quality Assurance in Supply Chain Management**  
**(Winter 2008)**

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**Time:** Thursday, 17h45 – 20h15  
**Classroom:** H-460  
**Office hours:** Wednesday, 10h00 – 12h00 or by appointment (Office: EV.7.630)

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**Instructor:** Dr. J. Bentahar  
E-mail: bentahar@ciise.concordia.ca  
Tel: 514-848-2424 Ext. 5382

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**Course Web:** <http://www.ciise.concordia.ca/~bentahar/inse6300.html>  
You can use this web site to get lecture notes, useful links, assignments, and other useful information. It is highly advised to visit the web site regularly.

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**Textbooks:**

**Required**

1) *Supply Chain Management: Strategy, Planning, and Operation*. (3rd Edition), 2006  
Sunil Chopra, Peter Meindl  
Prentice Hall  
ISBN: 0-13-173042-8  
This book covers the main issues of supply chain management and quality assurance principals, including supply chain drivers and metrics, supply chain network design, planning demand, managing inventories, managing uncertainty, and coordination.

**Suggested Readings**

2) *Designing and Managing the Supply Chain: Concepts, Strategies, and Case Studies*  
David Simchi-Levi, Philip Kaminsky, Edith Simchi-Levi  
McGraw-Hill, 2006  
ISBN: 0-07-249256-2  
This book is a reference in the supply chain community. It covers a comprehensive breadth of supply chain principals and challenging issues, particularly inventory management, supply chain integration, and decision support systems for supply chain management.

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**Description:** This course is about quality assurance in Supply Chain Management. It introduces supply chain principals and quality assurance issues in supply chain systems. The following issues will be covered: definitions, models, and evolution of supply chain management, quality attributes, uncertainty, information technology and decision support systems, e-business transaction, inventory management, verification and security issues, strategic alliances, sourcing decisions, etc. Students will discover various concepts and techniques developed in recent research about supply chain management and learn to apply them through lectures, readings, assignment, and team project. Several materials from different sources will be used, particularly scientific papers.

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**Prerequisites:** There is no prerequisite for this course. Good knowledge in probability, statistics, and mathematics will be helpful.

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**Requirements:**

- One individual/group assignment
- One in-class midterm exam (closed book)
- One in-class final exam (closed book)
- One team project (2~3 members, presentation + report)

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**Grading:**

- One assignment: 20%
- Midterm exam: 25%
- Final exam: 25%
- Project (presentation + report): 15% + 15% = 30%

Project and assignment will be graded based on originality, clarity, and comprehensiveness. In-class exams will test students' knowledge and ability to understand, analyze, and synthesize concepts.

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**Important dates:**

- Project proposal: January 31, 2008
- Assignment: February 07, 2008
- Midterm: February 14, 2008
- Project presentation: March 27, 2008
- Final exam: April 03, 2008
- Project report: April 10, 2008

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**Useful Links:** Supply Chain and Quality Management  
[http://www.12manage.com/i\\_sq.html](http://www.12manage.com/i_sq.html)

Supply Chain Today  
<http://www.supplychaintoday.com>

The World of Logistics  
<http://www.logisticsworld.com/>

American Society for Quality  
<http://www.asq.org>

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**Submission:** All assignments are at the beginning of class. Late assignments will incur a penalty of 20% deduction (up to 100%). No points will be given to the assignment submitted 5 days after the due date.

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**Policies:** Cheating and plagiarisms will be very seriously considered and handled according to the Concordia Academic Code of Conduct (can be found in the graduate student handbook) without exception. Please note the schedule of the exams. A makeup test will be given only in the case of a serious illness or emergency. You must contact the instructor before the exam. Only written and proved documentations are accepted for verification purposes.

**Tentative Schedule:** The table below provides a brief summary of some of the material that will be covered during the term. The schedule may change slightly.

<b>LECTURE</b>	<b>TOPIC</b>	<b>EVENT</b>
1	Introduction to Supply Chain Management	
2	Supply Chain Performance, Metrics, and Quality Attributes	
3	Quality Assurance in Designing the Supply Chain Network	
4	Optimization and Uncertainty of Supply Chain Network (1)	
5	Optimization and Uncertainty of Supply Chain Network (2)	Project Proposal <b>(January 31)</b>
6	Demand Uncertainty: Forecasting	Assignment <b>(February 07)</b>
7	Midterm	Midterm <b>(February 14)</b>
8	Managing Uncertainty in the Supply Chain (Safety Inventory)	
9	Coordination in a Supply Chain	
10	Information Technology in a Supply Chain	
11	Decision-Support Systems for Supply Chain	
12	Project Presentations	Project <b>(March 27)</b>
13	Final Exam	Final Exam <b>(April 03)</b>