BMGT 322.04: Operations Management

Jason H. Triche
University of Montana - Missoula, jason.triche@umontana.edu

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Professor: Dr. Jason Triche  
E-mail: jason.triche@business.umt.edu (best way to reach me)  
Office Phone: 243-6272  
Office: GBB 314  
Office Hours: T, Th 1:00 – 3:00 pm or by appointment

Course Information  
Meeting Place: GBB L26  
Meeting Time: 8:10 – 9:30am Section 3
   9:40 – 11:00am Section 4

This course is a 3-credit hour, full-semester offering covering all aspects of Operations Management. There will be four exams, five homework/lab assignments, a supply chain simulation game, which will total 600 points. Additionally, you will be required to attend four of the SoBA Career Development activities held during the semester. Each activity is worth 5 points for a total of 20 points. Attendance will count as 30 points. Your final grade will be based on your relative point standing based on the 650 possible points. Prereq: Junior Standing and completion of Lower Core

Textbook  
The textbook for the class is Operations Management: Sustainability and Supply Chain Management by Jay Heizer and Barry Render published by Pearson Custom Publishing.

There are four copies on 2-hour reserve in the Mansfield Library in addition to copies for sale in the UC Bookstore. You will also have access to MyOM Lab for homework and lab assignments.

Evaluation

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Exams (100 Points each)</td>
<td>400</td>
</tr>
<tr>
<td>5 Homework/Lab Assignments (20 Points each)</td>
<td>100</td>
</tr>
<tr>
<td>Supply Chain Simulation/Paper</td>
<td>100</td>
</tr>
<tr>
<td>4 Career Development Activities (5 Points each)</td>
<td>20</td>
</tr>
<tr>
<td>Attendance</td>
<td>30</td>
</tr>
</tbody>
</table>

TOTAL 650
Letter grades will be based on the following scale:

- **A** 93% and above
- **A-** 90% to 92%
- **B+** 87% to 89%
- **B** 83% to 86%
- **B-** 80% to 82%
- **C+** 77% to 79%
- **C** 73% to 76%
- **C-** 70% to 72%
- **D+** 67% to 69%
- **D** 63% to 66%
- **D-** 60% to 62%
- **F** Below 60%

**Expected Learning Objectives and Assessment**

Students will:

- Identify the activities along the supply chain that add value when transforming inputs into outputs both in the form of tangible (manufactured goods) and intangible (service) products.
  
  *Assessment Tool: Exams, Supply Chain Simulation, Lab Assignments*

- Explain why operations management drives the profitability of every organization and is therefore an extremely important educational building block for any business student. However, it is important for students to understand that profit gained through unethical behavior is, at best, a short term result which most often leads to disaster in the long run.
  
  *Assessment Tool: Exams, Lab Assignments*

- Illustrate what is involved in the “design and development” from an operations management perspective of a product to include organizing a supply chain.
  
  *Assessment Tool: Exams, Lab Assignments*

- Explain how skills and intelligence drive success in operations management through discussions of real-world experiences, current trends, and “people skills” type training tools.
  
  *Assessment Tool: Class Discussion, Lab Assignments*

- Utilize quantitative techniques and management science that impact operations management decision making (i.e., forecasting, statistical quality control, waiting line theory, and project scheduling and tracking tools) to illustrate how these tools provide a basis for monitoring personnel and organizational performance and ultimately are the basis for problem solving.
  
  *Assessment Tool: Exams, Lab Assignments*
Policies

Attendance
Attendance is important, mandatory, and critical to the success of the class. With that being said, I understand that personal issues come up and making class is sometimes difficult. I will take attendance every class. A student can miss up to 4 (FOUR) classes without any penalty for attendance points. The fifth absence will result in a loss of all 30 attendance points. University excused absences will be considered up until 24 hours after the class period has ended. Leaving the lecture early without permission is automatically an unexcused absence. Two late arrivals constitute an un-excused absence.

Academic Honesty
All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. The University of Montana Student Conduct Code specifies definitions and adjudication processes for academic misconduct and states, “Students at the University of Montana are expected to practice academic honesty at all times.” (Section V.A., available at http://www.umt.edu/vpsa/policies/student_conduct.php). All students need to be familiar with the Student Conduct Code. It is the student’s responsibility to be familiar the Student Conduct Code. SoBA Professional Conduct can be found at http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx

Late Policies
Homework assignments are due at the beginning of class on the due date as listed in MyOM Lab and as announced in class. Late homework assignments will receive a zero (0).

Makeup Exams
Makeup Exams must be approved prior to missing the exam. No makeup exams will be allowed if the absence is not pre-approved.

E-mail Policy
According to university policy for e-mail correspondence, you must use either your umontana or your grizmail email account and you must send your e-mail to my e-mail address shown above. (Do not send email through Moodle.) Please include Section number in the subject line of your email. Recently, business professionals, professors, and instructors have expressed concerns about student writing skills. It is easy to get out of the habit of using proper language skills and manners when e-mailing or text messaging. Please be cognizant of proper email etiquette when emailing me. Do not use slang or acronyms when sending me an email. It is good practice for when you start working in industry. I will not take off any points for non-professional emails, but I reserve the right to correct or ignore the e-mail.

Disability Services for Students
The University of Montana assures equal access to instruction through collaboration between students with disabilities, instructors, and Disability Services for Students. If you think you may have a disability adversely affecting your academic performance, and you have not already registered with Disability Services, please contact Disability Services in Lommason Center 154 or 406.243.2243. I will work with you and Disability Services to provide an appropriate modification.
Mission Statements and Assurance of Learning
The University of Montana’s School of Business Administration enhances lives and benefits society by providing a world-class business education in a supportive, collegial environment.

We accomplish this mission by acting on our shared core values of creating significant experiences, building relationships, teaching and researching relevant topics, behaving ethically, and inspiring individuals to thrive.

As part of our assessment process and assurance-of-learning standards, the School of Business Administration has adopted the following learning goals for our undergraduate students:

Learning Goal 1: SoBA graduates will possess fundamental business knowledge.
Learning Goal 2: SoBA graduates will be able to integrate business knowledge.
Learning Goal 3: SoBA graduates will be effective communicators.
Learning Goal 4: SoBA graduates will possess problem solving skills.
Learning Goal 5: SoBA graduates will have an ethical awareness.
Learning Goal 6: SoBA graduates will be proficient users of technology.
Learning Goal 7: SoBA graduates will understand the global business environment in which they operate.


Schedule (Subject to Change)

August 26   Chapter 1: Introduction to Course, Operations and Productivity
August 28   Module A: Decision-Making Tools
Sept 2     Chapter 2: Project Management
Sept 4     Chapter 2: Project Management
Sept 9     Chapter 2: Project Management
Sept 11    Chapter 4: Forecasting
Sept 16    Chapter 4: Forecasting
Sept 18    Exam 1
Sept 23    Chapter 6: Managing Quality
Sept 25    Chapter 6: Managing Quality
Sept 30    Supplement 6: Statistical Process Control
Oct 2      Chapter 7: Process Strategy
Oct 7      Module B: Linear Programming
Oct 9      Module B: Linear Programming
Oct 14    Exam 2
Oct 16    Chapter 11: Supply Chain Management
Oct 21    Chapter 11: Supply Chain Management
Oct 23    Supplement 11: Supply Chain Analytics
Oct 28    Supply Chain Simulation
Oct 30    Module D: Waiting-Line Models
Nov 4     Holiday
Nov 6     Module D: Waiting-Line Models
Nov 11    Holiday
Nov 13    Exam 3
Nov 18    Chapter 12: Inventory Management
Nov 20    Chapter 12: Inventory Management
Nov 25    Chapter 16: JIT, TPS, and Lean Operations
Nov 27    Holiday
Dec 2      Module F: Simulation
Dec 4      Module F: Simulation
Dec 9      Section 3 (10:10am – 12:10pm ) Exam 4
Dec 11    Section 4 (10:10am – 12:10pm ) Exam 4

Homework: Several problems and computer exercises will be assigned that are similar to the problems that will be on the exams. Homework and labs must be completed prior to each exam and must be handed in on the day listed on the syllabus. I will announce all changes to the schedule in class and on Moodle.