 OIDD-380
Operations Strategy Practicum
Fall 2018
(Revised 08-19-2018)

Locations: Scheduled sessions at Wharton in JMHH G94 and during Winter Break in Israel.

Dates: Winter Break, December 31, 2018 to January 10, 2019 + Wharton Sessions (Tuesday at 3:00 pm on selected dates in the semester)

Credit: 1.0 Credit Unit

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Teaching Assistant
Savi Joshi

Course Overview and Learning Goals

This course focuses on the management of operations at manufacturing and service facilities located in Israel that are used either by domestic corporations or by multinational companies. The emphasis is on the evolving patterns of operations strategies adopted by firms for producing products, sourcing manufacturing, distributing products, delivering services and managing product design, as well as on programs for enhancing quality, productivity and flexibility and managing technology. We will focus on the formulation and execution of such strategies for established Israeli multinationals with world class operations and innovative strategies as well as for start-ups and smaller companies that are scaling their global supply chain infrastructure to support growth. The course will consist of a set of site visits that will provide the opportunity to observe company processes directly and in-class sessions which include lectures, case discussions and management speakers who will describe their companies’ current strategy.
The course is an undergraduate version of OIDD 680, “Operations Strategy Practicum” which has been offered for several years to MBA students participating in the Semester in San Francisco, who visit companies in the Bay area, Seattle, San Diego and Tijuana Mexico. The 680 course is also offered in the Philadelphia campus, with visits to companies in Germany, the Netherlands and the Philadelphia area.

The course has the following objectives:

- Provide students with an opportunity to interact with senior executives from the companies to be visited.
- Explore current thinking and state-of-the-art practices concerning global operations.
- Facilitate experiential learning by providing students with the opportunity to observe company operations in action, under the guidance of company management. These interactions will facilitate an exchange of ideas that identify managerial challenges and concerns. They will also highlight current practices and strategies of participating companies.
- Introduce various models and frameworks that have been developed in the economics, public policy, operations and management literatures for developing strategies for global supply chain sourcing, technology management, innovation and process improvement.
- Consider how technology developments are impacting current operations strategy (e.g. automation, Industry 4.0, machine learning, big data, E-commerce, Internet of Things).

The course also provides an opportunity for students to explore cultural and historical attractions available in Israel. Both Wharton and non-Wharton undergraduate students can participate.

The companies to be visited will cover a range of manufacturing and service industries where global sourcing, productivity and coordination are key issues.

Visits to the following companies are planned. The list is to be finalized by September 2018.

- Teva
- ISCAR
- Stratasys
- Israel Aerospace
- Payoneer
- Our Crowd
- SodaStream
- Applied Materials
- Strauss / Elite
- Netafim
- Innoviz

Course Organization and Requirements

The course will include an intense 10 day period of company visits in Israel during the winter break (December 31, 2018 – January 10, 2019) along with nine class sessions at Wharton, to be held on Tuesdays, from 3:00 pm to 4:20 pm. The class sessions to be held at Wharton will include lectures, case discussions, guest speakers and group presentations. Students will be
responsible for travel expenses (flight to Israel) and the cost for land arrangements in Israel, which will be based on a fixed price package tour that will cover ground transportation, hotels and most meals. Enrollment will be limited due to capacity restrictions imposed by the companies that we will be visiting.

**Pre-requisites**
It is recommended that students taking this course should have completed OIDD 101 or an equivalent course that introduces basic concepts of operations management, supply chains and quantitative methods. Other OIDD and related courses or prior experience can also be used to satisfy the pre-requisite requirement (check with the instructor).

**Grading and assignments**

Grades are based on (1) class participation, which includes class discussions, contribution to the group reports and attendance to the company visits (25%); (2) analysis of 3 assigned cases, which require individual, written reports (30%); (3) a background report concerning one of the companies and its industry, that we will visit, and an after-site visit report for that company based on observations from the visit. (25%); This will be a group report; and (4) a final, individual paper offering reflections on what you observed and learned during the site visits (20%).

**Interdisciplinary Center (IDC) participation**

Students from the Arison School of Business at the IDC, Herzliya will accompany the class and participate in the company visits and evaluations. The Dean of the Arison School, Professor Dov Pekelman, will join us with the IDC students, for the Israel segment of the course.
The following schedule is subject to change.

<table>
<thead>
<tr>
<th>Session</th>
<th>Date</th>
<th>Topic and Readings</th>
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<tbody>
<tr>
<td>1</td>
<td>Tuesday 8/28 3:00 pm – 4:20 pm</td>
<td><strong>Course Introduction – Operations Strategy</strong>&lt;br&gt;This session will present the goals and requirements for the course. We will then review the course schedule. Finally, we will introduce a framework for operations strategy that highlights the following concepts that will be covered in the course either in class sessions or through company visits:&lt;br&gt;- Global Manufacturing Sourcing&lt;br&gt;- Supplier Relationships and Coordination&lt;br&gt;- Logistics and Distribution&lt;br&gt;- Technology and Capacity Planning&lt;br&gt;- Supply Chain Risk Management&lt;br&gt;- Agility, Flexibility Strategies&lt;br&gt;- Environment and Sustainability&lt;br&gt;- Lean operations and continuous improvement&lt;br&gt;<strong>Readings</strong>&lt;br&gt;- M. Fisher, “What is the Right Supply Chain for Your Products”, Harvard Business Review, 1997.&lt;br&gt;- H. Lee, “Triple A Supply Chain”, Harvard Business Review, 2004.</td>
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<td>3</td>
<td>Tuesday 9/18</td>
<td>Global Supply Chain Strategy – Sourcing and Location Decisions</td>
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<td></td>
<td>3:00 pm – 4:20 pm</td>
<td>We will review the current situation concerning global manufacturing sourcing, including the results of a recent Benchmark study.</td>
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<td><strong>Readings</strong></td>
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<td>- “Yen’s Shifting Value Helps Japanese Carmakers Meet New Challenges”, Knowledge@Wharton, April 01, 2014.</td>
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<p>| 4 | Tuesday 10/09 | Teva Pharmaceutical Case |
|   | 3:00 pm – 4:20 pm | This session will introduce the global operations of Teva, the largest corporation in Israel. |
|   |   | We will discuss how Teva emerged as a major player in the global pharmaceutical industry and the largest corporation in Israel. When in Israel, we will visit a company manufacturing facility and its new distribution center. We will also hear an update on developments since the time of the case. |
|   |   | Consider the following questions for our class discussion and your case report. |
|   |   | 1. How did Teva succeed in Israel? Why did such a company emerge in Israel? How did Teva set itself apart from its competitors in Israel? |
|   |   | 2. Comment on the design and operation of Teva’s global manufacturing network and supply chain. What are its strengths and weaknesses? |
|   |   | 3. As the CEO of Teva, which markets would you concentrate on developing going forward? |
|   |   | 4. How should “big pharma,” compete with Teva? |
|   |   | 5. Recently Teva has experienced significant business challenges. What are the major risks it faces currently? |
|   |   | <strong>Readings</strong> |</p>
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<th>5</th>
<th>Tuesday 10/16</th>
<th>Logistics and Distribution</th>
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<td></td>
<td>3:00 pm – 4:20 pm</td>
<td>In this session we will discuss the management of distribution and logistics within a global supply chain. We will focus on issues associated with risk pooling, coordination and technology. We also will present insights derived from analytical models and current practices for materials management, cross-docking, and warehouse automation.</td>
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**Reading**

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<th>6</th>
<th>Tuesday 10/23</th>
<th>Supply Chain Strategy – Netafim Case Discussion</th>
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<td></td>
<td>3:00 pm – 4:20 pm</td>
<td>This session will introduce the supply chain of Netafim, the world’s leading provider of drip irrigation systems. We will discuss the product technology, Netafim’s global supply chain footprint and its evolution from a products to a service firm. When in Israel, we will visit the company and hear an update on developments since the time of the case.</td>
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Consider the following questions as you prepare for our class discussion and your case report.

1. How should the company deliver expanded services to complement its products? In particular what services should be offered and what capabilities are required?
2. How is performance for this product measured? Is there a role for “performance-based contracts” for Netafim? Where and how should they be used?
3. Comment on the operational (manufacturing, logistics, supply chain) initiatives described in the case. How could they be improved?
4. How does the company address the interests of multi-stakeholders (Netafim, farmers, government, World Bank, etc.)?
5. What are the major competitive challenges facing the company at the time of the case? What are the current challenges facing the company today?
6. How will the development of new crop management technology (i.e. based on the internet of things) impact the company?

**Reading**
<table>
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<tr>
<th>Week</th>
<th>Date</th>
<th>Time</th>
<th>Session Title</th>
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| 7    | Tuesday 11/13 | 3:00 pm – 4:20 pm | Supply Chain Risk Management – Cisco Case Discussion | This session will introduce the concept of supply chain risk management. We will do so by discussing the case which describes the Cisco process and how it reacted to the Tohoku earthquake in Japan. We will review the presentation of James Steele, who was director of Cisco’s Supply Chain Risk Management program at the time of the quake, who has provided an update on Cisco’s response. **Readings**  
- K@W-Wipro, “Process Resilience is Becoming a Business Imperative”, K@W, April 2014. |
| 8    | Tuesday 11/27 | 3:00 pm – 4:20 pm | Plant Tours and Industry Background    | This session also will introduce the Plant Tour Analysis tool that will be applied in our site visits by the student teams. We will also discuss the industry background reports that each team will prepare. Each team will be required to distribute its background report prior to the site visit and a summary of the site report after each visit. Topics that could be included in this report include: current competitive trends, technology developments affecting both the product and processes, the regulatory environment, etc. **Reading**  
<p>| 9    | Tuesday 12/04 | 3:00 pm – 4:20 pm | Guest Speaker: Amir Goldman, Managing Director &amp; Managing Partner, Susquehanna Growth Equity, LLC | Mr. Goldman will discuss his company’s strategy for investing in a wide range of start ups in Israel. <strong>Check out the best-seller “Start-Up Nation” that describes the Israeli experience in creating successful companies. Many of the companies that we will be visiting are discussed in the book.</strong> |</p>
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<tr>
<td>Monday, December 31, 2018 (or earlier)</td>
<td>Arrival in Israel</td>
<td>9.00 pm: Opening Orientation Session</td>
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<td>11-16 January 1 to Wednesday January 9, 2019</td>
<td>We will be visiting 10 or more companies during this period. Visits will take place in the major cities of Tel Aviv, Haifa and Jerusalem as well as locations throughout the country. Company visits will be to operating facilities, where we can observe manufacturing and distribution processes “in action” and to headquarters where we will interact with senior management. We will also schedule time for cultural and scenic tours and social activities.</td>
<td>We will be accompanied by students and faculty from the business school of the Interdisciplinary Center.</td>
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<tr>
<td>Tuesday, January 10, 2019 (or later)</td>
<td>Closing Dinner and Debrief</td>
<td>Depart for Philadelphia</td>
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*** Note: An Additional class session may be scheduled for October 30.***

**Case Assignments (Individual assignments - 30% of your overall grade)**

*(Submit 3 reports)*

This is an individual assignment. Be prepared to discuss each case in class. Select three of the four cases for submission of a report. Each report will be a 750 word paper *(plus or minus 5%; double-spaced; put word count and your name at the top)* that addresses the specific questions for each case assignment.

**Case Assignment - Boeing**

Boeing encountered an unusual supply chain problem during its 787 Dreamliner product development and manufacturing process, related to a small and unlikely source of difficulty, namely shortages and delays in the supply of fasteners needed to hold the airframe together. Read the case, **Boeing: The Fight for Fasteners**, by Moses Lee and Ravi
Anupindi (Tauber Institute, U. of Michigan case 1-428-787, 2009) and prepare a 750 word paper (plus or minus 5%; double-spaced; put word count and your name at the top) that addresses the following questions:

1. What were the causes of the fastener crisis at Boeing? How was the problem ignored for so long? What effect did the 787 Dreamliner project have on fastener supply?
2. What are the key elements of the Fastener Procurement Model (FPM)?
3. Describe the material, information, and financial flows between Boeing, fastener manufacturers (suppliers) and Tier-1 partners under FPM.
4. Evaluate FPM from the perspective of Boeing, fastener manufacturers, Tier-1 partners, and other stakeholders.
5. Critique the approach taken by Boeing in implementing FPM. What problems has Boeing encountered in rolling out the FPM?
6. What are some of the costs, benefits and risks associated with a “customer managed inventory” strategy such as FPM.

You should also read the article by Chris Tang, and Josh Zimmerman, Mitigating New Product Development Risks – The Case of the Boeing 787 Dreamliner, Chapter 11 in M.S. Sodhi and C.S. Tang. Managing Supply Chain Risk. Springer. 2012, as you prepare your answers to the case.

Read the case and think about the assignment questions. We will discuss this case in class on Sept. 04. Your paper, which includes answers to all 6 questions, is due on Sept. 11, posted on Canvas.

Case Assignment – Teva
Teva is the largest corporation in Israel and is a major player in the global pharmaceutical industry and the largest corporation in Israel.

1. How did Teva succeed in Israel? Why did such a company emerge in Israel? How did Teva set itself apart from its competitors in Israel?
2. Comment on the design and operation of Teva’s global manufacturing network and supply chain. What are its strengths and weaknesses?
3. As the CEO of Teva, which markets would you concentrate on developing going forward?
4. As an executive in “big pharma,” what approach would you take to deal with Teva?
5. Recently Teva has experienced significant business challenges. What are the major risks it faces currently?

We will discuss the case in class on Oct. 09. Your report is due on Oct. 16 posted on Canvas.

Readings
Case Assignment – Netafim
This case describes the history, operations and supply chain strategies of Netafim, the world’s leading provider of drip irrigation systems. We will discuss the product technology, Netafim’s global supply chain footprint and its evolution from a products to a service firm. When in Israel, we will visit the company and hear an update on developments since the time of the case.

1. How should the company deliver expanded services to complement its products? In particular what services should be offered and what capabilities are required?
2. How is performance for this product measured? Is there a role for “performance-based contracts” for Netafim? Where and how should they be used?
3. Comment on the operational (manufacturing, logistics, supply chain) initiatives described in the case. How could they be improved?
4. How does the company address the interests of multi-stakeholders (Netafim, farmers, government, World Bank, etc.)?
5. What are the major competitive challenges facing the company at the time of the case? What are the current challenges facing the company today?
6. How will the development of new crop management technology (i.e. based on the internet of things) impact the company?

We will discuss the case in class on Oct. 23. Your report is due on Oct. 30 posted on Canvas.

Reading


Case Assignment - Cisco
On March 11, 2011 a major earthquake struck Tohoku Japan. It had a devastating impact on global supply chains. Read the case, Cisco SCRM in Action: 2011 Tohoku Earthquake, by Ravi Anupindi (Tauber Institute, U. of Michigan case 1-429-284, 2013) and also read Supply Chain Risk Management at Cisco: Response to H1N1 (U. of Michigan case 1-428-881), – read pages 2 through top of page 9 for a description of Cisco’s approach to risk management. Prepare a 750 word paper (plus or minus 5%; double-spaced; put word count and your name at the top) that addresses the following questions:

1. What are the major challenges facing Cisco as result of supply chain disruptions caused by the earthquake?
2. How should Cisco manage the crisis?
3. What metrics should be used by Cisco to support Supply Chain Risk Management? What data would you need to estimate these metrics? At what organizational level (plant, product, supply chain, business unit) would it be appropriate to apply these metrics? What may be typical uses of these metrics?
4. How should Cisco mitigate the impact of the disruption to their supply chain? What tradeoffs and risks should they consider and how are these related to the metrics? In particular, how can the TTR metric be used to develop a mitigation strategy?
5. Comment on Cisco’s SCRM process and how they dealt with the Tohoku crisis. What are its major strengths? Do you see any weaknesses?

You should also read the following articles (posted on Canvas) as you prepare your answers to the case:
4. K@W-Wipro, “Process Resilience is Becoming a Business Imperative”, K@W, April 2014.

Read the case and think about the assignment questions. We will discuss this case in class on Nov. 13. James Steele, who was director of Cisco’s SCRM program at the time of the quake, has provided us with a report on how Cisco’s SCRM system actually operated during the crisis. We will review his comments in our discussion of the case. Your paper is due on Nov. 20, posted on Canvas.

**Industry Background and Site Visit Report (Team assignment - 25% of your overall grade)**

Each team will be assigned to a company that we will be visiting during the semester. Prior to the visit, the team will prepare and present a report that provides background information concerning their assigned industry and the company that we will be visiting. Topics that could be included in this report include: current competitive trends, technology developments affecting both the product and processes, the regulatory environment, etc. The team will then use the plant tour assessment tool (i.e. “Read a Plant Fast” by Goodson) to prepare a report based on the visit. The reports will be shared with the full class after the visits. Group formations and preferences are due on Sept 06. Please submit your group membership (3-4 members) and your first two choices for the background and post-visit reports. Choose from the following list:
* Netafim  * Teva  * Applied Material
* ISCAR  * Israel Aerospace  * Innoviz
* Straus / Elite  * SodaStream
* Stratasys  * Payoneer

Each group will present their industry/company background report to the class in our pre-tour session on Nov. 27, 2018.
**Final reflection paper (Individual assignment - 20% of your overall grade)**

This individual assignment is an opportunity to reflect on what you have learned in the course and through the site visits. It is worth 25% of your grade and is due on TBD, posted on Canvas. You should give your thoughts on 1) the current status, 2) future trends and 3) key drivers of operations strategy and sourcing decisions in the industries we visited. Our guideline for length is 750 words, roughly three pages, although this is a recommended, but not required, length; your paper can be either shorter or longer, as long as it captures your thoughtful reflections on your experience in the course.

**Background Reading List:**


2. S. Siegel, Let There Be Water: Israel’s Solution for a Water-Starved World, 2015

The Start-Up Nation book is available from Amazon for a modest price (around $5). It is a great background for our course and for several of our visits.
Company Profiles

Netafim:

Netafim was founded in 1965 by farmers and Agronomists on the idea that micro-irrigation is a solution to one of the world’s most urgent problems: lack of quality water for food production. Today, it one of the largest irrigation companies in the world, with factories and offices in over 120 countries. It offers a full-line of products for a variety of markets including Agriculture, Landscape & Turf, Greenhouse & Nursery, Mining, and Wastewater.

Teva:

Teva is the number one producer of generic drugs in the world. Established in Jerusalem in 1901, the company known today as Teva starts out as a small wholesale drug business that distributes imported medications. Today it produces over 64 billion tablets and capsules per year, with 43,000 employees and operates in 60 countries worldwide.
ISCAR:

ISCAR is the largest of the 15 companies comprising the IMC (International Metalworking Companies). Together, they supply a dynamic comprehensive line of precision carbide metalworking tools. These companies produce a wide range of carbide inserts, carbide endmills and cutting tools, covering most metal cutting applications. IMC also provides engineering and manufacturing solutions to major industries throughout the world. Many innovative products, designed especially for customer requirements, have made the IMC a world leader in the major manufacturing industries such as automotive, aerospace and die & mold production.

Israel Aerospace Industries:

Israel Aerospace Industries is Israel's prime aerospace and aviation manufacturer, producing aerial and astronautic systems for both military and civilian usage. It has 16,000 employees as of 2013. IAI is wholly owned by the government of Israel. IAI designs and builds civil aircraft, drones, fighter aircraft, missile, avionics, and space-based systems. Although IAI's main
focus is aviation and high-tech electronics, it also manufactures military systems for ground and naval forces.

**Payoneer:**

Payoneer is a financial services business that provides online money transfer and e-commerce payment services. Payoneer is a registered Member Service Provider of MasterCard Incorporated. The company is headquartered in New York City. Payoneer’s services are used by small and medium enterprises looking to connect to Payoneer’s trading partners. Payoneer account holders can receive funds into their bank account or e-wallet, or via a re-loadable prepaid debit card (MasterCard) that can be used at points-of-purchase. The platform offers its services with a low currency conversion fee. Payoneer has about three million users in more than 200 countries and provides transactions in more than 150 currencies with its cross-border wire transfers, online payments, and refillable debit card service.

**Our Crowd:**

OurCrowd is an equity crowdfunding platform built for accredited investors to provide venture capital funding for early-stage startups. Based in Jerusalem, the company launched in February 2013, with overseas branches in the United States, Canada, Australia and Singapore. Unlike crowdfunding platforms such as Kickstarter and Indiegogo which crowdfund donations to projects typically in return for some type of reward or gift, OurCrowd uses equity crowdfunding as its model. In equity crowdfunding, investments into a company's shares are pooled together from the crowd. Although recent regulatory changes make crowdfunding available to all investors, at this point, OurCrowd is only available to accredited investors. OurCrowd requires its Israeli portfolio companies to donate a portion of their equity to charity as part of the closing of any funding round.
**Stratasys:**

Stratasys is a leading manufacturer of 3D printing equipment. Their printers enhance the speed of innovation by enabling faster design cycles, simpler supply chains, and more sustainable practices. Users can respond quickly to market changes, make informed and rapid decisions, and reduce product lead time significantly. Their products are used globally in multiple industries (i.e. Aerospace, Architecture, Automotive, Commercial Products Prototyping, Dental, Consumer Products Prototyping, Education, Entertainment, Medical Device Prototyping, Defense and Parts on Demand).

**Strauss Dairy:**

Strauss Group Ltd. formerly known as Strauss-Elite, is the largest food products manufacturer in Israel. It is the shared trademark of two companies – Strauss and Elite, that merged in 2004. Strauss is the largest Food & Beverage company in Israel and is active in a variety of Fields of Activity, ranging from milk and milk products through fresh Dips & Spreads, salty snacks and confectionery, to coffee, water, olive oil, honey – and more. The Company’s brands in all its core categories command a leading position in the Israeli food market and include many of the Israeli public’s favorite and most nostalgic products.
SodaStream:

SodaStream each year provides 1.5 billion liters of home-made soda to millions of homes worldwide, making it one of the largest beverage companies in the world. Their system enables customers to carbonate water, add flavor and enjoy quality, better-for-you soda at home. They are the world’s largest manufacturer, distributor and marketer of home carbonation systems with machines being sold in over 60,000 retail stores, in 45 countries worldwide.

- Employ over 2,000 people worldwide
- More than 30 nationalities are represented in the company
- Headquarters located in Israel
- Manufacturing facilities in: Australia, China, Germany, Israel and South Africa
- SodaStream strictly adheres to the highest international standards in quality, design and production

Applied Materials:

Applied Materials is the leader in manufacturing equipment that provides materials engineering solutions used to produce virtually every new chip and advanced display in the world. Their expertise in modifying materials at atomic levels and on an industrial scale enables their customers to transform possibilities into reality. Their products include: Semiconductor, Display, Solar, Roll-to-Roll WEB Coating and Automation.
Innoviz is a leading provider of cutting-edge LiDAR remote sensing solutions to enable the mass commercialization of autonomous vehicles. The company’s LiDAR products deliver superior performance at the cost and size required for mass market adoption. Available now, InnovizPro™ offers unrivaled angular resolution at the highest frame rate of any LiDAR solution currently on the market. The company’s automotive-grade LiDAR offering a comprehensive mass-market solution, InnovizOne™, will be available in 2019. Headquartered in Israel, the company was founded in January 2016 by former members of the elite technological unit of the Israeli Defense Forces with renowned expertise in the fields of electro-optics, computer vision, MEMS design and signal processing. Innoviz is backed by strategic partners and top-tier investors including Aptiv (Delphi Automotive), Magna International, Samsung Catalyst, SoftBank Ventures Korea, 360 Capital Partners, Glory Ventures, Naver and others.