University of Arkansas - Fort Smith 5210 Grand Avenue P. O. Box 3649 Fort Smith, AR 72913-3649 479-788-7000

General Syllabus

PRFS 4713 Business Logistics

Credit Hours: 3 Lecture Hours: 3 Laboratory Hours: 0

Prerequisites: Senior standing or consent of department head.

Effective Catalog: Summer I 2012

I. Course Information

A. Catalog Description

An analysis of the logistics function as a total system including inventory, transportation, order processing, warehousing, material handling, location of facilities, customer service, and packaging. Tradeoffs and the interaction of these various system components are explored.

B. Additional Information - None

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

- 1. Define what is meant by "logistics" and understand why its study is important to today's commercial enterprise.
- 2. Understand and apply the total-cost approach to logistics.
- 3. Define what is meant by the supply chain.
- 4. Identify the elements of the supply chain, and understand how each of these elements must function to ensure effective supply chain management.
- 5. Understand the concepts of quality and "value-added" as they apply to supply chain management.
- 6. Understand logistical interfaces with suppliers and throughout the firm.
- 7. Understand the role of logistics in meeting customer service demands.
- 8. Be able to calculate solutions to problems associated with customer service and ordering, transportation (in terms of freight and size), and traffic management.

- 9. Understand the factors concerned with plant, warehouse, and distribution center location, and be able to decide appropriate placement of each of these facilities.
- 10. Use the concepts systems analysis to analyze supply chain systems.

B. University Learning Outcomes

This course enhances student abilities in the following areas:

Analytical Skills

Critical Thinking Skills - The student will demonstrate the ability to identify a problem, isolate its components, organize information for decision making, establish criteria for evaluation, and draw appropriate and creative conclusions through participation in problem-solving and troubleshooting activities. Quantitative Reasoning - The student will demonstrate the use of quantitative reasoning via the application of mathematics skills to problems related to transporting materials.

Communication Skills (Written and oral)

The student will demonstrate the ability to read and comprehend information through application of theoretical information obtained from course written materials to practical application. Additionally, the student will have opportunities to express ideas and concepts through descriptive writing assignments and flow-charting of logistics processes.

Ethical Decision Making

The student will identify ethical dilemmas and affected stakeholders in the supply chain system.

Global and Cultural Perspectives

Through group projects, the student will reflect upon cultural differences and their implications to work with other students from diverse backgrounds.

III. Major Course Topics

- A. Introduction to Logistics
 - 1. Logistics Systems: Development and Growth
 - 2. The Supply Chain Concept
 - 3. Interfaces with Suppliers and within the Firm
- B. Elements of Logistics Systems
 - 1. Order Management, Customer Service, Packaging
 - 2. Traffic Management
- C. Analyzing and Designing a Logistics System
 - 1. Logistics System Controls
 - 2. Reengineering the Logistics System
 - 3. Supply Chain Integration and Management