

**MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WB**

(Formerly West Bengal University of Technology)  
**Syllabus for Bachelor in Supply Chain Management**  
**Effective from the Academic Year 2019-20**

**Semester-VI**

**MANAGEMENT OF SERVICE OPERATION (4 credits)**  
**BSCM-601**

**Unit-1- Customer Service – Availability, Operational Performance , Service Reliability, basic Service Platforms, and value added services.**

**Unit 2- Understanding the nature of service,; service design development and automation**

**Unit 3 – Aligning service strategy, competitiveness ; service quality**

**Unit 4 – Service facility design and location, Capacity management in services, demand and supply management in services.**

**Unit – 5 Quantitative models in managing service operations.**

**Unit 6 - The Role of Revenue Management in the Supply chain , Revenue Management for Multiple customer Segments ,Revenue Management for –Perishable Asset ,Seasonal Demand ,Bulk & Spot contracts.**

**Book : 1. Supply Chain Management ----Sunil Chopra & Peter Meindl(PHI) 2. Essentials of Supply Chain Management -----  
Dr. R.P Mohanty & Dr. S.G. Deshmukh(Jaico student edition)**

**PROJECT MANAGEMENT & SUPPLY CHAIN PROCESS REDESIGN(4 credits)**  
**BSCM-602**

**Unit-1- What is Project Management .Steps in Project Management ,Daming cycle for Project Management .Project Manager – Roles & Responsibilities .**

**Unit-2 – Project Planning –Scope, Objective, Project Feasibility Study –technical feasibility –Scope, Social Cost Benefit Analysis –steps.**

**Unit-3 – Types of Project Risk in Supply Chain, Risk components, Measures of Risk Sensitivity Analysis.**

**Unit-4 – Basic Steps in Data collection for Project Management, system & Procedure. Plan in Project management – Communication, Man Management, Material Management, and Cost management.**

**Unit-5– Project Control –Program/Scope, Performance, Schedule, Cost Control-Methods of Cost Control.**

**Book : Project Mammagement --- V. C. Sontakki (Himalaya Publising Home)**

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**INTERNET TECHNOLOGY & SUPPLY CHAIN MANAGEMENT(4 credits)  
BSCM 603**

**Unit-1- The role of IT in Supply chain .Uses of IT in inventories, transportation & facilities within a supply chain .The Supply Chain IT frame Work-macro Processes.**

**Unit-2 – The future of IT in the Supply Chain. Internal Supply Chain management, Supply relationship management, The Transaction Management Foundation .Data mining –Methods application area in supply chain**

**Unit-3 –Goals of Supply Chain information Technology, Standardization, information Technology infrastructure – Presentation Devises, Communication Devices .Data base, System architecture.**

**Unit-4– The Supply chain IT in Practice, Integrating Supply chain information Technology, Stage of Development,**

**Implementation of ERP & DSS. Structure of DSS. Selection of Supply Chain DSS. Supply chain master Planning.**

**Unit-5– Supply chain information System Design –Planning , Capacity ,Performance requirement ,manufacturing requirement ,Operation , Transportation ,Inventory development .E-Business –Role in Supply chain, Framework ,Impact on Cost.**

**BOOKS ; 1 Desiging & Managing –The Supply Chain David Simchi Levi Philip Kaminsky Edit Simchi –Levi(TATA MCGRAW-HILL)**

**INTERNATIONAL OPERATIONS & GLOBAL SUPPLY CHAIN  
BSCM – 604 (4 credits)**

**Unit-1- Introduction, Forces of Global Supply Chain-Global market force, Technology force, Global cost force, Political force. Stage of International Development.**

**Unit-2 – Risk of Global Supply Chain- Speculative Strategies ,Hedge Strategies ,Flexible Strategies ,Requirements for Global Strategy implementation ,Advantages of Global Supply Chain. Supply Chain security.**

**Unit-3 – Issues in international Supply Chain Management –International Versus Regional Product, Local autonomy versus control logistics –Importing & Exporting, Main forces, barriers**

**Unit-4– The Global Supply Chain-Performance Cycle length, operations, system integration, Alliances, Views of Global Logistics –Importing & Exporting, Main force. Constraint Theory**

**Unit-5– Green Supply Chain – Strategies. Green Supply Chain indicators, Strategic, tactical, Operational.**

**Unit 6 - Benchmark in Supply Chain – Product, Process, Global Best Practices, Strategic etc. Steps in Benchmarking .Rule of critical Success factors .Determination of what to Benchmark.**

**BOOKS : 1. Supply chain Management Sunil Chopra & PeterMeindl(PHI) 2. Logistical Management Donald J. Bouersox David J. closs(TATA MC GRAW HILL) 3. Essentials of Supply Chain Management . Dr. R.P.Mohanty & Dr. S.G.Deshmukh (Jaico Student Edition)**

**BSCM – 681 (4 credits)  
Final Project and Viva- Voce**