

Fold each printed sheet in half lengthwise. The left side of the document will list the term and the right side will list the definition. Tape or staple the open edges of your flashcards. Cut out your flashcards on the solid lines indicated and fold them on the dotted lines.

<p><b>Module 2</b> <i>Section A: Supply Chain Design and Optimization</i></p>
<p><b>Term</b> Electronic document</p>
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The electronic representation of a document that can be printed.

<p><b>Module 2</b> <i>Section A: Supply Chain Design and Optimization</i></p>
<p><b>Term</b> Information system</p>
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Interrelated computer hardware and software along with people and processes designed for the collection, processing, and dissemination of information for planning, decision making, and control.

<p><b>Module 2</b> <i>Section A: Supply Chain Design and Optimization</i></p>
<p><b>Term</b> Information technology</p>
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The technology of computers, telecommunications, and other devices that integrate data, equipment, personnel, and problem-solving methods in planning and controlling business activities. Information technology provides the means for collecting, storing, encoding, processing, analyzing, transmitting, receiving, and printing text, audio, or video information.

<p><b>Module 2</b> <i>Section A: Supply Chain Design and Optimization</i></p>
<p><b>Term</b> Level of service</p>
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A measure (usually expressed as a percentage) of satisfying demand through inventory or by the current production schedule in time to satisfy the customers' requested delivery dates and quantities. In a make-to-stock environment, [this] is sometimes calculated as the percentage of orders picked complete from stock upon receipt of the customer order, the percentage of line items picked complete, or the percentage of total dollar demand picked complete. In make-to-order and design-to-order environments, [it] is the percentage of times the customer-requested or acknowledged date was met by shipping complete product quantities. Syn.: measure of service, service level. See: cycle service level.

**Module 2**

*Section A: Supply Chain Design and Optimization*

**Term**  
Sourcing

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The process of identifying a company that provides a needed good or service.

**Module 2**

*Section A: Supply Chain Design and Optimization*

**Term**  
Sunk cost

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1) The unrecovered balance of an investment. It is a cost, already paid, that is not relevant to the decision being made about the future. 2) Capital already invested that for some reason cannot be retrieved. 3) A past cost that has no relevance with respect to future receipts and disbursements of a facility undergoing an economic study. This concept implies that since a past outlay is the same regardless of the alternative selected, it should not influence the choice between alternatives.

**Module 2**

*Section A: Supply Chain Design and Optimization*

**Term**  
Supply chain design

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The determination of how to structure a supply chain. Design decisions include the selection of partners, the location and capacity of warehouse and production facilities, the products, the modes of transportation, and supporting information systems.

**Module 2**

*Section A: Supply Chain Design and Optimization*

**Term**  
Supply chain resilience

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The ability of a supply chain to anticipate, create plans to avoid or mitigate, and/or to recover from disruptions to supply chain functionality.