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BMGT 322.01: Operations Management

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School of BUSINESS ADMINISTRATION
The University of Montana–Missoula

BMGT 322

Operations Management

Fall Semester 2014

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Office Hours: MW 10:00-11:00 am and by appointment

Course Information
Meeting Place GBB L26
Meeting Time: MW 11:10 – 12:30pm Section 1
MW 12:40 – 2:00pm Section 2

This course is a 3-credit hour full-semester offering covering all aspects of Operations Management. There will be five exams and five homework/lab assignments which will total 600 points; 100 points for each of the five exams and 20 points for each of the homework/lab assignments. 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. Thirty points will be awarded for attendance. 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.

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:

Criterion	Points
5 Exams (100 Points each)	500
5 Homework/Lab Assignments (20 Points each)	100
4 Career Development Activities (5 Points each)	20
Attendance	30
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%

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 exam day.

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. 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
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 25	Chapter 1: Operations and Productivity
August 27	Module A: Decision-Making Tools
Sept 1	Labor Day
Sept 3	Chapter 2: Project Management
Sept 8	Chapter 2: Project Management
Sept 10	**Exam 1 covering Chapters 1, 2, and Module A (Homework/Lab 1 Due)**
Sept 15	Chapter 4: Forecasting
Sept 19	Chapter 4: Forecasting
Sept 22	Chapter 4: Forecasting
Sept 24	**Exam 2 covering Chapter 4 (Homework/Lab 2 Due)**
Sept 29	Chapter 6: Managing Quality
Oct 1	Chapter 6: Managing Quality
Oct 6	Supplement 6: Statistical Process Control
Oct 8	Chapter 7: Process Strategy
Oct 13	**Exam 3 covering Chapters 6, 7, and Supplement 6 (Homework/Lab 3 Due)**
Oct 15	Module B: Linear Programming
Oct 20	Module B: Linear Programming
Oct 22	Chapter 11: Supply Chain Management
Oct 27	Chapter 11: Supply Chain Management
Oct 29	Supplement 11: Supply Chain Analytics
Nov 3	Module D: Waiting-Line Models
Nov 5	Module D: Waiting-Line Models
Nov 10	**Exam 4 covering Chapter 11, Supp. 11 and Mod. B & D (Homework/Lab 4 Due)**
Nov 12	Chapter 12: Inventory Management
Nov 17	Chapter 12: Inventory Management
Nov 19	Chapter 12: Inventory Management
Nov 24	Chapter 16: JIT, TPS, and Lean Operations
Dec 1	Module F: Simulation
Dec 3	Module F: Simulation
Dec 8	**Exam 5 covering Chapters 12, 16 and Module F (Homework/Lab 5 Due)**