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| **Mailing Address:**  475G WCOB  University of Arkansas  Fayetteville, Arkansas 72701 |  |
| **Course Materials:** The course materials will primarily consist of selected readings from popular trade literature in logistics and supply chain management. A business case description will need to be purchased from Harvard Business Publishing. | |

**Course Activities**:

Global supply chain management is increasingly important for firms as they strive to compete in today’s global business environment. While supply chain management has captured the attention and interest of higher-level executives, the complexities of the global environment complicate the management task. Some of this is due to issues of sovereignty: every country has the right to impose whatever rules and requirements it wishes concerning the regulation of business within and across its borders. Cultural differences between nations further complicate the nature of business relationships and transactions. In addition, logistics infrastructure issues present major opportunities, as well as impediments. Within this context, this course will address issues relating to the drivers of globalization and managing supply chain processes across an extended and global organization.

* + - * The primary function of this course is to provide students who are planning to pursue a career in this area with a strong background of supply chain management processes within the global context. This course has been developed to provide a good balance of theory and practical application, addressing both strategic and operational issues.
      * A second purpose of this course is to provide all students with an interest in International Business the necessary strategic tools and international skills for other course(s) that follow in the curriculum.
      * A third purpose of this course is to provide all students with international exposure to Panamanian culture and Panamanian logistics and supply chain perspectives. Students will be given the opportunity to compare Panamanian business practices with US practices, as well as within the context of the Central American region and the larger global community. During this course, the student will: understand the unique culture, geography, history, and politics of the country; travel to the country; study the differences between business in the U.S. and business in Panama and learn about the current issues facing the nation of Panama.

**Course Objectives:**

By the end of the course, students should:

* + - * have a basic understanding of the global context in which firms operate
      * be able to identify and understand contemporary issues that impact global supply chain management, the problems that may arise due to these issues, and what options to consider in resolving those problems
      * have an understanding of the specific supply chain issues facing Panamanian firms, or international firms that do business in (or via) Panama.

**Requirements:**

Professionalism and Participation are extremely important and essential for successful completion of this course. Due to the course format, students are expected to be present and prepared for every course session (including cultural activities). Advanced preparation is ESSENTIAL for effective course performance. Moreover, it is also expected that students will not only be present and prepared, but also participate during course discussions, to include professional exchange with guest speakers. Field trip preparations and a student blog will be required to facilitate preparation.

The Case Analysis will be used to evaluate students’ ability to apply the concepts and issues discussed in this course to real world business issues. One twenty (20) minute case presentation will be required. Research while in Panama will be essential. Also, supporting tables and figures and quantitative analyses are expected, and all team members are required to present and participate.

The Exam will be used to evaluate students’ ability to integrate and apply the concepts and issues discussed in this course, as well as to assess students’ level of advanced preparation. The exam will be presented as questions requiring short answers or as brief case scenarios that require students to integrate materials and provide managerial assessments of business situations. In addition, some multiple choice/true or false/matching type questions may be included. You will be responsible for preparing in-class responses to these assignments. **Students pursuing upper-level credit (WCOB 330V) will be required to respond to a set of questions that will be more essay-based.**

For those enrolled in Honors courses, an individual Research Paper will be used to assess students’ ability to contextualize study abroad experiences and research a particular issue related to the students’ major area of study.

Final grades for the course will be determined as follows (*please note that the distribution is different for Walton Honors students*):

One (1) Exam @ 30%

One (1) Study Abroad Blog @ 15% (*10% for Honors*)

One (1) Research Paper @ 0% (*15% for Honors*)

One (1) Group Presentation @ 25%\*

Group Field Trip Preparations @ 10%\*

Professionalism/Preparedness @ 20% (*10% for Honors*)

\* Please note that team assignment grades may be adjusted based on peer evaluations.

The scale used to compute grades for this course is as follows:

A = 90 – 100

B = 80 – 89.99

C = 70 – 79.99

D = 60 – 69.99

F = Below 60

**More on Professionalism:**

It is expected that you treat this course as if it were a professional job. All activities, including correspondence (emails, phone calls, in class discussions, etc.) should be carried out in a professional manner. You should always ask yourself, “How would I handle this situation/activity on my first job after graduation?”

In particular, remember that you are representing the University of Arkansas and the United States at all times. Your conduct in Panama will leave lasting impressions about yourselves, the University, and Americans in general. Therefore, maturity, professionalism and cultural sensitivity must always be in your thoughts and displayed through your actions.

This is a learning situation, not a vacation!

**Academic Integrity**:

As a core part of its mission, the University of Arkansas provides students with the opportunity to further their educational goals through programs of study and research in an environment that promotes freedom of inquiry and academic responsibility.  Accomplishing this mission is only possible when intellectual honesty and individual integrity prevail.

Each University of Arkansas student is required to be familiar with and abide by the University’s ‘Academic Integrity Policy’ which may be found at <http://provost.uark.edu/>. Students with questions about how these policies apply to a particular course or assignment should immediately contact their instructor.

**Inclement Weather**:

The University administration determines if classes are canceled due to inclement weather; I do not cancel class due to inclement weather. Therefore, you should rely on any announcement by the University administration with respect to class cancellation. The most current information regarding University closings is available from the University of Arkansas Weather Hotline (575-7000), which is updated by 6 a.m. on the day in question, and the University of Arkansas Home Page ([www.uark.edu](http://www.uark.edu/)). Also, KUAF 91.3 FM, the University’s public radio station, is good source for receiving information about whether the University is closed and classes are cancelled. If the University remains open, no announcement will be made through radio and television stations off campus. Should we have bad weather during this semester, I expect you to use your best judgment regarding attending class.

**Special Needs**:

Any student with special needs should bring this to the attention of the instructor as soon as possible, but no later than the second week of class. Special testing accommodations must be requested in writing from the instructor no later than two weeks prior to the test date.

**SPECIAL CONSIDERATIONS FOR STUDYING ABROAD:**

In addition to the standard U of A policies, as elaborated above, please note the importance of the following policies and issues. Enrollment in this program signals your agreement to abide by these policies throughout the entire study abroad program.

**Etiquette**

Students are expected to remain polite and professional during in-country discussions. Even during heated debates, you must treat your instructors, classmates and the locals with courtesy and respect. Failure to behave appropriately will result in a reduction of your course grade.

When you are abroad, you are representing not only yourself, but also the University of Arkansas and its Sam M. Walton College of Business, as well as the United States of America (and/or your native country if it isn’t the USA). Remember that any interaction that you have with the native citizens of Panama can leave a lasting impression, especially if you violate native sensibilities. The term “ugly American” didn’t invent itself. Citizens of every nation are proud of their heritage. If you make snide remarks that they overhear or, even worse, act in a manner that is insulting to them, they will view this as evidence that the ugly American stereotype is accurate. Therefore, when you are abroad, you should strive not just to be aware of cultural differences, but also both to experience and to appreciate them. Try the local foods, even if you don’t think you’ll like them. If natives are hosting you, make every effort to demonstrate that you are enjoying their cuisine. While many Americans view foreign foods as unhealthy, remember that the citizens of most countries are healthier than Americans overall. Eating different foods for a couple of weeks won’t hurt you. Instead of complaining, view this as an opportunity to practice the skills that you might need someday if you become engaged in international business.

Similarly, Americans are often shocked by the times that shops are open or closed (in some countries, you’ll be escorted from the store at 5:00pm, regardless of whether you’ve made your purchase). Other cultures wouldn’t think of starting dinner until 7:00pm or even 11:00pm or midnight! Local restaurants might not even be open when you are ready to eat. You can prepare yourself by learning the local customs before you leave the USA and then making plans (e.g., having snack food in your hotel room if dinner starts too late) if you simply don’t think that you can deal with the local customs otherwise.

During business site visits, you should behave in a professional and businesslike manner. Formal business attire is typically appropriate, but nothing less than business casual is ever acceptable. Be inquisitive and show your interest in the host company, but remain respectful at all times. In general, you should never use familiar forms of address (e.g., first names) unless you are specifically invited to do so. Mr. van Hoek, Mrs. Sanchez, and Dr. Chou are proper forms of address. Be sure also to know when it is appropriate for you to shake hands, etc., especially if you are female!

In fact, women need to understand that they will not always be treated the same way that men are treated. You might even be treated in ways that you find offensive. Keep in mind that women’s rights have progressed much faster and more fully in the USA than they have in many other countries.

The bottom line is that you will enjoy the trip more and be more productive while you are abroad if you know what you will be facing before you leave home and you are willing to be open-minded and culturally sensitive while you are abroad. Reading the required book about the culture you’ll be visiting is a great way to prepare yourself.

### Illegal Activities And Alcohol Policies

While you are abroad, you are subject to the national, regional, and state laws of the country you are visiting. If you violate these laws, you can expect to be apprehended, charged, tried, and (if convicted) penalized (which may include fines, imprisonment, deportation, or other measures). It is your responsibility to know these local laws and to abide by them. In general, behaving in a mature, civilized, and respectful manner will keep you out of trouble. ***By enrolling in this course, you are agreeing that the any student misbehavior remains subject to U of A’s academic misconduct code and all violations will be dealt with according to the U of A due process. Such misbehavior may cause a student to fail the course, as per the instructor’s determination.***

Since you are subject to host country laws, you may legally drink alcohol if your age exceeds the local drinking age. Typically, the drinking age abroad is less than 21, and might even be less than 18. However, you must remember that you are in a foreign country that you don’t know very well. You are strongly discouraged from becoming intoxicated while you are abroad. Remember that local customs in Panama are often quite different than ours. If you are under the influence of alcohol, you will be more apt to forget this fact and less able to react if you do. In fact, being hit by automobiles is the number one cause of serious injury to Americans abroad. Also, to avoid trouble, do not drink if you are alone or with strangers, but only if you are with one (or preferably several) people from our group. Although the faculty leaders of the trip may indulge in the occasional drink, do not expect them to become your “drinking buddies.” Faculty are on-the-job 24 hours per day during these trips and must be ready to handle emergencies at all times.

###### Safety on the Trip

It is unlikely that you will experience difficulties during the trip, but if you do, they can be extremely disconcerting, not to mention inconvenient.

There are places in Fayetteville that you would not visit alone or at night. Similarly, there are places that you should not be in every major city abroad. There might even be entire regions of the country that you should avoid. Ask responsible locals (e.g., faculty or students associated with the program, hotel staff) and use your common sense when you are abroad. Travel only in groups, especially at night and especially if you are a woman. Do not go to the bathroom alone, especially in a bar (again, especially if you’re female).

We will use the buddy system at all times. You will be responsible for keeping an eye on your partner and watching out for him/her. In addition, faculty members should know where you are at all times, especially if the group is moving (e.g., boarding a local tram or bus, boarding a train, moving through an airport, walking through a firm’s plant). Do not leave the group without telling the faculty members!

Pickpockets thrive in tourist zones (both abroad and in the US). If you carry a wallet, never carry it in your back pocket, where it is easiest to steal. Put it in your front pocket and keep your hand on it. Better yet, invest a few dollars in an alternative way of keeping your money and passport (e.g., a pouch that attaches to your belt and that you can store inside your pants). If you carry a purse (strongly discouraged), be extremely careful. Always keep it closed. Never carry it at your side or on you hip, as skilled pickpockets can unzip it and remove items without your knowing it. If you carry it with the strap over you shoulder, be aware that some thieves will ride past you on a bicycle or motorcycle and grab the strap. Not only will they get away with your purse, you are likely to be seriously injured in the process.

Thieves often work in pairs or groups. One common tactic is for one person to distract you (e.g., asking for directions, pretending to be falling-down drunk) while others steal your valuables. This is especially effective in a crowded subway car or in a crowded tourist area. Be on the alert in such places!

Be sure that you have a copy of the front page of your passport stored in a safe place that is separate from your luggage. It is very difficult to get a passport replaced quickly without that page. Your instructors will also carry a copy for you, and will leave one on file at the U of A to be sure that we can get one if we need one. Be sure that you have a list of your credit card numbers and/or travelers check numbers in a safe place that is separate from your cards and checks.