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Supply chain and Operation management

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Course aims and intended learning outcomes

The course aims to provide students with a basic knowledge about logistics, supply chain management and related issues. At the end of the course, students must have acquired skills in logistics activities, supply chain management models and should be able to solve the main problems related to supply chain management. Students should be able to design an efficient supply chain in relation to the specific operational context.

Course content

1. Introduction: Logistics, Supply chain and competitive strategy
2. Logistics and customer's value
3. Measuring logistics costs and performance
4. Matching supply and demand
5. Creating the responsive supply chain
6. Strategic lead-time management
7. The synchronous supply chain
8. Complexity in the supply chain
9. Managing the global pipeline
10. Managing risk in the supply chain
11. The era of network competition
12. Overcoming the barriers to supply chain integration.

Reading list

Christopher, M., (2011). Logistics & Supply Chain Management – 4th Edition. Prentice Hall

Teaching method

The course will be held mainly with frontal lessons, with frequent references to real cases. Scientific material (mainly in the form of scientific articles) will be consulted and discussed and made available by the teacher to the learners. A business case (beer game) will be created to illustrate the functioning of the supply chain. We will also try to include in the course a seminar held by a foreign teacher or a corporate testimony.

Assessment method and criteria

Verification of learning is carried out by means of a written examination, containing both questions on the theoretical topics of the course and exercises on the practical parts. The time for the written test can range between one hour and half and two hours. Students are allowed to use a calculator to solve the exercises while they are not allowed to use any other material.



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In correcting the examination, the teacher assigns a relative importance to each question taking into account its difficulty; in view of this aspect, more importance is typically assigned to the exercises compared to the theoretical questions. Similarly, the student's answer is given a score, ranging from 0 in the case of an unanswered question to 1 in the case of a perfectly answered question. In determining this score, the teacher can also take into account the capability of the student to write correctly. The student's final score is determined by the score given to the answers and the relative importance of the questions.

The results of the examinations are valid for 7 days from the date of publication. After this time has elapsed, the mark is considered to be accepted by the student and the teacher proceeds to record it. The teacher always sets a useful time for viewing the written tests before the end of the validity of the proposed grade.

Notes and prerequisites

Information on office hours available on the instructor's personal page at <http://docenti.unicatt.it/>.