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| **Approved Date:** |  | **Philadelphia University** |
| **Issue:** 1 | **Faculty:** Business |
| **Credit Hours:** 3 hours | **Department:** Business Administration |
| **Degree:** Bachelor | **Course Syllabus** | **Academic Year:** 2022/2023 |

**Course Information**

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| --- | --- | --- | --- | --- |
| **Prerequisite** | | **Course Title** | | **Course No.** |
| **39 hours** | | **Operations, Supply Chain and Logistics Management** | | **0330230** |
| **Room No.** | **Class Time** | | **Course Type** | |
|  | **8:15** | | Univirsity Requirement  Fuclty Requirement  Major Requirement  Elective  Compulsory | |

**Instructure Information**

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| --- | --- | --- | --- | --- |
| **E-mail** | **Office Hours** | **Phone No.** | **Office No.** | **Name** |
| malnadi@philadelphia.edu.jo | Sunday  10:00-11:00 am | 2558 | 32420 | Dr. Mohammad Alnadi |

**Course Delivery Method**

|  |  |  |  |
| --- | --- | --- | --- |
| **Blended Online Physical** | | | |
| **Learning Model** | | | |
| **Physical** | **Asynchronous** | **Synchronous** | **Percentage** |
| **100%** | **--** | **--** |

**Course Description**

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| This course offers a comprehensive framework for addressing operational process and supply chain issues, in an easy-to-understand format. This course cover using operations to create value, processes and strategy analysis. This course also explores the implications for logistics management as the need to provide higher levels of service and customer support becomes ever more critical. Lecture and class assignments given in the course are intended to help students understand the needs of dynamic supply chains. |

**Course Learning Outcomes**

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| --- | --- | --- |
| **Corresponding Program Outcomes** | **Outcome** | **Number** |
| **Knowledge** | | |
| **Kp1** | Define an operations strategy and its linkage to corporate strategy and market analysis. | **K1** |
| **Kp3** | Understand the process structure in manufacturing and services sectors. | **K2** |
| **Kp3** | Describe how lean systems can facilitate the continuous improvement of processes. | **K3** |
| **Kp4** | Understand design features for efficient and responsive supply chains. | **K4** |
| **Kp4** | Identifysix sourcing strategies for the supply chain. | **K5** |
| **Kp1** | Discuss the purpose of a logistics strategy and give examples of how logistics can support the overall business strategy. | **K6** |
| **Skills** | | |
| **Sp1** | Communicating effectively in all forms, written, visual and oral, for operating efficiently in the business environment. | **S1** |
| **Sp2** | Employ digital skills, using different software applications to visually present information and data concisely. | **S2** |
| **Sp3** | Apply critical thinking skills in decision-making and solving individual, business, and community-related problems. | **S3** |
| **Competencies** | | |
| **Cp3** | Perform effectively on teamwork and display interpersonal skills in applying the management concepts and principles. | **C1** |

**Learning Resources**

|  |  |
| --- | --- |
| * Krajewski, L. J. (2021). Operations Management: Processes and Supply. 13th Edition. Pearson | **Course Textbook** |
| * Heizer, J., & Render, B. (2020). Operations Management Sustainability and Supply Chain Management. 14th Edition. Pearson * Harrison, A., Skipworth, H., van Hoek, R. I., & Aitken, J. (2019). *Logistics management and strategy: competing through the supply chain*. Pearson * Bozarth, C. C., & Handfield, R. B. (2016). Introduction to operations and supply chain management, 4th. *Always Learning, England*, *2*.  |  | | --- | | * عبد الستار محمد العلي، خليل ابراهيم الكنعاني. (2021), ادارة سلاسل التوريد ,عمان: دار المسيرة للنشر, ط 4. | | **Supporting References** |
| [www.ebsco.com](http://www.ebsco.com)  <http://library.philadelphia.edu.jo/ST_EN.htm>  <https://bit.ly/3vblsIH> (APA7 Referencing) | **Supporting Websites** |
| **Classroom**  **laboratory Learning Platform Other** | **Teaching Environment** |

**Meetings and Subjects Time Table**

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| --- | --- | --- | --- | --- |
| **Learning Material** | **Task** | **Learning Method\*** | **Topic** | **Week** |
| Syllabus | * Introduce the instructor * Meet students * Class ground rules * Syllabus introduction | * Orientation | * Course introduction | **1** |
| * Chapter 1 * Research Article. | * Read chapter * Discussions | * Lecture * Collaborative learning | * What is Operations Management? * What is Supply Chain Management? * How Processes Work? * Service and Manufacturing Processes | **2** |
| * Chapter 1 | * Read chapter * Video | * Lecture * Flipped class | * The Supply Chain View * Operations Strategy * Competitive Priorities and Capabilities | **3** |
| * Chapter 1 * Research Article. | * Read chapter * Group Discussion * Homework 1 | * Lecture * Problem solving based learning * Collaborative learning | * Order Winners and Qualifiers * Calculate the productivity for operations | **4** |
| * Chapter 2 | * Read chapter * Discussion * Mind mapping and Brainstorming | * Lecture * Flipped Class | * What is Process Strategy? * Process Structure in Services * Process Structure in Manufacturing * Production and Inventory Strategies | **5** |
| * Chapter 2 | * Read chapter * Discussion * Mind mapping and Brainstorming * Quiz 1 | * Lecture * Problem solving based learning. | * Customer Involvement * Process Improvement: * Six Sigma Process Improvement Model * Defining, Measuring, and Analyzing the Process * Process Charts * Data Analysis Tools | **6** |
| * Chapter 4 | * Read chapter * Group Discussion | * Lecture * Collaborative learning | * What is a Lean System? * Continuous Improvement Using a Lean Systems Approach * Process Considerations in Lean Systems * Five S (5S) Practices * Toyota Production System | **7** |
| * Chapter 4 | * Read chapter * Mind mapping and Brainstorming | * Lecture * Problem solving based | * What is a Value Stream Mapping?   - V S M Metrics   * Future State Map | **8.a** |
| **Mid-term Exam** | | | | **8.b** |
| * Chapter 12 | * Read chapter * Discussions | * Lecture * Collaborative learning | * What is Supply Chain Design? * Creating an Effective Supply Chain * Measuring Supply Chain Performance | **9** |
| * Chapter 12 * Students’ research | * Read chapter * Moc-prsentation * Peer review | * Flipped class | * Strategic Options for Supply Chain Design * Supply Chain Designs: * Design Features for Efficient and Responsive Supply Chains * What is Mass Customization? * Outsourcing Processes | **10** |
| * Chapter 11 | * Read chapter * Mind mapping and Brainstorming * Homework 2 | * Lecture * Flipped class | * The Supply Chain’s Strategic Importance * Six Sourcing Strategies * Supply Chain Risk | **11** |
| * Chapter 11 * Media Content | * Read chapter * Discussion * Video | * Lecture * Collaborative learning | * Risk and Mitigation Tactics * Managing the Integrated Supply Chain | **12** |
| * Chapter 11 * Students’ research | * Read chapter * Moc-prsentation * Peer review | * Lecture * Flipped class | * Building the Supply Base * Logistics Management | **13** |
| * Chapter 8 | * Read chapter * Mind mapping and Brainstorming | * Lecture * Collaborative learning | * Logistics Management * Why Logistics is Critical * Logistics Decision Areas: * Five Transportation Modes | **14** |
| * Chapter 8 | * Read chapter * Discussion | * Lecture * Flipped Class | * Logistics Decision Areas: * Five Transportation Modes * Logistics Strategy: * Owning versus Outsourcing * Measuring Logistics Performance * Reverse logistics system * Challenges in logistics | **15** |
| **Final Exam** | | | | **16** |

\*Includes: lecture, flipped Class, project based learning, problem solving based learning, collaboration learning.

**Course Contributing to Learner Skill Development**

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| **Using Technology** |
| * Students will use several offline software (i.e Microsoft Office) or online software (i.e Prezi and Google Slides) to deliver their presentations. * Students will use the internet search engines to capture needed data and information to perform their assignments. * Students will use the electronic email for submitting the required documents. |
| **Communication Skills** |
| * Students will develop their verbal and nonverbal communication skills by participating in classroom activities, group work, and presentations. * Students will use creative and critical thinking while participating in classroom discussions, solving issues, and performing various assignments. |
| **Application of Concept Learnt** |
| * Students will reflect on the acquired knowledge of operational process and supply chain issues and models learn some quantitative issues (i.e., calculate the productivity for operations). |

**Assessment Methods and Grade Distribution**

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| --- | --- | --- | --- |
| **Course Outcomes**  **to be Assessed** | **Assessment Time**  **(Week No.)** | **Grade** | **Assessment Methods** |
| **K1, K2, K3 S3** | **8th week** | **30 %** | **Mid Term Exam** |
| **S1, S2**  **C1** | **Continuous** | **30 %** | **Term Works\*** |
| **K4, K5, K6**  **S3** | **16th week** | **40 %** | **Final Exam** |
|  |  | **100%** | **Total** |

\* Include: quizzes, in-class and out of class assignment, presentations, reports,

videotaped assignment, group or individual project.

**Alignment of Course Outcomes with Learning and Assessment Methods**

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| --- | --- | --- | --- |
| **Assessment Method\*\*** | **Learning Method\*** | **Learning Outcomes** | **Number** |
| **Knowledge** | | | |
| * Exam * In-class Activities * Presentation * Assignment | * Lecture * Collaborative learning * Flipped class | Define an operations strategy and its linkage to corporate strategy and market analysis. | **K1** |
| * Exam * In-class Activities | * Lecture * Collaborative learning * Problem solving based learning. | Understand the process structure in manufacturing and services sectors. | **K2** |
| * Exam * In-class Activities | * Lecture * Collaborative learning * Problem solving based learning. | Describe how lean systems can facilitate the continuous improvement of processes. | **K3** |
| * Exam * Presentation * In-class Activities | * Lecture * Collaborative learning * Flipped class | Understand design features for effficient and responsive supply chains. | **K4** |
| * Exam * In-class Activities * Assignment | * Lecture * Collaborative learning | Identifysix sourcing strategies for the supply chain. | **K5** |
| * Exam * In-class Activities * Presentation | * Lecture * Problem solving based * Flipped class | Discuss the purpose of a logistics strategy and give examples of how logistics can support the overall business strategy. | **K6** |
| **Skills** | | | |
| * Exam * In-class activities * Presentation * Group Assignment | * Collaborative learning * Project based learning | Communicating effectively in all forms, written, visual and oral, for operating efficiently in the business environment. | **S1** |
| * In-class activities * Presentation * Group Assignment | * Collaborative learning * Project based learning | Eemploy digital skills, using different software applications to visually present information and data concisely. | **S2** |
| * In-class activities * Individual and group assignment | * Collaborative learning * Problem solving based learning. | Apply critical thinking skills in decision-making and solving individual, business, and community-related problems. | **S3** |
| **Competencies** | | | |
| * In-class activities * Presentation * Group Assignment | * Flipped class * Project based learning | Perform effectively on teamwork and display interpersonal skills in applying a comprehensive framework for addressing operational process and supply chain issues. | **C1** |

\*Include: lecture, flipped class, project based learning, problem solving based learning, collaboration learning.

\*\* Include: quizzes, in-class and out of class assignments, presentations, reports, videotaped assignments, group or individual projects.

**Course Polices**

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| **Policy Requirements** | **Policy** |
| The minimum pass for the course is (50%) and the minimum final mark is (35%). | **Passing Grade** |
| * Anyone absent from a declared semester exam without a sick or compulsive excuse accepted by the dean of the college that proposes the course, a zero mark shall be placed on that exam and calculated in his final mark. * Anyone absent from a declared semester exam with a sick or compulsive excuse accepted by the dean of the college that proposes the course must submit proof of his excuse within a week from the date of the excuse’s disappearance, and in this case, the subject teacher must hold a compensation exam for the student. * Anyone absent from a final exam with a sick excuse or a compulsive excuse accepted by the dean of the college that proposes the material must submit proof of his excuse within three days from the date of holding that exam. | **Missing Exams** |
| The student is not allowed to be absent more than (15%) of the total hours prescribed for the course, which equates to six lecture days (n t) and seven lectures (days). If the student misses more than (15%) of the total hours prescribed for the course without a satisfactory or compulsive excuse accepted by the dean of the faculty, he is prohibited from taking the final exam and his result in that subject is considered (zero), but if the absence is due to illness or a compulsive excuse accepted by the dean of the college that The article is introduced, it is considered withdrawn from that article, and the provisions of withdrawal shall apply to it. | **Attendance** |
| Philadelphia University pays special attention to the issue of academic integrity, and the penalties stipulated in the university's instructions are applied to those who are proven to have committed an act that violates academic integrity, such as cheating, plagiarism (academic theft), collusion, intellectual property rights. | **Academic Integrity** |

**Program Learning Outcomes to be Assessed in this Course**

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| --- | --- | --- | --- | --- |
| **Targeted Performance level** | **Assessment Method** | **Course Title** | **Learning Outcome** | **Number** |
| The percentage of the correct answers at the university level should be at least 40%, and the result of the field knowledge should result: (Proficient). | Proficiency exam | Operations Management: Supply Chains and Logistics | Distinguish the most appropriate quantitative methods and models in making optimal managerial decisions. | **Kp3** |

**Description of Program learning Outcomes Assessment Method**

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| **Detailed Description of Assessment** | **Number** |
| The Higher Education Accreditation and Quality Assurance Commission will hold the proficiency exam for students expected to graduate. | **Kp3** |
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**Assessment Rubric of the Program Learning Outcomes**

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| The Higher Education Accreditation and Quality Assurance Commission develop the exams and set the questions. |