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Spring 2-1-2007

### IS 341.00: Operations Management

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# IS 341

## *Operations Management*

### Spring 2007

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#### Course Information

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Sections,	Section 1: MWF 10:10 a.m. – 11:00 a.m.
Days, and	Section 2: MWF 11:10 a.m. – 12:00 p.m.
Times:	Section 3: TR 8:10 a.m. – 9:30 a.m.
	Section 4: TR 9:40 a.m. – 11:00 a.m.
Venue:	Gallagher Business Building L26

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#### Professor Information

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Professor:	Dr. Clayton A. Looney, Ph.D.
E-mail:	clayton.looney@business.umt.edu
Web Site:	<a href="http://www.business.umt.edu/faculty/looney">http://www.business.umt.edu/faculty/looney</a>
Phone:	(406) 243-5895
Office:	Gallagher Business Building 310
Office Hours:	MW 12:30 p.m. – 2:00 p.m., walk-in, or by appointment

Professor:	Dr. Lee Tangedahl, Ph.D.
E-mail:	lee.tangedahl@business.umt.edu
Web Site:	<a href="http://www.business.umt.edu/faculty/tangedahl">http://www.business.umt.edu/faculty/tangedahl</a>
Phone:	(406) 243-6687
Office:	Gallagher Business Building 313
Office Hours:	TR 11:00 a.m. – 12:30 p.m.

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#### Mission of UM School of Business Administration

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The faculty and staff of the School of Business Administration at the University of Montana – Missoula (UM) are committed to excellence in innovative experiential learning and professional growth through research and service.

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#### Prerequisites

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- Students must be juniors or seniors
- Students must have completed all lower core courses prior to enrolling.

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#### Course Description & Objectives

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This course provides a comprehensive presentation of the concepts and tools necessary to efficiently manage a firm's operations, which involves the production of goods in the form of products and services. Firms that effectively manage operations are able to respond to consumer and market forces rapidly, as well as offer high quality goods at low cost. These capabilities are vital to maximizing and

sustaining productivity, profitability, and growth, ultimately enabling firms to achieve major competitive advantages. Thus, it is critical for future managers to understand the fundamentals of operations management.

The primary objective of this course is to provide future managers with a conceptual framework for understanding and analyzing the operations functions within firms. Students will learn strategies, techniques, and practices that enable firms to effectively manage their operations. An emphasis will be placed on using Microsoft Excel to evaluate and analyze operational issues.

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### **Textbooks & Course Materials**

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- *Operations Management* course book (required)
- Instructor assigned readings and materials distributed in-class or posted on Blackboard (required)

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### **Blackboard**

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The professors will make extensive use of the Blackboard system, which can be located at <http://courseware.umd.edu/>. Course materials (announcements, course schedule, assignments, grades, etc.) will be posted on Blackboard. If you experience difficulties accessing Blackboard, please visit the help desk (located in GBB 209) for assistance.

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### **Course Structure**

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The topics presented in this course will be divided into four modules, with each module covering three textbook chapters. Each module will last approximately 3 ½ weeks of the semester. The first and third module will be taught by Professor Looney, whereas the second and fourth modules will be taught by Professor Tangedahl.

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### **Course Grading**

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Grades for this course are based on performance rather than effort. Grades will be conferred on a  $\pm$  basis. Student performance will be measured during each of the four modules. For each module, students will be assigned a letter grade, which will be assigned the following grade point values:

<i>Letter Grade</i>	<i>Corresponding Grade Point</i>
A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
D+	1.3
D	1.0
F	0.0

At the end of the semester, the professors will average the grade point values earned during each module and assign a letter grade that corresponds to the average grade point value. For instance, if a

student earns a B+, B, B, and B- for the four modules (corresponding to grade point values 3.3, 3.0, 3.0, and 2.7, respectively), the average grade point value would be 3.0. As a result, a B letter grade would be assigned for the entire course.

Because topics and teaching approaches will vary across modules, at the beginning of each module the professor will provide students with specific information on the grading criteria for the module.

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### **Communications Policy**

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The professors will make every reasonable effort to assist students in the learning experience and respond to student inquiries. Should students have any questions concerning the course material, the professors welcome students to visit during office hours, drop by their office, schedule an appointment, and/or communicate with the professors via electronic mail.

In particular to e-mail communications, the professors will try to be extraordinarily timely when responding to your messages. If you send an e-mail during the week, you will almost always receive a response within 24 hours. However, your messages should be well written and grammatically correct. Furthermore, your messages should begin with a proper salutation, and, as your parents taught you, be sure to say thank you!

Written communication skills are extremely important to succeed in business. Therefore, students should be aware that the professors will reject e-mails that do not comply with the above specifications. In particular, the professors will not respond to your inquiry directly, but rather advise you to reformat and resubmit the correspondence. As a result, sending unacceptable e-mails will impair your ability to receive a timely response.

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### **University Student Conduct Code**

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The professor, school, and University rely upon and cherish a community of trust. The professors firmly endorse, uphold, and embrace the University's Students Conduct Code. Even one misconduct infraction can destroy an exemplary reputation that has taken years to build. Acting in a manner consistent with the University's policies will benefit every member of the community, not only while attending the University, but also in your future business endeavors.

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the professors and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at <http://www.umd.edu/SA/VPSA/index.cfm/page/1321>.

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### **Course Schedule**

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The course schedule is tentative and subject to change throughout the semester. Therefore, the course schedule has been posted as a separate document on Blackboard. The course schedule can be located in the common area on Blackboard under *Course Information*. Before each session, please refer to the course schedule to stay abreast of upcoming course events, lecture materials, deliverables, and assigned readings.