Fall 9-1-2001

BADM 341.02: Systems and Operations

Anthony Sabia
University of Montana, Missoula

BADM 341

Systems and Operations Management

Syllabus (Tentative): Fall 2001

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Office Hours:

Monday, Wednesday, & Friday	10:00 – 11:00 am
Tuesday and Thursday	9:40 – 11:00 am & 2:10-3:00 pm
	Or by appointment

Meeting Time:

Section 01	Mon, Wed, & Fri.	11:10 am - 12:00 pm
Section 02	Tues & Thurs	8:10 am - 9:30 am
Section 03	Tues & Thurs	11:10 am - 12:30 pm
Section 04	Tues & Thurs	12:40 am - 2:00 pm

Meeting Place:

Section 01	GBB L 11
Section 02	GBB 122
Section 03	GBB 119
Section 04	GBB 122

Required Text:

<u>Systems and Operations For The University of Montana</u>, 2nd edition,
1999, Krajewski/ Ritzman and Martin/Brown/De Hayes/Hoffer/Perkins.

The text is custom published for the University of Montana and contains portions of two well-known and nationally competitive books. The result is a text that uniquely satisfies the needs of School of Business Administration students at UM. The first part of the book contains chapters from the Managing Information Technology book, referred as MIT in this syllabus. The second portion of the text contains material from the Operations Management book, referred as OM in this syllabus.

Recommended reading:

Reserved Materials in Mansfield Library

<u>The Wall Street Journal</u>, Dow Jones & Company, Inc. WSJ.com

Course Description:

BADM 341 Systems and Operations 3 credits: Prerequisite: junior standing in Business Administration, BADM 270 and advanced mathematics, or equivalents. A survey course to the design, operation, and control of systems or processes by which information, materials, labor, and capital are combined in an organized way with the objective of producing goods or services. Topical coverage includes Computer Systems, Work Force Management, Total Quality Management (TQM), Statistical Process Control, Telecommunication and Networking, Layout Planning, Supply Chain Management, Forecasting, Inventory Management, Material Requirements Planning, Just in Time Systems, Project Management, Organizational Systems, Managerial Support Systems, E-Commerce & Inter-Organizational Systems, and Social, Ethical and Political Issues.

Course Objective:

To provide the student with a greater understanding of one of the principle functions of the business executive; management of production of goods or services with the analytical methods and models useful in reaching both long-run and short-run decisions.

Grading:

Seventy five percent (75%) of the each student's grade will consist of three exams. Twenty - five percent (25%) of each student's grade will consist of a project (100 points) and 5 quizzes (10 points each).

Grades (600 points):

A   540 and above
B   480 to 539
C   420 to 479
D   360 to 419
F   359 and below

Project (100 points):

Research Paper

A research paper (double-spaced, exclusive of title page and bibliography) may be done individually or as a work team consisting of no more than five class (section) members.   Footnotes may be listed on a separate page (end notes). The research paper should survey or apply the current literature in the IT / Operational Management Topic area. Please select a topic in an area that interests you. Paper topic and proposal are to be submitted for approval.

Case Study

An assigned case may be done individually or as a work team consisting of no more than five class (section) members. A case study proposal is to be submitted for approval. A brief (in class) oral presentation of the case study will be required on its due date.

A clear, concise, and professional paper / case study is expected from an individual or a work team. This includes proper spelling, grammar, syntax, citations, footnotes, etc. All papers / case studies lacking the above mentioned requirements will not receive a passing grade.

Note: Suggested problems and assignments that require calculations are to be rounded to the nearest 100th, unless otherwise instructed.

Exams (450 points):

The exams will be object format and will evaluate knowledge of relevant terms, the ability in operational management computations and skills appropriate to the chapters covered. The exams are 150 points (plus a 15 point extra credit problem) each and will cover only the material since the previous exam. However, the nature of the course material is such that previous knowledge will influence performance on the subsequent exams.

The Final exam is a Comprehensive exam, which may be used as a substitute for any one of the three earlier exams.

Make-up exams will be given for students who can document illness or extenuating circumstances. Please notify the instructor immediately if you miss an exam.

Quizzes (50 points):

During the course of the semester, there will be three (3) T.B.A. quizzes and two (2) spontaneous quizzes. Each quiz is worth 10 points for a total of 50 points.

Extra Credit:

A student may earn a total of 30 extra credit points through regular attendance, additional assignments, and class participation.

Student Conduct:

Each student should review the Student Conduct Code Statements on academic responsibility, cheating and plagiarism.
http://www.umt.edu/mcot/stocking/issues.htm

School of Business Administration Mission:

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

BADM 341 Sys. And Ops.
Fall 2001
Sections 02, 03 and 04

Date	Topic	Reading	Suggested Question and Problems
Sept. 4	Intro. Sys. Op. & Info. Tech.	Ch 1 (OM)	OM (Q. 2 P 3) & MIT (Rq 5, Dq 7)
Sept. 6	Info. Tech. & Intro. Sys. Op. (cont.)	Ch 1 (MIT)	Case: MidSouth. CC
Sept. 11	Computer Systems	Ch 2 (MIT)	Rq 3, 8 and 11
	Work Force Management	Ch 5 (OM)	Q 2; P 1 and 2
Sept. 13	Work Force Management (cont.)	Ch 5 (OM)	Case: Midwest Univ.
Sept. 18	Total Quality Management (TQM)	Ch 6 (OM)	Q 1 and 3; P 3 and 5
Sept. 20	Total Quality Management (TQM)	Ch 6 (OM)	Case: Jose's Mexican Restaurant
	Computer Software / Programming	Ch 3 (MIT)	Rq 3, 10 and 15; Dq 5 and 6
Sept. 25	Statistical Process Control	Ch 7 (OM)	Q 2; P 2, 5, and 10
Sept. 27	Statistical Process Control	Ch 7 (OM)	P 14 and 24
Oct. 2	Review: Exam One		
Oct. 4	**Exam One**		
Oct. 9	Telecommunication and Networking	Ch 4 (MIT)	Rq 1, 6 and 8; Dq 5 Case: J&J
	Layout Planning	Ch 10 (OM)	P 1, 2, 12
Oct. 11	Layout Planning (cont.)	Ch 10 (OM)	P 13 and 15; Case: Pizza Connection
Oct. 16	Supply Chain Management	Ch 11 (OM)	Q 1; P 1 and 4; Case: Wolf Motors
	Organizational Systems	Ch 5 (MIT)	Rq 4, 6 and 11; Dq 4
Oct. 18	Forecasting	Ch 12 (OM)	Q 1; P 1, 4 and 14
Oct. 23	Forecasting (cont.)	Ch 12 (OM)	P 15, 16 and 17; Case: YFH Co.
Oct. 25	Review: Exam Two		
Oct.30	**Exam Two**		
Nov. 1	Inventory Management	Ch 13 (OM)	Q 1; P 1, 8 and 14
Nov. 6	Inventory Management (cont.)	Ch 13 (OM)	P 15, 17, and 20: Case: Part Emporium
Nov. 8	Material Requirements Planning	Ch 15 (OM)	Q 3; P 1, 4, 8 and 14
Nov. 13	Material Requirements Planning	Ch 15 (OM)	P 15 and 18
Nov. 15	Managerial Support Systems	Ch 6 (MIT)	Rq 1, 5 and 11; Dq 2 and 3
Nov. 20	Organizational Systems	Ch 5 (MIT)	Rq 4, 6 and 11; Dq 4
	Just in Time Systems	Ch 16 (OM)	P 1, 3, and 4; Case: Copper Kettle
Nov. 22	**Thanksgiving Vacation**		
Nov. 27	Project Management	Ch 18 (OM)	
Nov. 29	Project Management	Ch 18 (OM)	P 6, 9, 11, 17 and 19
Dec. 4	P. M. (cont.) / Review Exam Three		
Dec. 6	**Exam Three**		
Dec. 11	E-Commerce & Inter-Organizational Sys.	Ch 7 (MIT)	Rq 1, 5 and 8: Dq 4 and 12
	Soc. Eth. And Politic Issues	Ch 8 (MIT)	Rq 3, 5 and 8; Dq 2, 4, 5 and 7
Dec. 13	Review: Final Exam		
Dec. 18 - 22	**Final Exam Week**		