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BMGT 322.04: Operations Management

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BMGT 322

Operations Management

Fall 2015



Instructor Information

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 12:30 – 2:00 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, an Excel assignment, four homework/lab assignments, a supply chain simulation game/paper, and a semester-long group project that will total 685 points. Additionally, you will be **required** to attend three of the SoBA Career Development activities held during the semester. Each activity is worth 5 points for a total of 15 points. Your final grade will be based on your relative point standing based on the 700 possible points. Prereq: Junior Standing and completion of Lower Core

Textbook (required)

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

ISBN-10: 1-269-89475-7

ISBN-13: 978-1-269-87475-3

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

| <u>Criterion</u> | <u>Points</u> |
|---|---------------|
| ○ 4 Exams (100 Points each) | 400 |
| ○ 4 Homework/Lab Assignments (20 Points each) | 80 |
| ○ Excel Assignment | 25 |
| ○ Supply Chain Simulation/Paper | 50 |
| ○ 3 Career Development Activities (5 Points each) | 15 |
| ○ Project Presentation | 100 |
| ○ Peer Evaluation | 30 |
| TOTAL | <hr/> 700 |

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, Homework, Product Proposal
- 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, Homework, Product Proposal
- 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, Homework, Product Proposal
- 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, Product Proposal
- 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, Homework

Policies

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](http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx). (link: <http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx>)

Late Policies

Homework assignments are due on the due date and times as listed in MyOM Lab, in the syllabus, 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.

Career Development Activities

See separate document on Moodle called Career Development Assignments. As a reminder, all activities must be complete by November 20, 2015.

Schedule (Chapter Dates Subject to Change – Exam dates will not change)

| | | |
|---------|--|---|
| Sept 1 | Introduction to Course, Project Packet, Chapter 1: Operations and Productivity | |
| Sept 3 | Excel Recap | |
| Sept 8 | Module A: Decision-Making Tools | |
| Sept 10 | Chapter 2: Project Management | Excel Assignment Due |
| Sept 15 | Chapter 2: Project Management | |
| Sept 17 | Chapter 4: Forecasting | |
| Sept 22 | Chapter 4: Forecasting | |
| Sept 24 | Exam 1 | Homework/Lab 1 Due |
| Sept 29 | Chapter 6: Managing Quality | |
| Oct 1 | Supplement 6: Statistical Process Control | |
| Oct 6 | Chapter 7: Process Strategy | |
| Oct 8 | Supplement 7: Capacity and Constraint Management | |
| Oct 13 | Module B: Linear Programming | |
| Oct 15 | Module B: Linear Programming | |
| Oct 20 | Guest Speaker (Bjorn Nabozney) | |
| Oct 22 | Exam 2 | Homework/Lab 2 Due |
| Oct 27 | Chapter 11: Supply Chain Management | |
| Oct 29 | Supplement 11: Supply Chain Analytics | |
| Nov 3 | Supply Chain Simulation | |
| Nov 5 | Module D: Waiting-Line Models | |
| Nov 10 | Exam 3 | Homework/Lab 3 Due |
| Nov 12 | Chapter 12: Inventory Management | Supply Chain Paper Due @ 10 pm |
| Nov 17 | Chapter 12: Inventory Management | |
| Nov 19 | Chapter 16: JIT, TPS, and Lean Operations | |
| Nov 24 | Working day on projects | Presentations Due @ 10pm |
| Nov 26 | Thanksgiving | |
| Dec 1 | Project Presentations | |
| Dec 3 | Project Presentations | |
| Dec 8 | Project Presentations | |
| Dec 10 | Project Presentations | Peer Evaluations Due in class Homework/Lab 4 Due |
| Dec 14 | Section 3 (10:10 – 11:30) Exam 4 | |
| Dec 15 | Section 4 (10:10 – 11:30) Exam 4 | |

I will announce all changes to the schedule in class and on Moodle.