

University of St. Francis
College of Business and Health Administration
Joliet, Illinois

July 30, 2012

Course Information

Course Title, Number and Section MGMT 364 Operations Management Z (online)

Co/Pre-requisites: MGMT 150 and MATH 175 (For B.S. Management majors MATH 105).

Semester and Year Fall 2012

Meeting Date/Time N/A

Location/Site/Online Online

Required Books/Materials

- Jay Heizer and Barry Render. *Operations Management*, Tenth Edition. ISBN-13: 978-0-13-611941-8. Available from the USF bookstore or as an e-book (rental for 180 days) from <http://www.coursesmart.com/IR/1109384/9780135107218>.
- Technology: MS Word, Powerpoint and Excel are required in this course. Other free open source software may be required by the instructor.
- Other materials may be made available by the instructor through eReserves at the USF Library, or within Canvas.

Professor Information

Name Dr Bruce Hartman [My Contact Info](#)

Office Hours TBD

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Course Description (From USF Catalog including IAI if applicable)

MGMT 364 OPERATIONS MANAGEMENT (3) [offered every spring] - studies work measurement, the setting of standards, inventory control, forecasting, scheduling, and cost and quality control as well as other topics associated with efficient management of facilities.

Prerequisites: MGMT 150 and MATH 175 (The prerequisite for B.S. Management majors is MATH 105).

Why this course

Production and operations management is important in every enterprise. Increasingly it provides a source of strategic advantage for businesses. You'll learn modern thinking about how to increase productivity and deliver higher quality goods and services, and see applications in many kinds of business. We'll introduce you to qualitative and quantitative methods and systems employed by practitioners and consultants today, and you'll learn to apply them in managing operations. It's important, not just for the operations professional, but for every business person to understand how these tools can boost productivity and create strategic advantages. You will also be in a position to make key contributions on the job from the first day by applying what you learn here.

Course Objectives/Outcomes

1. You will be able to identify, analyze, and appraise processes that transform inputs to outputs in any organization.
2. You'll be able to interpret and debate the role of operations management in business strategy and performance, and how it affects other business functions.
3. You will be able to identify and design useful performance measures, and be able to explain and assess the kinds of decisions made in an operations context.
4. You will use quantitative and qualitative methods to appraise structured scientific decisions.
5. You will use your professional communication skills (orally and in writing) and work in group situations to complete course activities and projects.
6. You will exercise critical thinking by preparing and appraising discussions or presentations, and reviewing peer products and articles in the field.

Course Requirements (assignments/expectations/activities)

- Perform a team consulting **project** to improve an operation in some enterprise. Write a written report and give a real time team webinar with Powerpoint and video [3,4,5,6]
- Prepare answers to Team or Individual **challenges**, exercises requiring use of Excel and quantitative techniques. Your answer might be a report or a Powerpoint, as assigned.[3,4,5,6]
- Mastery **quizzes** (random questions, take as many times as you like) on certain topics [1,2,3,4]
- Write **case analyses** of scenarios based on course resources; these may be done individually or in pairs, as assigned, and might be presented in a discussion or handed in as a Word document. [1,2,3,4]
- Participate in **discussions** about scenarios or about developments and advances in operations of real enterprises, using info from your course readings or research. [1,2,3]
- Work **problem sets** individually or in pairs on quantitative models. These will not be graded but you will be given participation points for trying to solve them. [1,3,4]
- **Lead a discussion** about and/or prepare discussion notes/audio for Powerpoint slides. [1,2,3,4]

Methods of Evaluation (grading scale)

Item	Points	Percentage
Participation	200	20%
Quizzes 5 quizzes	150	10%
Project Report/Presentation	200	20%
Challenges	200	20%
Case Analyses	150	15%
Discussion Leadership	100	10%
Total Points	1000	100%

- I expect that 90% or above earns an A, 80% or above a B, 70% or above a C, and 60% or above a D.

Attendance Policy (or **Participation Policy** for online courses)

CANVAS AND INTERNET: All communication related to this course should take place in Canvas, inside the course. You need a high speed internet link to use Canvas to obtain class material, participate in discussions, collaborations and activities, and to communicate with me and with classmates. You'll

find you can easily record video and audio and use white board capability, post images, attach documents, and the like, in Canvas. I will have in-person office hours on campus, and you are always welcome to come see me, drop in at other times, or make an appointment with me. I will also have scheduled chat sessions Canvas for the courses I am teaching.

TECHNOLOGY: Tell your instructor if you are having a technology problem with your online course. If you need help resolving it or simply want to know more, consult <http://learnit.stfrancis.edu> or the Center for Instructional Development, whose contact information appears below.

SHOWING UP ONLINE: You need to attend online those scheduled sessions which are required. There is no allowance or exception for personal or business responsibilities. If you must be absent from a scheduled session, for a legitimate purpose, give me as much notice as possible. Use the Private Communication option in Canvas to notify and communicate with the instructor! If you find you are unable to meet your commitment, let me know as much in advance as possible so we can deal with your loss. Remember, the only way I know you are there is if you communicate something!

MAKEUP ACTIVITIES: There is no planned makeup of activities missed. If you need to miss an important mandatory event, give me as much notice in advance as you can.

PARTICIPATION: Your participation in discussions and webinars, and other collaborative web activities will be measured in Canvas, and part of your grade for an activity will be based on participation. You should ask questions-- chances are, if you have a question then someone else in the class does also. I will also always explain or answer a question in the chat sessions. I hope Canvas implements the recording of Chat Sessions soon, so they can be distributed afterward, but at present you must be there to hear and see.

PREPARATION: In order to be successful in this course, you should read each day's reading assignment and think about it BEFORE a required session on the topic. You should spend a minimum of 2 hours on your reading and homework for each nominal course 'hour' per week. This means you are expected to spend at least 9 hours per week outside class studying for a 3-credit course.

Other Course Policies

CONDUCT IN CLASS: Conduct yourself appropriately, with respect for each other, for faculty and staff, and for college property, just as you would in a business setting. This includes proper behavior online. Check out online etiquette from the [University of Wisconsin Colleges](#) or [Kent State's policy](#), or [SUNY's discussion group thoughts](#).

PROFESSIONAL STANDARDS FOR YOUR WORK: All work products need to be completed in a professional, neat, clear, and interesting manner. Your score will be reduced for unprofessionally submitted products. See the Video on Canvas about professional writing, multimedia, and spreadsheets.

RESPONSIBILITY FOR MATERIAL: Students are responsible for comprehending all reading assignments and problems regardless of whether or not they are directly covered in a session. Clarify issues you have in your mind about this by consulting your instructor.

STUDY GROUPS: You are encouraged to work in study groups to discuss and master the subject. There are collaboration tools available in Canvas that could make this easier to do than exchanging emails. We'll discuss them and practice using them as the class proceeds.

CHANGES: While every effort will be made to follow the rules stipulated in this outline, change may

sometimes be necessary. I reserve the right to make changes, and when this happens, due care will be taken to give as much notice to you as possible.

TURNITIN: Students should be aware that suspect assignments will be submitted to the **Turnitin** system by the instructor for the purpose of detecting possible plagiarism. The term “plagiarism” includes, but is not limited to, the use by paraphrase or direct quotations, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency who may or may not be engaged in the selling of term papers or other academic materials.

Students agree that continued enrollment in this course after the receipt of this syllabus constitutes permission that all required papers may be submitted to **Turnitin** for the detection of plagiarism and that all submitted papers will be retained as source documents in the **Turnitin** reference database and used solely for the purpose of detecting plagiarism of such papers.

Students are responsible for ensuring that their work is consistent with USF's expectations about academic integrity.

Turnitin is an electronic resource that assists in the detection and deterrence of plagiarism by electronic comparison for textual similarity. Additional information about the **Turnitin** plagiarism prevention tool is available at <http://www.turnitin.com/>

Course Outline/Schedule

Module	Tentative Start Date	Topic(s)	On-Line Activities	Readings
1	8/20	Orientation	Welcome Discussion: Operations video Discussion: Measuring operations	Syllabus and Course Information
2	8/27	Productivity; Global Operations Efficiency	Discussion: Productivity Video Case Study: Productivity Problems: Efficiency (pairs) Slide Talk: (simulation of team slide talk) Mastery Quiz (Chapter 1,2)	Read Chapters 1-2 (selected)
	9/3	LABOR DAY	NO CLASS	
3	9/4	Process Design for Goods and Services; Process Strategy	Slide Talk: (team TBA) Webinar: Process analysis Team Challenge Process Flow Analysis Case Study: Process Strategy and Breakeven	Read Chapter 5 (selected) Read Chapter 7 (selected) Slides: Charting a Process Slides: Throughput, Flowtime, and Inventory
4	9/17	Forecasting	Problems: (pairs) Forecasting in Excel Discussion: Forecasting accuracy Mastery Quiz (Chapter 4)	Read Chapter 4 Powerpoint: Forecasting Steps
5	9/24	Aggregate Planning	Discussion: Case Problems Slide Talk: (team TBA) Team Challenge Your Aggregate Plan Case Excel (peer reviewed)	Read Chapter 13 (very selected) Video: Making an Aggregate Plan
6	10/8	Managing Quality	Discussion: Service Quality (video) Slide Talk: (team TBA) Discussion: Case Study Mastery Quiz (Chapter 6)	Read Chapter 6
	10/15-10/19		NO CLASSES	
7	10/22	Quality Tools	Webinar: Pareto Charts in Excel Webinar: p-Charts in Excel Webinar: Xbar-R Charts with Excel Problems: Quality control	Chapter 6 Notes

			(pairs) Team Challenge Case Analysis Report (peer reviewed)	
8	10/29	Supply Chains	Discussion: Case Study Discussion: Internet Hunt for Supply Chain Story about a specific situation.	Read Chapter 11 Read Chapter 2 on global issues
9	11/5	Inventory	Slide Talk: (teams TBA), solving specific problems, inventory costs Discussion: Case Study on ABC Problems (pairs) Mastery Quiz (Chapter 9)	Read Chapter 12 (selected) Read EOQ Notes Read Newsvendor Notes
10	11/12	MRP and JIT	Slide Talk: (teams TBA) MRP method, JIT Case study Problems: Pairs Discussion: Case Study on JIT Mastery Quiz (Chapter 14, 16)	Read chapter 14 and 16 (selected) Slides Video: MRP calculations
	11/22-11/25	THANKSGIVING BREAK	(NO CLASSES)	
11	11/26	Scheduling *(optional)	Slide Talk: (teams TBA) Problems: Pairs	Read Chapter 15 Slides: Johnson's Rule
12	12/3	Project Reports and Presentations	Webinar: Team Project (each team presents) Project Report (all teams)	
13	12/10-12/14		FINAL EXAM	

USF Mission Statement:

As a Catholic university rooted in the liberal arts, we are a welcoming community of learners challenged by Franciscan values and charisma, engaged in a continuous pursuit of knowledge, faith, wisdom, and justice, and ever mindful of a tradition that emphasizes reverence for creation, compassion, and peacemaking. We strive for academic excellence in all programs, preparing women and men to contribute to the world through service and leadership.

Mission Statement of the College of Business and Health Administration: The mission of the College of Business and Health Administration is to offer undergraduate and graduate degree programs that are career oriented with a strong focus on academic excellence. Undergraduate programs are designed for traditional and non-traditional students providing academic and practical knowledge combining the effective use of technology with a global perspective and socially responsible leadership. Graduate and certificate programs are practitioner-based and designed for working professionals driven by real-world knowledge, emerging research, and the development of critical thinking skills. The College is guided by the University's Franciscan values of respect, compassion, integrity, and service.

(For Business Courses Only)

School of Business ACBSP Statement: All programs in the School of Business are accredited by the Accreditation Council for Business Schools and Programs. ACBSP is a leading specialized accreditation association for business education supporting, celebrating, and rewarding teaching excellence. ACBSP promotes continuous improvement and recognizes excellence in the accreditation of business education programs around the world.

ADA Statement:

The University strives to be in compliance with Americans with Disabilities Act (ADA) regulations. To this end, a student who requires special support or arrangements due to a disability should contact the Academic Resource Center, Library L 214, 815-740-5060 to coordinate accommodations. This contact should occur no later than the first week of classes in order to allow for sufficient time to provide accommodations. Should a need arrive after the start of a semester, the student is encouraged to contact the ARC as soon as possible. Each case will be reviewed on an individual basis.

Academic Integrity:

Students have an obligation to exhibit honesty in carrying out their academic assignments. Students may be found to have violated this obligation if they plagiarize or cheat. Plagiarism is presenting the work of others as one's own: cheating is taking, giving, or accepting any illicit advantage for any course work inside or outside of the classroom. See the narrated Powerpoint on Canvas about examples of some academic integrity violations.

Student Academic Resources: If you need academic-related resources or assistance, please contact the Academic Resource Center located on the second floor of the USF Library, room 214, or contact them at (815) 740-5060 or ARC@stfrancis.edu.

Technical Support:

The Center for Instructional Delivery (CID) administers the online course management system, Canvas, and provides technical support to those students and faculty using Canvas. If you are experiencing difficulties using Canvas or need technical assistance, you have several options to receive support:

1. Locate Help Resources Online. A student user guide and other resources for solving issues related to Canvas can be found at learnit.stfrancis.edu/.

2. Report a Problem Online. If you have questions regarding technical difficulties, you can report a problem by clicking on the orange **Help** button located in the upper right corner of your online course. You will receive a response from the CID support team within 24 hours.

IMPORTANT NOTE: Responses to Help requests will go to your USF **stfrancis.edu** email account, **NOT** your personal email.

To learn how to access your USF email account, go to: learnit.stfrancis.edu/canvas/canvas-guides-students.htm

3. Telephone Support. You can also phone the Center for Instructional Delivery for personal help at (815) 740-5080 or (866) 337-1497 (toll-free) between 8:00 AM and 4:00 PM Central Standard Time.

Policies not covered in this document will be handled in accordance with the USF catalog.