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BMGT 322.01: Operations Management

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BMGT 322 Operations Management Spring 2018

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Office: GBB 358
Office Hours: MW 11:30 am-12:30 pm and by appointment

Course Information

Meeting Place GBB L26
Meeting Time: MW 12:30 – 1:50 pm Section 1
MW 2:00 – 3:20 pm Section 2

This course is a 3-credit hour full-semester offering covering all aspects of Operations Management. The course will make extensive use of Pearson MyOMLab access to which is included with the textbook. Access to MyOMLab can be purchased separately through Pearson. Homework, quizzes and videos have been assigned to each chapter. These will be available for specific time windows. Complete the work and earn points. Additionally, there will be a cumulative final during finals week. A review sheet for the final will be posted on Moodle. Attending career development activities will also earn points. The total possible points is 563. Your grade will be the points you earned divided by 500 so you have about 11% grace. Prereq: Junior Standing and completion of Lower Core.

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 We will be using MyOMLab for this class so every student must have a textbook that includes a code to register in the program. There are four copies on 2-hour reserve in the Mansfield Library in addition to copies for sale in the UC Bookstore.

Evaluation:

<u>Criterion</u>	<u>Points</u>
MyOMLab Homework, Quizzes, and Videos	308
Attendance (5 points per class)	125
3 Career Development Activities (10 Points each)	30
Final Exam	<u>100</u>
TOTAL	563

GRADE BASED ON 500 POINTS

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%

Homework, Quizzes and Videos in MyOMLab

Each chapter and module has homework, quizzes and in some cases, videos assigned. They become available a few days before we begin a topic and close about a week after a topic has been completed. Work on your own, do the problems, answer the questions, and watch the videos to earn points. These must be done in MyOMLab.

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, and critical to the success of the class. You can earn up to 125 points by attending class. An attendance chart will be circulated each day. I will explicitly tell you much of what will be on the exams and the types of problems you will need to solve during the lectures. And, please come to class on time. I begin class promptly and expect everyone to be present at the start. I do make a distinction between being late because of a blizzard and standing in line to get a latte! One is unavoidable and the other is disrespect.

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. All students need to be familiar with the Student Conduct Code. **SoBA Professional Conduct can be found at <http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx>**

Late Policies

Work in MyOMLab is available during specific time windows. It must be completed during those times. Once the window closes (usually about a week after a topic is completed), it will not be opened again.

Exams

In addition to the quizzes in MyOMLab, there will be a cumulative final exam covering what every business major should know about operations management. A review sheet for the exam will be posted on Moodle. The exam will be taken in Moodle during your assigned final exam time.

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 Lommasson 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)

Jan. 22	Syllabus, Register in MyOMLab
Jan. 24	Chapter 1: Operations and Productivity
Jan. 29	Chapter 1: Operations and Productivity
Jan. 31	Module A: Decision Making Tools
Feb. 5	Module A: Decision Making Tools
Feb. 7	No Lecture
Feb. 12	Chapter 3: Project Management
Feb. 14	Chapter 3: Project Management
Feb. 21	Chapter 4: Forecasting
Feb. 26	Chapter 4: Forecasting
Feb. 28	Chapter 4: Forecasting
Mar. 5	Module B: Linear Programming
Mar. 7	Module B: Linear Programming
Mar. 12	Chapter 6: Managing Quality
Mar. 14	No Lecture
Mar. 19	Chapter 6: Managing Quality
Mar. 21	Supplement 6: Statistical Process Control
Apr. 2	Supplement 6: Statistical Process Control
Apr. 4	Chapter 11: Supply Chain Management
Apr. 9	Chapter 11: Supply Chain Management
Apr. 11	Supplement 11: Supply Chain Analytics
Apr. 16	Module D: Waiting-Line Models
Apr. 18	Chapter 12: Inventory Management
Apr. 23	Chapter 12: Inventory Management
Apr. 25	No Lecture
Apr. 30	Chapter 16: JIT, TPS, and Lean Operations
May 2	Module F: Simulation
May 7, 8	Final Exam
	Section 1: May 8 (Tuesday) 3:20-5:20 pm
	Section 2: May 7 (Monday) 3:20-5:20 pm