



## Teaching Guide

Identifying Data					2023/24
Subject (*)	Omni-Channel Fashion Retailing	Code	710G03024		
Study programme	Grao en Xestión Industrial da Moda				
Descriptors					
Cycle	Period	Year	Type	Credits	
Graduate	2nd four-month period	Third	Obligatory	6	
Language	English				
Teaching method	Face-to-face				
Prerequisites					
Department	Empresa				
Coordinador	Czarczynska , Anna Marta	E-mail	a.czarczynska@udc.es		
Lecturers	Czarczynska , Anna Marta	E-mail	a.czarczynska@udc.es		
Web	humanidades.udc.es/estudos/gim				
General description	Companies must take a look at their market position, customer relationships and existing resources to create the best scenario for adding value driver for the business. Offering a compelling omnichannel experience is an urgent requirement for fashion business survival. Nowadays buyers are into new ways of shopping. Most consumers do not even think in terms of traditional channel boundaries anymore but in shopping based on seamless experiences. This subject is structured to provide a multifaceted knowledge of omnichannel experiences, as well as to dig into the process to implement retailing omnichannel strategies in fashion industry.				

## Study programme competences / results

Code	Study programme competences / results
A8	To be able to design and implement efficient marketing strategies from knowledge of the social environment, with a focus on communication and distribution: messages, media, channels, customer relationships, etc?
B1	That students demonstrate that they acquired and understood knowledge in a study area that originates from general secondary education and that can be found at a level that, though usually supported by advanced textbooks, also includes aspects implying knowledge from the avantgarde of its field of study
B2	That students know how to apply their knowledge to their job or vocation in a professional form, and have the competencies that are usually demonstrated through elaboration and advocacy of arguments and problem resolution within their field of study
B3	That students have the capacity to collect and interpret relevant data (normally within their field of study) in order to issue judgements that include a reflection upon relevant topics in the social, scientific or ethical realm
B4	That students may convey information, ideas, problems and solution to the public, both specialized and not
B6	Capacity for cooperation, team-work and collaborative learning in interdisciplinary settings
B7	Capacity to analyse trends (critical thinking)
B8	Capacity to plan, organize and manage resources and operations
B9	Capacity to analyse, diagnose and take decisions
C1	Adequate oral and written expression in the official languages.
C3	Using ICT in working contexts and lifelong learning.
C4	Acting as a respectful citizen according to democratic cultures and human rights and with a gender perspective.
C5	Understanding the importance of entrepreneurial culture and the useful means for enterprising people.
C7	Developing the ability to work in interdisciplinary or transdisciplinary teams in order to offer proposals that can contribute to a sustainable environmental, economic, political and social development.
C8	Valuing the importance of research, innovation and technological development for the socioeconomic and cultural progress of society.
C9	Ability to manage times and resources: developing plans, prioritizing activities, identifying critical points, establishing goals and accomplishing them.

## Learning outcomes



Learning outcomes	Study programme competences / results		
Appreciating the importances of marketing channel management to a firm's success	A8	B4 B6 B7 B8 B9	C1 C3 C4 C7 C8 C9
Identifying differences between omni-channel strategies and multichannel strategies	A8	B1 B7 B9	C3 C5 C8
Identifying and describing drivers and trends shaping the move to omnichannel strategies in fashion market	A8	B6 B7	C3 C5 C8
Designing omnichannel retailing strategies for fashion industry	A8	B2 B3 B4 B6 B7 B8 B9	C3 C8 C9

Contents	
Topic	Sub-topic
Part I. Distribution channels in the fashion industry	1.1. Introduction to the distribution in fashion industry 1.2. Singlechannel marketing in fashion 1.3. From the singlechannel to multichannel in fashion industry 1.4. From the multichannel strategy to omnichannel strategy 1.5. Online and offline distribution channels in fashion: format retailers
Part II. Distribution channel strategies: omnichannel approach in the fashion industry	2.1. Consumer behavior in fashion industry and buyer persona profile 2.2. Exploring omnichannel retailing in fashion strategies 2.3. Integrating traditional and digital channels: Roadmap to create and implement omnichannel retailing strategy in fashion industry (Customer journey map) 2.4. The new rol of the physical shop in a offline context.
Part III. Tactical omnichannel applications in the fashion industry	3.1. Platforms and marketplace in fashion 3.2. Shooiping experience digitalization in fashion industry 3.3. Technology for the intelligent store in fashion industry

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student's personal work hours	Total hours
Case study	A2 A7 B7 B10 C2	1	19	20
Oral presentation	A8 B1 B2 B3 B4 B6 B8 C1 C3 C4 C7 C8 C9	2	8	10
Guest lecture / keynote speech	A1 A2 B2 B10 C2 C5	21	20	41
Multiple-choice questions	A1 A8	1	29	30



Workshop	A5 B9 C3 C5 C7 C8	20	25	45
Personalized attention		4	0	4

(\*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Case study	Study of real examples of omnichannel strategies in fashion firms
Oral presentation	Students will carry out final work in groups. They must present a written work as well as an oral presentation at the end of the course. The oral defense of this task will be done the last week of the course and it will be evaluated.
Guest lecture / keynote speech	The theory of the subject will be presented in class with the aid of visual and audiovisual support.
Multiple-choice questions	Multiple choice multiple choice test in which only one option is correct. Incorrect answers will penalize.
Workshop	Students will receive instructions from the teacher to guide the practical work. They should prepare a final work in groups that will be developed both in the classroom (interactive session) and outside the classroom (autonomous work) and whose evidence will be the presentation of a written work and its oral defense at the end of the course.

Personalized attention	
Methodologies	Description
Workshop Guest lecture / keynote speech	<p>If there is any doubt regarding the material explained in class, hours of tutoring are available for this purpose. For students with recognition of part-time dedication and academic exemption can benefit from a specific tutoring schedule that will be agreed with the teacher and compatible with their dedication of the student.</p> <p>Members of the group would be able to consult the doubts corresponding to the development of the practical cases / readings that they will have to present or expose in this part of the subject.</p>

Assessment			
Methodologies	Competencies / Results	Description	Qualification
Workshop	A5 B9 C3 C5 C7 C8	<p>Students must present a final work that will be made in groups. This work will take place both in interactive sessions and outside of the class (autonomous work). The written work will be presented at the end of the course. It must respect the evaluation criteria socialized in class. The written work represents 40% of the final grade. All group members will get the same marks.</p> <p>In order to pass the practical assignment, students must get at least 2.5 points out of 5 as a result of the sum of the written work (40%) and its oral presentation (10%).</p>	40



Oral presentation	A8 B1 B2 B3 B4 B6 B8 C1 C3 C4 C7 C8 C9	<p>All the members of the group must present the final task orally. In the oral part, students must adequately defend the key points of the task and demonstrate knowledge in the topic, thus properly answer the questions posed by the teacher, if any.</p> <p>The evaluation of the content will be the same for all members but the oral part will be assessed individually. Also, attendance and participation will be assessed up to a maximum of 0,5 points.</p> <p>The maximum grade will weigh 10% of the final grade.</p>	10
Multiple-choice questions	A1 A8	<p>Individual multiple choice test with only one correct answer. Incorrect answers will penalize.</p> <p>All materials and content taught and discussed in the classroom, either online or in offline, may be part of the exam questions. The exam, of an individual nature, must be prepared by using all the materials available on the virtual platform, that is, not only make use of the documents shared in class, but also the readings, audiovisual materials and notes the student take in the classroom.</p> <p>To pass the exam it must be obtained a grade equal or superior to 2,5 points out of 5.</p>	50

Assessment comments



First opportunity

To pass this subject, students must pass either the final exam and the final assignment with a minimum of 2,5 out of 5 for each of the part mentioned. A minimum of 5 point will be required for the students to pass the subject. In case of failing one of the two parts, the failed grade (scored by using a scale of 0-10 points) will be set in the "actas".

Second opportunity

The first opportunity evaluation criteria will apply to both the first and the second opportunity. It also includes Erasmus and other exchange students.

Anticipated call

Assessment conditions for the anticipated opportunity (Art. 19 of the "Normas de Avaliación, Revisión e Reclamacións das Cualificacións dos Estudos de Grao e Mestrado Universitario") will be specific for that opportunity. It will be assessed through a multiple-choice questions type of exam that will be worth 100% of the final grade.

Grade of ?no presentado?

It corresponds to students who only participate in assessment activities that are worth under 20% of the final grade, regardless of their grade.

Students who

are acknowledged with part time registration "dispensa académica de exención de asistencia?

Students with

"dispensa académica de exención de asistencia" must do the oral presentation (10%), the written work (40%) and the exam (50%). To pass the subject, a minimum of 2,5 points out of 5 must be achieved in the final exam, as well as in the practical part (oral presentation and written work) a minimum of 2,5 points out of 5. The minimum to pass the subject is 5 points.

Other comments

The introduction of any technological device in the classroom is forbidden when evaluations take place. Fraud or cheating in any of the exams or assignments will get a grade of 0.

Sources of information

<b>Basic</b>	<ul style="list-style-type: none"> <li>- Ramadan, S. (2017). Omnichannel marketing . CreateSpace Independent Publishing Platform</li> <li>- Palmatier, W., Sivadas, E., Stern, L.W. (2020). Marketing channel strategy: an omnichannel approach. New York: Routledge</li> <li>- Ozuem, W., Pattern,E., Azemi, Y. (2020). Harnessing omnichannel marketing strategies for fashion and luxury brands. Boca Ratón: Brown Walker Press/Universal Publishers</li> <li>- Piotrowicz, W., Cuthbertson, R. (2019). Exploring omnichannel retailing . Oxford: Springer</li> <li>- Diserhan, T. (2020). Managing customer experiences in an omnichannel world. Business science reference</li> <li>- Ozuem, W., Pattern,E., Azemi, Y. (2020). Harnessing omnichannel marketing strategies for fashion and luxury brands. Boca Ratón: Brown Walker Press/Universal Publishers</li> <li>- Cabigiosu, A. (2020). Digitalization in the luxury fashion industry. Springer</li> </ul>
<b>Complementary</b>	



## Recommendations

### Subjects that it is recommended to have taken before

Fashion Marketing and Market Research/710G03012

Global Trends in Fashion: Digital Transformation and Sustainability/710G03008

### Subjects that are recommended to be taken simultaneously

### Subjects that continue the syllabus

### Other comments

(\*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.