I. INTRODUCTION
A. Introduction to Business Logistics
B. LMGT 1319 is a required course for a Certificate in Logistics
CIP Code Description: 52.0203 (Logistics, Materials, and Supply Chain Management)

C. Introduction to Business Logistics is a foundation course for a Certificate in Logistics. A systems approach to managing activities associated with traffic, transportation, inventory management, warehousing, packaging, order processing, and materials handling.

D. Prerequisites: None

E. Alphanumeric coding used throughout this syllabus denotes integration of the Secretary's Commission on Achieving Necessary Skills (SCANS) occupational competencies (CA, C1, 2, B, etc.) and foundation skills (B, C1, 2, FA, etc.) for this course. The instructor will ensure the designated SCANS competencies and skills are addressed in the course. A detailed description of each competency/skill is contained in "A SCANS Report for America 2000, Executive Summary, furnished.

II. LEARNING OUTCOMES
Upon successful completion of this course Introduction to Domestic and International Transportation Management

1. Explain the terms used in logistics
2. Explain the overall concept of logistics
3. Explain the legal aspects and regulatory agencies as they relate to logistics management
4. Analyze logistics problems using techniques based on time, materials, and space.
5. The following SCANS competencies and foundations skills will be covered in this course:

1. Foundation Skills:
   a. Basic Skills
      (1) Reading (FA1)
      (2) Writing (FA2)
      (3) Mathematics (FA3)
      (4) Listening (FA4)
b. Personal Qualities
(1) Responsibility (FC1)
(2) Self-esteem (FC2)
(3) Sociability (FC3)
(4) Self-management (FC4)
(5) Integrity/honesty (FC5)

2. Competencies
a. Resources
(1) Time (CA1)
(2) Money/budget (CA2)

b. Information
(1) Acquires/uses (CC1)
(2) Organizes/maintains (CC2)
(3) Interprets/communicates (CC3)

111. INSTRUCTIONAL MATERIALS

A. Text:
The instructional materials identified for this course are viewable through
www.ctcd.edu/books

IV. COURSE REQUIREMENTS

A. Reading Assignments: Read text assignments prior to class and be prepared to
discuss the text material, answering instructor questions orally with well-organized
thoughts and ideas. (CC3, FA1 & 5)

B. Homework Assignments: Instructor will assign homework exercises, problems and
projects which must be completed as scheduled. (FA2, FA3, FC1, CA1, CC1 through
CC3)

C. Class Attendance: (Refer to CTC Catalog, Page 66 for detailed policy). (FC1 & 4)
You are expected to attend each class period or be counted absent. You are
responsible for all course material missed due to absence. The instructor does not
provide class notes for classes missed.

V. EXAMINATIONS (CC1 through CC3; CA1, CA2; FA1 through FA5)

A. There will be two major exams

B. Quizzes will be administered for each chapter along with homework discussion
exercises.
Course Outline

**Chapter 1, An Overview of Logistics** presents an introduction to what logistics is and why it is important. The chapter covers the economic impact of logistics and discusses how logistics interacts with other functions, such as marketing, in an organization.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:

   - To discuss the economic impacts of logistics
   - To define what logistics is
   - To analyze the increased importance of logistics
   - To discuss the systems and total cost approaches to logistics
   - To expose you to logistical relationships within the firm
   - To introduce you to marketing channels
   - To provide a brief overview of activities in the logistics channel
   - To familiarize you with logistics careers

2. Learning Activities:
   a. Classroom lecture/discussion (FA5, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

**Chapter 2 Logistics and Information Technology** provides an overview of the general types of information management systems that are applicable across each business function, and it provides examples of how these general types of information systems are specifically applied in logistics management. This chapter also explores the Internet's influence on logistics and looks at some of the challenges associated with information technology.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:

   - To appreciate the importance of effective and efficient utilization of information for logistics management
   - To learn about general types of information systems and their logistical applications
   - To look at the Internet's influence on logistics
• To learn about select information technology challenges

2. Learning Activities:
   a. Classroom lecture/discussion (FA5, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 3 Strategic and Financial Logistics discusses the strategic financial outcomes influenced by logistics decisions. It uses the strategic profit model to highlight how logistics activities influence the key corporate financial measures of net income, capital employed, and return on capital employed.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:

   • To appreciate how logistics can influence an organization's strategic financial outcomes
   • To review basic financial terminology
   • To understand how the strategic profit model can demonstrate the financial impact of logistics activities
   • To consider the value of utilizing the balanced scorecard approach for examining the performance of a logistics system
   • To become aware of some of the common performance measures for logistics activities

2. Learning Activities:
   a. Classroom lecture/discussion (FA5, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 4 Organizational and Managerial Issues in Logistics begins by looking at organizational structure and organizational design for logistics. This chapter also
discusses select managerial issues in logistics such as productivity, theft and pilferage, and the impact of terrorism on logistics systems.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:

   • To examine organizational structure for logistics
   • To learn about traditional and contemporary organizational design for logistics
   • To explore productivity issues in logistics
   • To explore quality issues in logistics
   • To learn about ways to manage theft and pilferage
   • To introduce you to the concept of logistics social responsibility
   • To discuss issues associated with reverse logistics
   • To describe programs designed to lessen the impact of terrorism on logistics systems

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 5 The Supply Chain Management Concept examines supply chain management, which is a distinct concept from logistics management. Supply chain management focuses on business process integration that requires contributions from logistics as well as the other functional areas. In addition, supply chain management provides the structure for the network of interorganizational relationships that form one’s supply chain. Also covered are enablers and barriers that affect one’s ability to integrate their network of relationships.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:

   • To understand the distinction between procurement, purchasing, and supply management
   • To examine procurement objectives
   • To learn about supplier selection and evaluation
   • To understand Kraljic's Portfolio Matrix
   • To examine global procurement
   • To examine social and environmental aspects of sustainable procurement
Chapter 6 Procurement  

A business function responsible for ensuring an efficient and effective supply of materials in support of manufacturing and marketing strategies. It will examine key aspects of this essential linkage between suppliers and buyers, and the mechanism that initiates the movement of materials into one's logistics system. In addition, logistics considerations that can potentially affect procurement decisions are detailed.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   - To understand the distinction between procurement, purchasing, and supply management
   - To examine procurement objectives
   - To learn about supplier selection and evaluation
   - To understand Kräjic's Portfolio Matrix
   - To examine global procurement
   - To examine social and environmental aspects of sustainable procurement

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 7 Demand Management, Order Management and Customer Service

Compares and contrasts these distinct functions. Demand management involves managing customer demand through the supply chain, whereas order management deals with incoming orders, and customer service deals with keeping existing customers happy.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
To understand the linkages between demand management, order management, and customer service
To introduce you to demand forecasting models
To examine the order cycle and its four components
To understand the four dimensions of customer service as they pertain to logistics
To familiarize you with select managerial issues associated with customer service

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 8 Inventory Management discusses inventory classifications as well as inventory-related costs. This chapter also examines how much inventory to order, when to order inventory, and special concerns with inventory.

I. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   • To learn about the ways that inventory can be classified
   • To discuss inventory costs and the trade-offs that exist among them
   • To identify when to order and how much to order, with a particular emphasis on the economic order quantity
   • To differentiate the various inventory flow patterns
   • To discuss special concerns with inventory management
   • To identify several contemporary approaches to managing inventory

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 9 Facility Location discusses physical location issues which has moved from a tactical to a strategic consideration in many companies in part because of
globalization. You will learn about general and specific factors in facility location in this chapter.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   - To examine the strategic importance of facility location
   - To explain the general process of determining the optimum number of facilities
   - To describe the major factors that influence facility location
   - To examine a site’s specialized location characteristics
   - To explain location decisions using simple grid systems
   - To explain about facility relocation and facility closing

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

**Chapter 10 Warehousing Management** introduces the various types of warehousing, warehousing’s role in a logistics system, and design considerations in warehousing.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   - To discuss the role of warehousing in a logistics system
   - To learn about public, private, contract, and multiclient warehousing
   - To analyze select considerations when designing warehousing facilities
   - To examine some prominent operational issues in warehousing

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.
**Chapter 11 Packaging and Materials Handling** consideration is given to how these factors influence the effectiveness and efficiency of warehousing operations.

1. **Learning Outcomes:** Upon successful completion of this unit, the student will be able to:
   - To illustrate how product characteristics affect packaging and materials handling
   - To discuss packaging fundamentals such as packaging functions and labeling
   - To identify select issues that affect packaging such as environmental protection and packaging inefficiencies
   - To learn about unit loads and the unit load platform
   - To explain materials handling principles and materials handling equipment

2. **Learning Activities:**
   a. Classroom lecture/discussion (FA5, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. **Unit Outline:** Follow the sequence of unit learning outcomes.

**Chapter 12 Transportation** discusses the five modes of transportation, intermodal transportation, and selecting transportation specialists

1. **Learning Outcomes:** Upon successful completion of this unit, the student will be able to:
   - To compare and contrast transportation infrastructures in several countries
   - To identify the five modes of transportation and learn about their respective characteristics
   - To discuss intermodal transportation
   - To describe several types of transportation specialists
   - To explain how different types of regulation impact transportation
   - To identify the legal classification of transportation carriers

2. **Learning Activities:**
   a. Classroom lecture/discussion (FA5, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. **Unit Outline:** Follow the sequence of unit learning outcomes.
Chapter 13 Transportation Management focuses on some of the primary responsibilities of a transportation manager which include rate considerations, modal and carrier selection, and domestic documentation.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   - To explain contemporary transportation management
   - To discuss how rates are determined
   - To learn about modal and carrier selection
   - To distinguish among various transportation documents
   - To illustrate select activities associated with making and receiving shipments
   - To learn about transportation service quality

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
   c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Chapter 14 International Logistics deals with international logistics, which tends to be more challenging and more costly than domestic logistics. Among the topics covered in this chapter are macroenvironmental influences on international logistics, international documentation, terms of sale, and international trade specialists.

1. Learning Outcomes: Upon successful completion of this unit, the student will be able to:
   - To discuss macroenvironmental influences on international logistics
   - To explain documentation as well as terms of sale and methods of payment for international shipments
   - To distinguish among the unique activities of international trade specialists
   - To illustrate transportation and inventory considerations in international distribution
   - To introduce you to the Logistics Performance Index

2. Learning Activities:
   a. Classroom lecture/discussion (FAS, CC1 through CC3)
   b. Reading assignments (FA1, FC1)
c. Homework and other assignments designated by the instructor (FC1, FC2, FC4, CA1, CA2)

3. Unit Outline: Follow the sequence of unit learning outcomes.

Assignments and exams

Assignment 1. Chapters 1-4.

A. Select one discussion topic from Chapter 1-4 and submit by date required.

Chapter 2, Page 38, Discussion #2.13: From a logistical perspective, what are some of the differences between online and in-store retailing. Document your answers from salient passages from chapters 1-2 in the text and use correct Modern Language Association (MLA) formats.

Chapter 3, page 51, Discussion #3.10: How does logistics strategy connect to overall corporate strategy? Is it a one-way or two-way connections? Document your answers from salient passages from chapters 1-3 in the text and use correct MLA formats.

Chapter 3, page 51, Discussion #3.20: Do you agree or disagree with the sentiment that logistics measurement systems need to include both financial and nonfinancial measures? WHY? Document your answers with salient passages from chapters 1-3 in the text and use correct MLA formats.

Chapter 4, page 70, Discussion #4.6: Define what is mean by productivity and then discuss the ways in which productivity can be improved. Document your answers with salient passages from chapters 1-4 in the text from chapters 1-4 and use correct MLA formats.

B. Review CASE 4.1 Red Spot Markets Company and answer the eight Questions at the end of the Case and submit by the date required. Document your answers with salient passages from chapters 1-4 in the text from chapters 1-4 and use correct MLA formats.

C. Interim Exam: Take Exam over Chapters 1-4

Assignment 2. Chapters 5, 6

A. Select discussion topic from Chapter 5 or 6 and submit by the date required.
Chapter 5, page 90, Discussion #5.6: Discuss some of the ways that inventory can be reduced in the supply chain. Document your answers with salient passages from chapters 1-5 in the text and use correct MLA formats.

Chapter 6, page 103, Discussion #6.4: Discuss three procurement objectives. Document your answers with salient passages from chapters 1-6 in the text and use correct MLA formats.

B. Review CASE 6.1 Tempo Ltd and answer the eight Questions at the end of the Case and submit by the date required. Document your answers with salient passages from the text and use correct MLA formats.

C. Interim Exam: Take Exam over Chapters 5-6

Assignment 3, Chapters 8 - 14

A. Select two discussion topics from Chapters 8 to Chapter 14 by the date required.

Chapter 6, page 103, Discussion 6.7: What are the primary approaches for evaluating suppliers? Who do they differ? Document your answers with salient passages from chapter 1-6 in the text and use correct MLA formats.

Chapter 7, page 126, Discussion 7.13: How can customer service act as a competitive weapon? Document your answers with salient passages from chapters 1-7 in the text and use correct MLA formats.

Chapter 7, page 126, Discussion 7.16: What is customer profitability analysis and how might it be used in logistics? Document your answers with salient passages from Chapters 1-7 in the text and use correct MLA formats.

Chapter 8, page 150, Discussion 8.10: How can inventory flow diagrams be useful to a logistics manager? Document your answers with salient passages from Chapters 1-8 in the text and use correct MLA formats.

Chapter 8, page 150, Discussion 8.13: In what ways can inventory turnover provide important insights about an organization’s competitiveness and efficiency? Document your answers with salient passages from Chapter 1-8 and use correct MLA formats.

Chapter 9, page 168, Discussion 9.4: Discuss the factors that influence the number of facilities that a firm chooses to operate. Document your answers with salient passages from Chapter 1-9 in the text and use correct MLA formats.

Chapter 9, page 169, Discussion 9.16: Beyond the general factors discussed in this chapter, what additional considerations are important when a firm is thinking of locating...
a facility (facilities) in other countries? Document your answers with salient passages from Chapters 1-9 in the text and using correct MLA formats.

Chapter 10, page 187, Discussion 10.1: Why does warehousing exist in a supply chain? Document your answers with salient passages from Chapter 1-10 in the text and use correct MLA formats.

Chapter 11, page 207, Discussion 11.18: Of the 10 material handling principles discussed in the chapter, which two are most surprising to you? Why? Document your answers with salient passages from any Chapter(s) 1-11 in the text and use correct MLA formats.

Chapter 12, page 228, Discussion 12.17: Pick three modes of transportation, name the federal agency responsible for safety regulation for each of the modes you’ve picked, and provide a safety-related role of responsibility for each mode. Document your answers with salient passages from any Chapter(s) 1-12 and use correct MLA formats.

Chapter 13, page 249, Discussion 13.1: How has globalization impacted the transformation manager’s job? Document your answers with salient passages from any Chapter(s) from 1-13 and use correct MLA formats.

Chapter 13, page 249, Discussion 13.15: Discuss the basic issues, conflicts, and problems involved in concealed loss and damage claims. Document your answers with salient passages from any Chapter(s) 1-13 and use correct MLA formats.

Chapter 14, page 273, Discussion 14.1: Discuss some of the key political restrictions on cross border trade. Document your answers with salient passages from any Chapter(s) 1-14 and use MLA formats.

Chapter 14, page 273, Discussion 14.20: What is the Logistics Performance Index? How can it be used? Document your answers with salient passages from any Chapter(s) 1-14 and use MLA formats.

B. Final Exam: Take exam over chapters 8-14

How Your Grade is Determined

Four Discussion Questions worth 75 points each for 300 points

Two Cases worth 100 points each for 200 points

Two interim exams worth 100 points each for 200 points
Final Exam worth 300 points

Total possible points 1000

**How your Grade is Computed**

A = 900 and above

B = 800 to 899

C = 700 to 799

D = 600 to 699

F = 599 and below