

## Data Analytics Learning Module for Supply Chain Management

NSF ATE Data Analytics Technician Advancement (DATA)

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### Contents

Performance Management for Logistics Managers Syllabus

Weekly Assignment Schedule

Excel Module Objectives



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## **Autumn 2021 - Course Syllabus**

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**COURSE NUMBER:** SCM-2601-W01

**COURSE TITLE:** Performance Management for Logistics Managers

**INSTRUCTOR:** Jeremy Banta

**CONTACT:** See Below

**CLASS HOURS PER WEEK:** 3 **CREDITS:** 3

**PREREQUISITES:** SCM 1510, 2110; ACCT 1211

### **DESCRIPTION OF COURSE**

SCM 2601 is designed around developing the skills required to plan, implement and evaluate performance competencies of an organization, and perform data analysis. Emphasis is placed on the interdependencies between the corporate strategic planning process and the role performance management plays in managing individual and group performance. Special emphasis is placed on performance as it relates to the planning and managing of the supply chain. The student will explore topics such as: how to proactively approach and resolve performance issues, developing and managing a balanced score card, selecting metrics to measure business and supply chain performance, creating positive relationships to ensure effective communication.

### **COURSE STUDENT LEARNING OUTCOMES**

At the completion of this course of study, students must be able to:

- Define the process of Performance Management
- Demonstrate the ability to perform data analysis and communicate findings visually
- Determine what is to be accomplished through relevant facts and data to create a Performance Management Plan
- Demonstrate the ability to review the appraisal process; create a performance rating system; conduct appraisal meetings
- Demonstrate the ability to diagnose performance; recognize/overcome barriers; define disciplinary actions
- Demonstrate the ability to locate, gather and compile performance data
- Demonstrate the ability to evaluate proper performance approaches
- Determine and apply the "360 Degree" process; Apply feedback techniques
- Develop and apply Performance Management in creating positive relationships through effective communication

## PROGRAM OUTCOMES

At the completion of this program of study, students must be able to

- Earn a degree and/or certificates in Supply Chain Management
- Continue their education in Supply Chain Management
- Gain employment in Supply Chain Management or related career field

## COURSE MATERIALS REQUIRED

- Textbook
- Web Access
- Microsoft Excel (Resources for free versions provided)

## TEXTBOOKS, MANUALS, REFERENCES, AND OTHER READINGS:

Herman Aguinis, *Performance Management, 3rd edition (2013)* Pearson Education, Inc. ISBN 13: 978-0-13-255638-5

## GENERAL INSTRUCTIONAL METHODS

Self-study of text; open-book quizzes; videos, email Q&A with instructor; internet research for written assignments, and periodic optional tours.

## STANDARDS AND METHODS FOR EVALUATION

Case study analysis, quizzes, and classroom participation.

<b>Quizzes:</b>	11 Quizzes – 10 Q's/3Pts Ea.	330 Points
<b>Case studies:</b>	3 Case Studies – 80/100/120 pts	300 Points
<b>Data Analysis</b>	<b>5 Assignments (30/30/30/30/180)</b>	<b>300 Points</b>
<b>Participation:</b>		<u>70 Points</u>

**Total Course Requirements: 1000 points maximum**

## GRADING SCALE

900 to 1000 points	(90%-100%):	A
800 to 899 points	(80%-89%):	B
700 to 799 points	(70%-79%):	C
600 to 699 points	(60%-69%):	D
Under 599 points	(0%-59%):	F

## PARTICIPATION POLICY

As an online class attendance points are tied to completing all assignments and quizzes. Maximum points are awarded if all assignments are completed. No partial points are given.

### **LATE ASSIGNMENT POLICY\***

Assignments are normally due on Tuesdays by MIDNIGHT. Exceptions will be annotated as needed and communicated separately. Late assignments are accepted, but with a grade penalty:

1 day late	90% of the Maximum Grade
2 days late	80% of the Maximum Grade
3 days late	70% of the Maximum Grade
Greater than 3 days	No Credit

\*Exceptions to the late policy are possible to accommodate extenuating circumstances, but must be coordinated and approved by the instructor in advance.

### **COLLEGE SYLLABUS STATEMENTS**

Columbus State Community College required College Syllabus Statements on College Policies and Student Support Services can be found at [www.csc.edu/syllabus](http://www.csc.edu/syllabus) or on the College website Quick Links “Syllabus Statements”.

### **UNITS OF INSTRUCTION**

\*\*\* See Separately Published “Weekly Assignment Sheet” \*\*\*

### **INSTRUCTOR INFORMATION**

My name is Jeremy Banta and I am a full-time instructor at CSCC. For initial contact with a question or problem, I prefer you email me at [jbanta1@csc.edu](mailto:jbanta1@csc.edu). I promise to do my best to reply in less than 24 hours. When sending an email, please annotate your class and the assignment/issue in the subject line. **Example: SCM 1234 – Quiz #1, Question 3.**

If you have a more urgent need, please call my office at 614-287-2559 (leave a message if I don’t answer) or text me at 614-226-2211. If you do text me, please tell me who you are and what class you attend!

**\*\*\*Due to the global pandemic I am not holding open office hours but am available most anytime via telephone or video chat. Email me to make an appointment!**

## SCM 2601 Performance Management for Logistics Managers Autumn 2021 Semester Assignment Sheet

*While the instructor may send reminder notes, it is ultimately the student's responsibility to keep track of due dates.*

WEEK	UNIT OF INSTRUCTION	LEARNING OBJECTIVES/GOALS	ASSESSMENT METHODS	ASSIGNMENTS	ASSIGNMENT DUE DATE
Week 1	<b>EXTRA CREDIT (Optional)</b>  Answer the 10 questions posted on BLACKBOARD in "Our Classroom" under "Extra Credit (Optional)"	Learn the Blackboard website which is the basis of the class; read the syllabus; study assignment sheet; and use this information to answer the questions.	<b>Extra Credit (Optional) DUE</b>  <b>50 Points EXTRA CREDIT</b>	Extra Credit (Optional)	<b>Extra Credit Due 9/7 (Tuesday) at MIDNIGHT</b>
Week 2	<b>CH 1: Performance Management and Reward Systems in Context</b>	Explain the concept of performance management.	Quiz #1 10 questions 50 points	Read Chapter 1	<b>QUIZ #1 Due 9/14 at MIDNIGHT</b>
Week 3	<b>CH 2: Performance Management Process</b>	Understand that performance management is an ongoing process including the interrelated components of prerequisites, performance planning, execution, assessment, review, renewal and re-contracting.	Quiz #2 10 questions 50 points	Read Chapter 2	<b>QUIZ #2 Due 9/21 at MIDNIGHT</b>
Week 4	<b>CH 3: Performance Management and Strategic Planning</b>	Define strategic planning and its overall goal, the various specific purposes of a strategic plan and explain why the usefulness of a performance management system relies to a large degree on its relationship with the organization and strategic plan.	Quiz #3 10 questions 50 points	Read Chapter 3  <b>Assign Case Study #1</b>	<b>QUIZ #3 Due 9/28 at MIDNIGHT</b>

<b>Week 5</b>	<b>CH 4: Defining Performance and Choosing a Measurement Approach</b>  <b>Data Analysis #1</b>	Define what is and is not performance, to understand the evaluative and multidimensional nature of performance and identify the various factors that determine performance	Quiz #4 10 questions 50 points	Read Chapter 4	<b>QUIZ #4 &amp; Data #1</b> <b>10/5 at MIDNIGHT</b>
<b>Week 6</b>	<b>CH 5: Measuring Results and Behaviors</b>	Adopt a results approach to measuring performance including the development of accountabilities, objectives, and standards.	Quiz #5 10 questions 50 points	Read Chapter 5	<b>QUIZ #5</b> <b>Due 10/12 at MIDNIGHT</b>
<b>Week 7</b>	<b>Case Study: Measuring Results and Behaviors</b>	The objective of your first case study is to deepen your understanding of "Measuring Results and Behaviors" by determining the duties of a new employee, determining how you will evaluate that employee, and creating a new position description for a brand new job.	Case Study #1 100 Points	<b>Case Study #1: Developing Performance Standards</b>	<b>Case Study #1</b> <b>Due 10/19 at MIDNIGHT</b>
<b>Week 8</b>	<b>CH 6: Gathering Performance Information</b>  <b>Data Analysis #2</b>	Understand why each of several basic components is included in the appraisal form and design effective appraisal forms	Quiz #6 10 questions 50 points	Read Chapter 6  <b>Assign Case Study #2</b>	<b>QUIZ #6 &amp; Data #2</b> <b>Due 10/26 at MIDNIGHT</b>
<b>Week 9</b>	<b>CH 7: Implementing a Performance Management System</b>	Understand the crucial step taken before the performance management system is launched, including a communication plan, an appeals process, training and pilot testing the system.	Quiz #7 10 questions 50 points	Read Chapter 7	<b>QUIZ #7</b> <b>Due 11/2 at MIDNIGHT</b>

<b>Week 10</b>	<b>CH 8: Performance Management and Employee Development</b>  <b>Data Analysis #3</b>	Describe the importance and benefits of including a developmental plan as part of the performance management	Quiz #8 10 questions 50 points	Read Chapter 8	<b>QUIZ #8 &amp; Data #3</b> <b>Due 11/9 at MIDNIGHT</b>
<b>Week 11</b>	<b>CASE: Performance Management Implementation</b>	Determine and apply the approaches to the "360 Degree" process.	Case Study #2 100 Points	<b>"360 Degree" Case Study #2</b>  <b>Assign Case Study #3</b>	<b>Case Study #2</b> <b>Due 11/16 at MIDNIGHT</b>
<b>Week 12</b>	<b>CH 9: Performance Management Skills</b>	Understand that managers need several key skills to manage the performance of their employees effectively including skills regarding coaching, giving feedback, and conducting performance review meetings	Quiz #9 10 questions 50 points	Read Chapter 9	<b>QUIZ #9</b> <b>Due 11/23 at MIDNIGHT</b>
<b>Week 13</b>	<b>CH 10: Reward Systems and Legal Issues</b>  <b>Data Analysis #4</b>	Distinguish between traditional and contingent pay plans, and explain how each of these reward systems relates to the performance management system	Quiz #10 10 questions 50 points	Read Chapter 10	<b>QUIZ #10 &amp; Data #4</b> <b>Due 11/30 at MIDNIGHT</b>
<b>Week 14</b>	<b>CASE: Performance Management Implementation</b>	Develop and apply Performance Management in creating positive relationships through effective communication	Case Study #3 200 Points	<b>"Stryker vs Boeing" Case Study #3</b>	<b>Case Study #3</b> <b>Due 12/7 at MIDNIGHT</b>
<b>Week 15</b>	<b>CH 11: Managing Team Performance</b>  <b>Data Analysis #5</b>	Understand the importance of managing team performance in addition to individual performance	Quiz #11 10 questions 50 points	Read Chapter 11	<b>QUIZ #11 &amp; Data #5</b> <b>Due 12/14 at MIDNIGHT</b>
<b>Week 16</b>	<b>Finals Week</b>				<b>No Final Exam!</b>

## Excel Module Learning Outcome Summary

### Unit 1 – Introduction to and installing Excel

At the end of this unit, the student should be able to:

- Install a version of Excel on their computer
- Open a blank workbook in Excel
- Explain the naming convention of Excel cells
- Enter different types of data into a worksheet
- Enter a formula into a cell that references other cells, including those in a fixed position
- Expand a formula to neighboring cells using the auto fill feature
- Format values in cells

### Unit 2 – Creating summaries of qualitative data

At the end of this unit, the student should be able to:

- Identify a qualitative variable
- Create a frequency table of a variable
- Create a relative frequency table of a variable
- Create a bar chart from a frequency table
- Create a pie chart from a frequency table
- Modify visual aspects of the graph, such as axis labels, graph titles, and cosmetic properties.

### Unit 3 – Creating summaries of quantitative data

At the end of this unit, the student should be able to:

- Identify a quantitative variable
- Create a histogram table for a quantitative variable
- Create a histogram graph for a quantitative variable
- Modify visual aspects of the graph, such as axis labels, graph titles, and cosmetic properties.

### Unit 4 – Introduction to pivot tables

At the end of this unit, the student should be able to:

- Explain what a pivot table is
- Create a pivot table based on one variable
- Create a pivot table based on two variables



## Unit 5 – Further topics

At the end of this unit, the student should be able to:

- Identify other software packages used for data organization and visualization
- Identify ways to assure data sets are clean and consistent
- Explain how to modify Google searches to specify a given phrase, a given site, or a time frame in which a resource was posted
- Identify resources for additional content