



Concordia University
Concordia Institute for Information Systems Engineering
INSE 6300/4/UU - Quality Assurance in Supply Chain
Management (Winter 2011) (4 credits)

1. General Information

- Course: INSE 6300/4/UU – Quality Assurance in Supply Chain Management (4 credits)
- Lectures: Mondays, 17:45 – 20:15, **FG-B080**
- Instructor: Jamal Bentahar, *Ph.D., P.Eng.*, Concordia Institute for Information Systems Engineering, ENCS.
- Office: EV7.630, extension 5382, bentahar@ciise.concordia.ca
- Office Hours: Thursdays from 10:00 a.m. to 12:00 p.m.
- Course Website: <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.

User: **Password:**

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

3. Learning Outcomes

- By the end of this course, students should be able to:
 1. Understand Supply chain management issues.

2. Understand and apply quality methodologies for Supply chain.
3. Identify key issues in recent developments about supply chain challenges from engineering and business perspectives.

4. Schedule

- Week 1: Introduction to Supply Chain Management.
- Week 2: Supply Chain Performance, Metrics, and Quality Attributes.
- Week 3: Quality Assurance in Designing the Supply Chain Network.
- Week 4: Optimization and Uncertainty of Supply Chain Network (1).
- Week 5: Optimization and Uncertainty of Supply Chain Network (2). **(Project Proposal, January 31)**
- Week 6: Demand Uncertainty: Forecasting 1. | **(Assignment)**.
- Week 7: Demand Uncertainty: Forecasting 2. | **(Midterm)**.
- Week 8: Managing Uncertainty in the Supply Chain (Safety Inventory).
- Week 9: Coordination in a Supply Chain.
- Week 10: Information Technology in a Supply Chain.
- Week 11: Decision-Support Systems for Supply Chain.
- Week 12: Project Presentations and Discussions.
- Week 13: Project Presentations and Discussions.

5. Course Materials

- Textbook:
 - *Supply Chain Management: Strategy, Planning, and Operation*. (4th Edition), 2009, 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.
- Readings:
 - *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. Quality Software Project Management.

6. Assignments and Grading

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|--------------------------------|-----|
| 1. Assignment (1): | 15% |
| 2. Midterm Exam (closed book): | 25% |

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| 3. One team project (2~3 members, presentation + report) | 25% |
| 4. Final Exam (closed book): | 35% |

- **Details:**

1. Homework Assignment (1): must be done in groups of 2. Due date is: February 07, 2011.

Late assignments suffer a penalty rate of 20% per day, up to 5 days (weekends count towards the 5 days). Assignments that are more than 5 days late are penalized by 100%. The solutions will be posted on the course website. **No submissions will be allowed after the solutions are published.**

Submit the signed [Expectations of Originality form](#) with each homework assignment.

2. 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.
3. Midterm Exam: will focus on the first 6 to 7 Lectures.
4. Final Exam: will take place at the end of the semester. Students should not make any specific arrangements to leave the city until the final exam date is posted.

- **Failing Grade:**

Plagiarism, absenteeism, lack of preparation, and lack of effort will result in a failing grade.

7. Academic Code of Conduct

Academic Integrity

Any form of cheating, plagiarism, personation, falsification of a document as well as any other form of dishonest behaviour related to obtaining academic gain or the avoidance of evaluative exercises committed by a student is an academic offence under the Academic Code of Conduct and **may lead to severe penalties up to and including suspension and expulsion.**

As examples only, you are not permitted to:

- Copy from anywhere without indicating where it came from
- Let another student copy your work and then submit it as his/her own
- Hand in the same assignment in more than one class
- Have unauthorized material or devices in an exam. Note that you do not have to be caught using them – just having them is an offence
- Copy from someone's else exam
- Communicate with another student during an exam
- Add or remove pages from an examination booklet or take the booklet out of an exam room
- Acquire exam or assignment answers or questions
- Write an exam for someone else or have someone write an exam for you
- Submit false documents such as medical notes or student records
- Falsify data or research results

You are subject to the Academic Code of Conduct. Take the time to learn more at

<http://provost.concordia.ca/academicintegrity/>

8. Student's Responsibilities

- Students are expected to attend every class. Some material may only be covered in class and not made available on the course website. Students are expected to read the assigned material and to actively participate in class discussions.
- Students are expected to be respectful of other people's opinions and to express their own views in a calm and reasonable way. Disruptive behaviour will not be tolerated.
- Students are expected to be familiar with the Code of Rights and Responsibilities:
<http://rights.concordia.ca>
- If you cannot attend class for any reason, unforeseen or not, you are to come and talk or write to me as soon as possible.

9. Student Services

- **Concordia Counselling and Development** offers career services, psychological services, student learning services, etc.
<http://cdev.concordia.ca>
- **The Concordia Library Citation and Cycle Guides:**
<http://library.concordia.ca/help/howto/citations.html>
- **Advocacy and Support Services:**
<http://supportservices.concordia.ca>
- **Student Transition Centre:**
<http://stc.concordia.ca>
- **New Student Program:**
<http://newstudent.concordia.ca>
- **Office for Students with Disabilities:**
<http://supportservices.concordia.ca/disabilities/>
- **The Academic Integrity Website:**
<http://provost.concordia.ca/academicintegrity/>