

Discipline: Business

Degree Credit  [X]  
Non Credit  [ ]  
Nondegree Credit  [ ]  
Comm Service  [ ]

# **Riverside Community College District Integrated Course Outline of Record**

**Business 80**

**College: R**

- Application of Knowledge - Maintain and transfer academic and technical skills to workplace

**Explain the reasons for logistics' recent growth in importance.**

**Know the types of forecasts that might be needed (e.g. time series trend or seasonal), and how these projections are applied.**

- Breadth of Knowledge - Understand the basic content and modes of inquiry of the major knowledge fields
- Breadth of Knowledge - Use the symbols and vocabulary of mathematics to solve problems and communicate the results
- Breadth of Knowledge - Analyze experimental results and draw reasonable conclusions from them

## **COURSE CONTENT**

1. Supply Chain and Logistics Management Overview
  - a. Forces Driving the Rate of Change
  - b. The Supply Chain Concept
  - c. Inventory Deployment
  - d. Cost/Value
  - e. Organizational Relationships
  - f. Performance Measurement
  - g. Supply-Chain Security
2. Role of Logistics in Supply-Chain
  - a. Logistics Activities and Scope
  - b. Logistics in the Firm and Economy
  - c. Logistics Interfaces with Other Areas
  - d. Materials Management vs. Physical Distribution
  - e. Logistics Channels
  - f. Cost Perspective
  - g. Levels of Optimality
3. Global Dimensions of Supply-Chains
  - a. Operating in Low-Cost Regions
  - b. Scope and Magnitude of Global Business
  - c. Global Markets and Strategy
  - d. Managing Risk in Global Outsourcing
  - e. Ports
  - f. NAFTA
  - g. Global Transportation Options
  - h. Strategic Channel Intermediaries
4. Supply-Chain/Logistics Relationships
  - a. Types of Relationships
  - b. Need for Collaborative Relationships
  - c. Third-Party Logistics
  - d. Logistics Outsourcing Activities
  - e. Strategic Role of Information Technology
5. Supply-Chain Performance Measurement and Financial Analysis
  - a. Developing Supply-Chain Performance Metrics
  - b. Performance Categories

- c. The Supply-Chain Finance Connection
- d. Financial Impact of Supply-Chain Decisions
- e. Supply-Chain Service Implications
- 6. Supply-Chain Technologies and Information Flows
  - a. The role of information in the Supply-Chain
  - b. Information Requirements
  - c. Information Technology Capabilities
  - d. SCM Software
  - e. ERP Software
  - f. Supply-Chain Technologies Capabilities
  - g. Supply Chain Technology Implementation
- 7. Demand Management
  - a. Balancing Supply and Demand
  - b. Traditional Forecasting
  - c. Factors Affecting Demand
  - d. Forecast Errors
  - e. Sales and Operations Planning
  - f. Collaborative Planning, Forecasting and Replenishment
  - g. Fulfillment Models
  - h. Channels of Distribution
  - i. Direct to Customer Fulfillment
- 8. Order Management and Customer Service
  - a. Customer Relationship Management Process
  - b. Order Management and Order Fulfillment
  - c. Length and Variability of the Order to Cash Cycle
  - d. E-Commerce Order Fulfillment Strategies
  - e. The Logistics/Marketing Interface
  - f. Elements of Customer Service
  - g. Performance Measures for Customer Service
  - h. Post-sale logistics Support
- 9. Managing Inventory in the Supply-Chain
  - a. Inventory in the U.S. Economy and Firm
  - b. The Importance of Inventory
  - c. Inventory Costs
  - d. Approaches to Managing Inventory
  - e. Uncertainty of Demand and Lead Time
  - f. Materials and Distribution Requirements Planning
  - g. ABC Analysis
- 10. Transportation-Managing Flow of the Supply-Chain
  - a. Role of Transportation in Supply-Chain Management
  - b. Modes of Transportation
  - c. Intermodal Transportation
  - d. Transportation Planning, Strategy and Control
  - e. Decision to Outsource Transportation
  - f. Mode and Carrier Selection
  - g. Shipment Preparation
  - h. Freight Documentation
  - i. Transportation Metrics
- 11. Distribution-Managing Fulfillment Operations
  - a. The role of distribution operations in SC

- b. Distribution Facility Functionality
- c. Distribution Tradeoffs and Challenges
- d. Distribution Planning and Strategy
- e.

small group exercises to identify issues that relate to course content and utilize the content to offer opinions, solutions and analysis with respect to those issues.

- Present case studies to provide students with the opportunity to utilize concepts learned in class to analyze real logistics management situations.
- Develop and assign tasks/activities such as presentations in order to assess students understanding of logistics management concepts.
- Facilitate discussions regarding relevant current issues in business to encourage students to make appropriate connections to the course content.

### **METHODS OF EVALUATION**

Students will be evaluated for progress in and/or mastery of learning outcomes by methods of evaluation which may include, but are not limited to:

- Individual, small group, or paired activities designed to allow students to

## **Other Outside-of-Class Assignments**

- Individual, small group, or paired activities designed to allow students to demonstrate understanding of aspects of product distribution that are critical to customer satisfaction.
- Individual web projects designed to facilitate student examination of the reasons for logistics recent growth in importance.
- Individual or small group projects designed for students to identify and explain points of interaction between logistics and other departments within a business organization.

## **COURSE MATERIALS**

All materials used in this course will be periodically reviewed to ensure that they are appropriate for college level instruction. Possible texts include:

Coyle, Bardi, & Langley. The Management of Business Logistics: A Supply Chain Perspective. 8th ed. Thomson South-Western, 2009.

Johnson & Wood. Contemporary Logistics. 8th ed. Macmillian Publishing Company, 2004.

Lambert, Stock, Ellram. Fundamentals of Logistics Management. McGraw-Hill, 1998.

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