

SCM 7044 (G01/A01) (3.0 CH)
SUPPLY RELATIONSHIP MANAGEMENT
FALL 2022

INSTRUCTOR

Name:	Farhan Islam	Office	TBA
Phone:	TBA	Location:	
Fax:	TBA	Office Hours:	(by appointment only)
Email:	Farhan.Islam@umanitoba.ca	Class Room:	106 Drake
		Class Time:	6:15 PM – 9:30 PM

COURSE DESCRIPTION

Successful Supplier Relationship Management (SRM) needs effective contract and performance management in place for the selected suppliers. Also, a successful SRM Programme needs full engagement from the key stakeholders across the business. However, engaging internal stakeholders in SRM activities is challenging and the ability to sell internally and externally is essential. Since maximizing the value that is captured from major suppliers delivers significant business benefits, this course covers the approaches needed internally and externally to secure value delivery from suppliers.

COURSE OBJECTIVES

On course completion, you should be able to:

- Segment a supply base and identify important and strategic suppliers
- Apply a series of approaches to better manage an important supplier
- Manage relationships with key suppliers across the entire business
- Drive compliance and manage a supplier against the contract
- Put in place a supplier performance measurement system and develop KPIs
- Drive and manage supplier improvements
- Conduct supplier review meetings
- Manage a strategic relationship
- Develop joint working approaches for strategic relationships to collaborate on key initiatives
- To identify how a strategic supplier can help drive business growth or create competitive advantages

COURSE MATERIALS

O'Brien, Jonathan. (2022), *Supplier Relationship Management, 3rd Edition*: Kogan Page. 9781398602250 (Paperback) 9781398602267 (ebook)

Supplementary Readings and Cases – Available on UM Learn

COURSE ASSESSMENT

Student progress will be assessed through:

- Test 1 (worth 30%)
- Test 2 (worth 20%)
- Individual Assignments (worth 10%)
- Group Project Paper... (worth 20%)
- Group Project Presentation (worth 10%)
- Participation (worth 10%)

Final grades will be assigned as follows.

Cumulative Marks	Grade	GPA	Performance
90-100	A+	4.5	Excellent
80-89.99	A	4.0	Very Good
75-79.99	B+	3.5	Good
70-74.99	B	3.0	Satisfactory
65-69.99	C+	2.5	Marginal
60-64.99	C	2.0	Unsatisfactory
50-59.99	D	1.0	Unsatisfactory
49.99 and below	F	0.0	Unsatisfactory

NOTE: Class attendance is required. Missing more than 20% of this course due to absences may result in a failing grade. It is your responsibility to inform your professor in advance of your absence and the reason for it (medical documentation or employer note if away for a work commitment) is required. The professor decides how to deal with the impact of missed classes on your final grade.

COURSE SCHEDULE

Session	Topic & Activities	Readings
Sep 22	Introduction Chapter 1: Intro to the Supply Base Chapter 2: Values of the Supply Base	
Sep 29	Chapter 3: Intro to SRM	

	Chapter 4: Segmentation of Supply Base	
Oct 6	Chapter 5: Supplier Performance Measurement (SPM) Chapter 6 & 7: Building and acting upon SPM	
Oct 13	Chapter 8: Supplier Improvement and Development Process Chapter 9: Supplier Management	
Oct 20	Test 1 (6:30 PM – 8:00 PM) Topics for Test 1: Chapter 1 to 9	
Oct 27	Chapter 9: Supplier Management Chapter 10: Contract Management Topic: Types of SRM software	
Nov 3	Chapter 11: Relationship Management Chapter 13: Strategic Collaboration	
Nov 10	No Class – Fall Term Break	
Nov 17	Chapter 14: Innovation from Suppliers Chapter 15: Governance and SRM	
Nov 24	Group Presentations	
Dec 1	Test 2 (6:30 PM – 8:00 PM) Topics for Test 2: Chapter 10, 11, 13, 14, and 15	

ACADEMIC REGULATIONS AND STUDENT SERVICES

HUMAN ETHICS APPROVAL FOR DATA COLLECTION

As part of coursework, if you will be collecting data from people who are not students in this class, you must obtain Human Ethics approval from the UofM's Research Ethics Board (REB) prior to data collection. This applies to data collection such as surveys, interviews, focus groups, experiments, video recording, etc., where a respondent is solicited for participation.

If the entire class will be working on the same project, your instructor will apply for human ethics approval from the REB. If individuals or small groups of students will be working on different projects, it is the responsibility of the students to obtain approval (only one group member needs to apply). Your instructor will tell you whether s/he will be or you need to. **When in doubt, please talk to your instructor.**

Instructions and forms to apply for human ethics approval can be found at:

<http://umanitoba.ca/research/orec/ethics/guidelines.html>

In most cases, you will be using the "Protocol Submission Form" which is under the "REB Forms - Fort Garry Campus" heading.

It can take up to six weeks to process human ethics applications and obtain approval. Therefore, plan early. Note that approval must be obtained prior to data collection and cannot be obtained during the data collection phase or retroactively. Violation can get you, your instructor, and the Asper School in serious trouble with the REB.

The following do not require REB approval:

- a) Projects where students are conducting the research on themselves during class time;
- b) Projects involving the use of records or information that is in the public domain, including the use of anonymous secondary data and surveys or questionnaires that have already been published;
- c) Projects involving the use of naturalistic observation where there is no reasonable expectation of privacy (i.e. public park).
- d) Practicum or job training projects where students are fully integrated into the organization's operational practices and are not conducting research;
- e) Projects where the intent is to use the information to provide advice, diagnosis, identification of appropriate interventions or general advice for a client;
- f) Projects where the intent is to develop skills which are standard practice within a profession (e.g. observation, assessment, intervention, evaluation, auditing); or
- g) Projects where the information gathering processes are part of the normal professional relationship between the student and the participants.

If you have any questions, please contact humanethics@umanitoba.ca or your instructor.

UNCLAIMED ASSIGNMENT POLICY

Pursuant to the FIPPA Review Committee's approved recommendations of August 15, 2007, all unclaimed student assignments will become the property of the faculty and will be subject to destruction six months after the completion of any given academic term.

STUDENT SERVICES AND SUPPORTS

The University of Manitoba provides many different services that can enhance learning and provide support for a variety of academic and personal concerns. You are encouraged to visit the below websites to learn more about these services and supports. If you have any questions or concerns, please do not hesitate to contact your instructor or the Graduate Program Office.

For Information on...	...follow this link
Course Outlines, Year-at-a-Glance, Concentrations, Textbooks, VW Dates and Final Exams	Asper Graduate Student Resources
Exam Rescheduling Policy - <i>Please refer to Missing a Test/Exam on page 18 of the MBA Student Handbook</i>	MBA Student Handbook
Help with research needs such as books, journals, sources of data, how to cite, and writing	Library Resources
Tutors, workshops, and resources to help you improve your learning, writing, time management, and test-taking skills	Writing and Learning Support
Support and advocacy for students with disabilities to help them in their academic work and progress	Student Accessibility Services

Copyright-related questions and resources to help you avoid plagiarism or intellectual property violations	Copyright Office
Student discipline bylaws, policies and procedures on academic integrity and misconduct, appeal procedures	Academic Integrity
Policies & procedures with respect to student discipline or misconduct, including academic integrity violations	Student Discipline
Students' rights & responsibilities, policies & procedures, and support services for academic or discipline concerns	Student Advocacy
Your rights and responsibilities as a student, in both academic and non-academic contexts	Your rights and responsibilities
Full range of medical services for any physical or mental health issues	University Health Service
Information on health topics, including physical/mental health, alcohol/substance use harms, and sexual assault	Health and Wellness
Any aspect of mental health, including anxiety, stress, depression, help with relationships or other life concerns, crisis services, and counselling.	Student Counselling Centre
Support services available for help regarding any aspect of student and campus life, especially safety issues	Student Support Case Management
Resources available on campus, for environmental, mental, physical, socio-cultural, and spiritual well-being	Live Well @ UofM
Help with any concerns of harassment, discrimination, or sexual assault	Respectful Work and Learning Environment
Concerns involving violence or threats, protocols for reporting, and how the university addresses them	Violent or Threatening Behavior

ACADEMIC INTEGRITY

I.H. Asper School of Business, The University of Manitoba

It is critical to the reputation of the I. H. Asper School of Business and of our degrees that everyone associated with our faculty behaves with the highest academic integrity. As the faculty that helps create business and government leaders, we have a special obligation to ensure that our ethical standards are beyond reproach. Any misconduct in our academic transactions violates this trust. The University of Manitoba Graduate Calendar addresses the issue of academic misconduct under the heading "Plagiarism and Cheating." Specifically, acts of academic misconduct include, but are not limited to:

- using the exact words of a published or unpublished author without quotation marks and without referencing the source of these words
- duplicating a table, graph or diagram, in whole or in part, without referencing the source

- paraphrasing the conceptual framework, research design, interpretation, or any other ideas of another person, whether written or verbal (e.g., personal communications, ideas from a verbal presentation) without referencing the source
- copying the answers of another student in any test, examination, or take-home assignment
- providing answers to another student in any test, examination, or take-home assignment
- taking any unauthorized materials into an examination or term test (crib notes)
- impersonating another student or allowing another person to impersonate oneself for the purpose of submitting academic work or writing any test or examination
- stealing or mutilating library materials
- accessing tests prior to the time and date of the sitting
- changing name or answer(s) on a test after that test has been graded and returned
- submitting the same paper or portions thereof for more than one assignment, without discussions with the instructors involved.

Many courses in the I. H. Asper School of Business require group projects. Students should be aware that group projects are subject to the same rules regarding academic misconduct. Because of the unique nature of group projects, all group members must exercise extraordinary care to insure that the group project does not violate the policy on Academic Integrity. Should a violation occur on a group project, all group members will be held jointly accountable, no matter what their individual level of involvement in the specific violation.

Some courses, while not requiring group projects, encourage students to work together in groups (or at least do not prohibit it) before submitting individual assignments. Students are encouraged to discuss this issue as it relates to academic integrity with their instructor to avoid violating this policy.

In the I. H. Asper School of Business, all suspected cases of academic misconduct involving a graduate student (i.e. MBA, MFin, MSCM, MSc or PhD student) will be reported directly by the instructor to the Dean of the Faculty of Graduate Studies.

FACULTY BIOGRAPHY

I.H. Asper School of Business, The University of Manitoba

Farhan Islam

Department of Supply Chain Management
I.H. Asper School of Business

Areas of Research Interest: Sustainability, Financial Derivative Modelling, Econometric Analysis, Statistical Modelling, Network Security, and Risk Management

Areas of Teaching Interest: Supply Chain Management, Leadership, Business Ethics, International Finance and Derivative Markets, Economics, Statistics, Project Management, Agribusiness Management and Economics, Sustainability, Actuarial Studies, and Computer and Network Programming.

Mr. Farhan Islam is one of the respected Instructor at Asper Business School with vast teaching experience and interests. He has extensive experience in green sustainability, risk analysis, lean systems, and economic development. He has also been involved in developing and launching start-up small companies as well as government projects.

Farhan has taught wide variety of courses in Agribusiness, Economics, Statistics, Mathematics, Marketing, Information Systems, and Management. Farhan also teaches at University of Winnipeg and Red River College Polytechnic. He is a business and Policy Consultant and runs an independent consultancy firm globally. He was a major researcher and was involved in policy consideration in University of Manitoba Transport Institute (UMTI) "GrEEEn Trucking Program" in 2011-2012 which become one of the major successful projects in UMTI.

Farhan is currently pursuing Chartered Financial Analyst (CFA), completing Project Management Professional (PMP), Actuarial designation (ASA), VMware Certification, and Lean Six Sigma Certification.

In his free time, Farhan enjoys travelling, cycling, playing soccer, cricket, tennis, basketball, badminton, singing, painting, and virtually any other outdoor activity.