



# SCM 3070 W01 Introduction to Operations Management

Course Syllabus – Spring, 2015

Department of Information Systems  
& Supply Chain Management – 251 Rike Hall

|                |   |                |
|----------------|---|----------------|
| Lake Campus    | W 6:30 – 9:10 PM  | Dwyer Hall 222 |
| INSTRUCTOR:    | George G. Polak, Ph.D.  |                |
| OFFICE:        | 227 Rike Hall   |                |
| PHONE:         | Office (937) 775-3489 or 775-2895 (Department number)   |                |
| FAX NUMBER:    | (937) 775-3533  |                |
| E-MAIL:        | Via Pilot; or to <a href="mailto:george.polak@wright.edu">george.polak@wright.edu</a>   |                |
| OFFICE HOURS   | W 4:20 PM – 6:20 PM;<br>or by appointment. Please note that office hours occasionally must be rescheduled due to faculty meetings and similar commitments, <i>so please check your email often.</i>   |                |
| PREREQUISITES: | MS 2050 and MTH 2240. <b>These will be enforced.</b>  |                |
| TEXT:          | <i>Operations Management Plus MyOMLab with Pearson eText -- Access Card Package</i> , custom edition, by J. Heizer and B. Render, Prentice Hall, 2013<br><br><i>You must have the Access Card Package to take the course. Other readings may be assigned during the course.</i> |                |
| SOFTWARE:      | 1) MyOMLab online resource via Pilot<br>2) <u>Microsoft Excel</u> (5.0 or later)  |                |

**Course Description:**

This course examines the major management decision areas in the design and offering of goods and services. Major topics include: operations strategy, planning and control systems, quality management, and project management.

**Course Objectives:**

Overall, the student should

- gain a clear understanding of all major issues involved in managing the operations and supply chain functions in organizations in the manufacturing, public and service sectors
- employ appropriate tools for problem solving and quantitative analysis
- learn to integrate the operations function with other business disciplines such as the management, financial and marketing
- Students will understand the role of integrated supply chain decision making and the dynamics of supply chains.
- Students will be able explain different approaches to inventory systems in supply chains and their relative advantages.

- Students will understand the strategic role of quality in supply chains and understand quality planning and control.

**Teaching Mode:**

The course material is delivered through lectures, notes and material posted on the Pilot website. Students are responsible for all material in the readings, postings, and that discussed or presented in class, as well as for asking questions about content for which they require clarification. The instructor reserves the right to make any change to this syllabus or the stated procedures as deemed necessary, but will inform the students in such cases.

Evaluation: The final grade will be determined as follows:

| Requirement                           | Weight      |
|---------------------------------------|-------------|
| Pre-course assessment                 | 1           |
| Two Midterm Tests (equally weighted)  | 38          |
| Final Exam (comprehensive)            | 29          |
| Weekly Online Graded Assignments      | 26          |
| Class Participation & Professionalism | 5           |
| Post-course assessment                | 1           |
| <b>Total</b>                          | <b>100%</b> |

The grade scale is:

| Percentage Points Earned    | Letter Grade |
|-----------------------------|--------------|
| 90% and above               | A            |
| 80% and above but below 90% | B            |
| 70% and above but below 80% | C            |
| 60% and above but below 70% | D            |
| Below 60%                   | F            |

All tests and the final exam are closed book and in-class, and must be the sole work of each student. Formula sheets and tables will be provided by the instructor as required. Tests will include true/false, multiple choice and perhaps short answer or short essay questions and possibly detailed problem solving exercises. Some questions will be based on problem solving, thus, calculators are recommended, but must not be shared among students. Students will be able to take practice test questions online via Pilot.

The pre-course and post-course assessments are to be completed online via Pilot under the Assessment tab. The pre-course assessment will be take-pass, but the post-course assessment will be graded. *No early tests will be given, including the Final Exam. **So don't plan travel before your exam date!***

Missing tests: An excused absence from a midterm test must meet three conditions: (1) the instructor must be notified in advance, (2) the instructor must approve the absence, and (3) the student can have at most one excused absence from a test. Unexcused absences will be recorded as zeros. In case of an excused absence from a test, the student's course grade will be computed proportionally on the basis of the scores on the student's remaining tests and assignments. (The course grade is a weighted

average,  $\left(\sum_i w_i g_i\right) / \left(\sum_i w_i\right)$ , where  $w_i$  denotes the weight and  $g_i$  the percent grade of the  $i$ -th

assignment. For an excused test, the weights are not changed, but the total of weights in the denominator is reduced.) Under extraordinary circumstances per the instructor's discretion, a student may instead be given a make-up test. All students must take the final exam.

Online assignments will be given for each chapter or other unit of the course and must be completed using the Access Card Package. No hard copy submissions of these assignments will be accepted, although one or more additional written assignments may be made. In the latter case, a hard copy of a word processed document will be required.

#### Professionalism and Participation

To better facilitate a collegiate learning environment for everyone in the class, please follow a few simple rules of professionalism and business etiquette in class. Please be on time. ***Please do not stand up and begin to leave the class until the instructor or fellow students have finished speaking. Please do not text message or otherwise use cellphones, instant messaging, mp3 players, or emails in class.*** Please respect each other by being polite, courteous, and willing to listen to the ideas and opinions of others.

Each student is expected to attend and be prepared to *participate in discussions and experiential games* in each class. Class participation encompasses class discussions, in-class assignments, and participation in the experiential games (e.g. the Beer Game). Professionalism and participation will be subjectively evaluated for effort and quality. The best way to prepare for class discussions is to read assigned selections from the text and attempt assigned and recommended problems. Note questions that arise and ask the instructor. Absence, whether for good reason or not, is not an excuse for being unaware of course proceedings. If you must miss, find a study partner from the class who can fill you in.

#### Calculators, Laptops, and Software:

Each student should bring a calculator capable of calculating square roots (at the least) to every class, including test dates. **The use of laptops, iPads and similar devices is not permitted during class,** except in designated situations, and are not permitted for exams, except as supervised by the Office of Disability Services. Microsoft Excel is available on numerous computers in many computer laboratories on campus.

#### Email & Office Hours Policy

**Email** to the instructor should be limited to specific questions relevant to course material. This is not a distance-learning course via email: an open-ended question such as “what - are we doing/did we do - in class” is not appropriate. The instructor will not conduct discussions about class policies or grading decisions by email. Office hours are valuable opportunities for students to ask questions and follow up on classroom discussions, assignments, and exams, but each lecture is given only once and office hours are not a substitute for missed classes or lectures.

#### Academic Integrity

Academic dishonesty of any kind will not be tolerated. Academic dishonesty is a serious violation of Wright State University’s Code of Student Conduct. Your student handbook includes a statement of academic integrity. Please consult this handbook for your rights and responsibilities regarding academic integrity issues. The WSU academic integrity policy is at <http://www.wright.edu/students/judicial/integrity.html>. All incidents of academic dishonesty will be dealt with in accordance with the university’s policy on academic integrity. This includes, but is not limited to, the student being given an “F” for the entire course.

SCM 3070 \* Introduction to Operations Management \* Tentative Calendar \* Spring 2015

| Week           | Topics   | Text  |
|----------------|--|---|
| 1<br>Jan. 14   | Introduction; Operations & Productivity<br>Operations Strategy in a Global Environment | Chapter 1<br>Chapter 2                        |
| 2<br>Jan. 21   | Project Management   | Chapter 3                                     |
| 3<br>Jan. 28   | Forecasting  | Chapter 4                                     |
| 4<br>Feb. 4    | Design of Good and Services  | Chapter 5                                     |
| 5<br>Feb. 11   | <b>Test 1</b><br>Managing Quality  | Chapter 6                                     |
| 6<br>Feb. 18   | Managing Quality<br>Statistical Process Control  | Chapter 6<br>Supplement 6                     |
| 7<br>Feb. 25   | Statistical Process Control<br>Process Strategy  | Supplement 6<br>Chapter 7                     |
| March 4        | <b>Spring Break – class does not meet</b>  |   |
| 8<br>March 11  | Supply Chain Management<br>Supply Chain Management Analytics                           | Chapter 11<br>Supplement 11 &<br>Course notes |
| 9<br>March 18  | Inventory Management   | Chapter 12                                    |
| 10<br>March 25 | <b>Test 2</b><br>Inventory Management  | Chapter 12                                    |
| 11<br>April 1  | JIT, TPS, and Lean Operations  | Chapter 16                                    |
| 12<br>April 8  | Aggregate Planning   | Chapter 13                                    |
| 13<br>April 15 | Short Term Scheduling  | Chapter 15                                    |
| 14<br>April 22 | Short Term Scheduling<br>Review  | Chapter 15                                    |
| April 29       | <b>FINAL 8:00 – 10:00 PM</b>   | <b>comprehensive</b>                          |

**Registration / Withdraw:**

You must be registered for the course to attend classes and receive a grade for the course and be aware of the following dates: Feb. 8, 2015, last day for ALL students to drop a class without a grade; March 22, 2015, last day for ALL students to drop a class with a grade of W.

See <http://www.wright.edu/academics/academic-calendar#tab=spring-2015>

<http://www.wright.edu/registrar/scheduling/exam-schedules#tab=2015-spring>