

FREQUENTLY ASKED QUESTIONS: CTL.SC1X SUPPLY CHAIN FUNDAMENTALS

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1. WHAT IS THE DIFFERENCE BETWEEN VERIFIED AND HONOR CERTIFICATE STUDENTS?

Online students who achieve a passing grade in CTL.SC1x earn a certificate of mastery. These certificates indicate that you have successfully completed the course, but will not include a specific grade. Certificates are issued by edX under the name of MITx. For this course there are two certificate options: Honor and Verified.

The Honor Certificate is free. As an Honor Certificate student, you will have access to all lesson videos and slides, quick questions, Key Concept documents, and most of the practice problems.

The Verified Certificate costs \$150 to administer and requires you to submit some sort of photo identification during the semester. Verified Certificate students have access to additional practice problems, supplemental materials, and occasional live discussions. It is also important to remember that in order to earn the MIT MicroMaster's Credential - you must successfully pass and receive a Verified Certificate in each of the five courses.

If you are just interested in learning the material - then the Honor Certificate is probably fine. But, if you wish to use this for further studies or certificates, I urge you to consider the Verified Certificate option.

2. WHEN IS THE LAST DATE I CAN ENROLL IN THIS COURSE?

The last date to enroll is 10 March 2016.

3. WHEN IS THE LAST DATE I CAN SWITCH TO BECOME A VERIFIED STUDENT IN THIS COURSE?

The last date to be able to switch from Honor student to Verified is 16 March 2016. **Make sure you are ID Verified when you switch over. You will not receive a Verified Certificate if you are not ID Verified!!!!**

4. WHEN AND HOW WILL I RECEIVE MY HONOR OR VERIFIED CERTIFICATE?

Students who successfully complete the course will have to upload their certificate on the dashboard, but they also need to wait a 1 or 2 weeks after the course closes.

5. WHAT KIND OF MATH BACKGROUND SHOULD I HAVE FOR THIS COURSE?

This is a fundamental modeling course so we presume you have a basic understanding of high school level math (especially algebra). We will be utilizing some more advanced (college level) methods involving statistics, probability, and optimization, but we will spend time explaining the principles involved. However, CTL.SC1x is not designed to be an introductory methodology course, so if you feel that you need to brush up on some specific topics (before or during the course) I highly recommend using the Khan Academy (<http://www.khanacademy.org/>). It is free and is very useful. I periodically use it to refresh myself on topics and techniques I have not used for a while.

6. IS THERE A TEXTBOOK FOR THIS COURSE?

There is no single textbook for this course but we have created a Key Concepts document that summarizes all of the material as well as some additional material. The Key Concepts document can be found in the Course Information section. You can use this as reference material going forward.

7. CAN YOU RECOMMEND A GOOD TEXTBOOK FOR SUPPLY CHAIN MANAGEMENT?

Yes, there are many excellent texts and reference books that you might want to consider looking up or adding to your personal library if this topic is of interest. Here is a list of reference texts that I find very helpful. These are not the only books out there; they are just the ones I typically find myself referring back to.

- Silver, Ed, David Pyke, and Rein Peterson, Inventory Management and Production Planning and Scheduling, 3rd Edition, John Wiley & Sons, 1998.
- Ballou, Ronald, Business Logistics: Supply Chain Management, 3rd edition, Pearson Prentice Hall, 2003.
- Cachon, Gerard and Christian Terwiesch, Matching Supply with Demand: An Introduction to Operations Management, 3rd edition, McGraw-Hill, 2011.
- Chopra, Sunil and Peter Meindl, Supply Chain Management, Strategy, Planning, and Operation, 5th edition, Pearson Prentice Hall, 2013.
- Daganzo, Carlos, Logistics Systems Analysis, 4th edition, Springer-Verlag, 2004.
- Nahmias, Steven, Production and Operations Analysis, 5th edition, McGraw-Hill, 2004.
- Watson, Michael, Sara Lewis, Peter Cacioppi, and Jay Jayaraman, Supply Chain Network Design, 1st Edition, FT Press, 2013.

For those interested in more theoretical references, try:

- Simchi_Levi, David, Xin Chen, and Julien Bramel, The Logic of Logistics, 3rd Edition, Springer, 2014.
- Muckstadt, John and Amar Sapra, Principles of Inventory Management: When you are down to four, order more, 1st Edition, Spring, 2010.

8. WHY DOESN'T YOUR NOMENCLATURE MATCH MY SUPPLY CHAIN TEXTBOOK?

One sad note about books on supply chain management is that they rarely use similar notation for the same concepts! This is a long-standing frustration for anyone working in this space. We will be consistent within our class, but chances are if you consult any text on Supply Chain Management the specific notation will differ slightly.

9. HOW ARE GRADES DETERMINED?

The grading in this course consists of Graded Assignments each week and a Final Exam. There are 10 total graded assignments; one each for weeks 1 through 10. While the number of questions asked within each week varies slightly, each week's Graded Assignment counts as 6% of your total grade. You will not be able to drop any of the weekly graded

assignments. The Final Exam is worth 40% of the total grade. You must score at least 60 percent to pass this course and earn a certificate.

10. WHAT ARE THE DEADLINES FOR GRADED ASSIGNMENTS?

You have 2 weeks to complete each graded assignments. The deadline of each one is usually on Wednesday (check the syllabus or the platform for the exact time). These are hard deadlines and late submissions are not accepted.

11. WHY IS THE PROGRESS BAR SHOWING ZEROS AFTER I DID WORK?

The progress bar shows the number of points earned divided by the number of points possible for each *graded* problem asked. So for Quick Questions, Practice Problems, and Verified Practice Problems, these will always be shown as “0/0”. Even if you answered them. This is because they are not graded – there are no points to award.

For Graded Assignment and Final Exam problems, you will see “1/1” if you answered a problem correctly and a “0/1” if you have not answered it yet or you used up all of your responses without answering correctly.

12. HOW DO I SUBMIT MY ANSWERS FOR GRADED ASSIGNMENTS?

Always click on both “Check” and “Save” buttons to submit your answers.

13. HOW MANY SIGNIFICANT FIGURES SHOULD I INCLUDE IN MY ANSWERS?

Usually we specify the number of significant figures at the beginning of the graded assignment. If a question has specific directions please use these directions. As a general rule, give as much precision as you can when you are not sure about the level of precision required. It will never hurt.

14. WHAT SOFTWARE WILL I NEED FOR THIS COURSE?

We will make extensive use of spreadsheets in this course to solve many of the practice and graded problems. We have taken great pains to make sure that all functions and features we demonstrate in the video lectures and require for the problems can be accomplished in either Microsoft Excel or LibreOffice. Excel is the world’s most commonly used spreadsheet but is not free, while LibreOffice’s Calc module is a very comprehensive spreadsheet and has the benefit of being opensource (i.e., free). No other software is used.

15. HOW DO I OPEN A CSV FILE IN MY SPREADSHEET?

Sometimes comma separate value (CSV) files cause problems with students in Europe or other locations with different numerical/currency standards. If you have issues loading a CSV file, try the following:

1. In your spreadsheet, import the .csv file (not opening it directly) File->Import->CSV File.
2. You should now have total control when importing via the Wizard.

File Information:

Original Data Type: Delimited (Wizard page 1)

Delimiter type: comma (Wizard page 2)

Text Qualifier: " (double quotation)

3. Make sure any numeric and currency columns are imported as data type "General". "General" also converts dates to dates. All others are imported as text values.
4. International users: If you have problems with the imported data, examine the "Advanced Settings" on page 3 of the Wizard. These settings control numeric values (decimal and thousands separators).

16. I HAVE REGIONAL FORMATTING ISSUES WITH MY SPREADSHEET. WHAT SHOULD I DO?

Please understand that the issue is with formats and currency symbols recognized (or NOT!) in your particular region.

Try this:

1. Import the spreadsheet and open it in Excel.
2. Locate the Excel Tool called "Find and Select" (or "Find / Replace" in other versions). E.g. This is to be found at the far right on the 'Home tab' (maximize page) in MS Excel 2007. The symbols for this tool is a pair of binoculars.
3. About the next step: Firstly, you have to remove the dollar signs, and secondly you need to reformat all the cells in column C, thus replacing the dollar signs automatically. This is achieved in the following way:-
 - a. Open the "Find and Select" tool as located in step (2), above.
 - b. If there is a tab in the pop-up window called, "Replace" then go immediately to this. The idea is to search for all instances of the dollar sign and replace them with nothing, thus removing them all. To do this, under "Find What", type a dollar sign \$, then, under "Replace with", leave the box blank.
 - c. Click the button to "Replace All".
4. You may now format the entire column C by clicking the column heading to highlight it all in blue, right click to open drop-down menu and selecting "Format cells". You have several tabs like 'Number', 'Font', 'Alignment', 'Border', 'Fill' etc. so choose 'Number'. Go to currency, and open the drop-down list, scrolling to English (US) \$ dollars.
5. Make a cup of tea!!! Job done.