MGMT 318  Production - Operations Management

College of Business  Southern Illinois University  Spring 2014

Instructor:  John C. Goodale, Ph.D.
Office:  210A Rehn Hall
Tel:  (618) 453-7893
Net:  jgoodale@business.siu.edu  and  D2L
Office Hours:  Tuesday/Thursday 1:30-4:30 pm, and by appointment

Required Course Materials:
• Operations Management, 11th Ed. by Heizer and Render, and access to MyOMLab.com.

There are two options to obtain the book and access to MyOMLab (choose one):

1) Buy MyOMLab access and eText through the internet. Go to www.myomlab.com. Where it says “Register Now,” click on “Student.” Follow the instructions to where you enter the Course ID. **The Course ID is: goodale01114.** After clicking “Continue”, then “Create a Pearson Account”. (If you used Pearson MyLabs in the past, then you can use your old account username and password.) After signing into your Pearson account, then choose to buy MyOMLab access with or without the eText. The eText is substantially less expensive than the hard copy sold at bookstores. Accept the agreement and proceed to buy access. This will require a credit card. The eText is a 180-day subscription. The eText pages can be printed only one page at a time, and cannot be saved on a flash- or hard-drive. So, basically, **the eText must be viewed online.**

2) Buy the book and access code packaged together from the bookstores. Included in the package is a $10 mail-in rebate for an iClicker. Go to www.myomlab.com. Where it says “Register,” click on “Student.” Follow the instructions to where you enter the Course ID. **The Course ID is: goodale01114.** After clicking “Continue”, then “Create a Pearson Account”. (If you used Pearson MyLabs in the past, then you can use your old account username and password.) After signing into your Pearson account, then choose to buy MyOMLab access with your “Access Code”. Next, enter your access code and accept the agreement.

• New or used basic iClicker. The iClicker is your personal remote control for the classroom response system. You will use your iClicker in this class almost every day. iClickers can be rented from the bookstore.
Course Description:
The purpose of this course is to provide an understanding of the fundamentals of the operations function in the production of goods and services in organizations. This is a survey course that covers concepts, technologies, and tools found useful in managing operations in manufacturing and service sectors. The material can be covered by a combination of lectures, textbook exercises, computer exercises, guest speakers, videos, and other means.

Course Objectives:
Upon completion of the course, you should be able to:

1) Identify operations functions and describe their importance in any organization.

2) Be able to apply the conceptual frameworks from this course in operations-related functions and problems in a firm, such as Formulating Operations Strategy, Project Control, Forecasting, Process Management, Location/Layout Management, Quality Control, Inventory Control, and Supply Chain Management.

3) Identify, use, and evaluate several significant methods in the analysis, design and operation of production management systems especially as they are affected by developments in quantitative analysis and computer technology. This important element of the course will deepen your understanding of the economics and tradeoffs involved in operational problems.

4) Understand the importance of integrating the production and operations function with other business functions, such as marketing, finance, and human resources through an operations strategy that has an international scope.

Performance Evaluation:

<table>
<thead>
<tr>
<th>Evaluation Item</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>iClicker scores</td>
<td>75</td>
</tr>
<tr>
<td>Graded Problem Sets (10 each)</td>
<td>100</td>
</tr>
<tr>
<td>Test 1 &amp; 2 (100 each)</td>
<td>200</td>
</tr>
<tr>
<td>Test 3</td>
<td>125</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>500</strong></td>
</tr>
</tbody>
</table>

Grading Scale:
The final course grade is determined by total performance evaluation points. The grading scale is as follows: 90% and greater is an A, 80% is a B, 70% is a C, etc.
iClickers:

iClickers are a way to gather immediate feedback regarding students’ understanding of material. We will register iClickers on the second day (remove from packaging prior to class). Approximately 6-7 iClicker questions will be asked in most class periods. The total percentage of questions answered correctly will be applied to the points available above and determine a portion of the total points for the course. **You are completely responsible for the iClickers. That is, expect to use it in every class, be ready to answer questions with it at any time, and always have good batteries.**

Textbook Chapter Problems and Homework Assignments:

I suggest doing the even-numbered problems that correspond to the material covered in each chapter. The check-answers are located at the back of the textbook. Of course, the examinations cannot include everything that will be covered in the chapter problems and homework assignments, but each problem and assignment will cover material that should be helpful in preparing for the tests. For suggested chapter problems, I encourage you to use three important resources beyond the material in the book. They are 1) your classmates, 2) question and answer opportunities in class, and 3) my office hours.

We will use MyOMLab.com for graded homework assignments. Myomlab has a service that enables students to complete homework problems and submit them online. In addition, Myomlab has several learning resources. You will find several tools on the website that will help you understand and complete the homework assignments.

Tests and Final Exam:

An unexcused absence during an exam will require a doctor's or the instructor’s authorization, which may allow you to take another test at a different time. Otherwise, no make-up quizzes or exams will be given. Students who must miss an exam due to an excused absence may not take it before the time scheduled for the class examination. This is University policy for final exams. Please plan accordingly.

Withdrawals:

Withdrawals must be done in accordance with COB policy.

Academic Dishonesty:

Any student who has committed or has attempted to commit acts of academic dishonesty will be subject to the disciplinary sanctions and conditions as outlined in Sections VI and VII of the SIU Student Conduct Code, which at the very least will be a failing grade.
# Course Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics</th>
<th>Readings to be completed before class</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/13-1/17</td>
<td>Operations and Productivity</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>1/20-1/24</td>
<td>Operations Strategy &amp; Process Strategy</td>
<td>Chapter 2 &amp; Chapter 7 (pgs. 269-284)</td>
</tr>
<tr>
<td>1/27-1/31</td>
<td>Project Management</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>2/3-2/7</td>
<td>Project Management (continued)</td>
<td>Chapter 3 (continued)</td>
</tr>
<tr>
<td>2/10-2/14</td>
<td>Forecasting</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>2/17-2/21</td>
<td>Forecasting</td>
<td>Chapter 4 (continued)</td>
</tr>
<tr>
<td></td>
<td>Test #1 (Thur., 2/20)</td>
<td></td>
</tr>
<tr>
<td>2/24-2/28</td>
<td>Decision-making &amp; Design of Goods and Services</td>
<td>Module A (pg. 667) &amp; Chapter 5</td>
</tr>
<tr>
<td>3/3-3/7</td>
<td>Managing Quality Statistical Process Control</td>
<td>Chapter 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 6S</td>
</tr>
<tr>
<td>3/10-3/14</td>
<td><strong>No Class – Spring Break</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 9 (pgs. 355-373)</td>
</tr>
<tr>
<td>3/24-3/28</td>
<td>Location Strategies Supply Chain Management</td>
<td>Chapter 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 11</td>
</tr>
<tr>
<td>3/31-4/4</td>
<td>Supply Chain Analytics Test #2 (Thur., 4/3)</td>
<td>Chapter 11S (pgs. 464-472)</td>
</tr>
<tr>
<td>4/7-4/11</td>
<td>Inventory Management</td>
<td>Chapter 12</td>
</tr>
<tr>
<td>4/14-4/18</td>
<td>Inventory Management (continued)</td>
<td>Chapter 12 (continued)</td>
</tr>
<tr>
<td>4/21-4/25</td>
<td>Material Requirements Planning (MRP) and ERP</td>
<td>Chapter 14</td>
</tr>
<tr>
<td>4/28-5/2</td>
<td>JIT, TPS, and Lean Operations</td>
<td>Chapter 16</td>
</tr>
<tr>
<td><strong>Thur., 5/8</strong></td>
<td>Final Examination, 10:10am - 12:10pm</td>
<td></td>
</tr>
</tbody>
</table>
IMPORTANT DATES *
Semester Class Begins ................................................................. 01/13/2014
Last day to add a class (without instructor permission): ..................... 01/24/2014
Last day to withdraw completely and receive a 100% refund: ............ 01/26/2014
Last day to drop a course using SalukiNet: .................................. 03/23/2014
Last day to file diploma application (for name to appear in Commencement program): ............................................................... 03/28/2014
Final examinations: ....................................................................... 5/5 – 5/9/2014

* Note: For outreach, online, and short course drop/add dates, visit Registrar’s Academic webpage http://registrar.siu.edu/

SPRING SEMESTER HOLIDAYS
Martin Luther King, Jr.’s Birthday 01/20/2014
Spring Vacation 03/08—03/16/2014

WITHDRAWAL POLICY ~ Undergraduate only
Students who officially register for a session may not withdraw merely by the stopping of attendance. An official withdrawal form needs to be initiated by the student and processed by the University. For the proper procedures to follow when dropping courses and when withdrawing from the University, please visit http://registrar.siu.edu/pdf/ugradcatalog1314.pdf

INCOMPLETE POLICY ~ Undergraduate only
An INC is assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a completed grade within one semester following the term in which the course was taken, or graduation, whichever occurs first. Should the student fail to complete the course within the time period designated, that is, by no later than the end of the semester following the term in which the course was taken, or graduation, whichever occurs first, the incomplete will be converted to a grade of F and the grade will be computed in the student’s grade point average. For more information please visit: http://registrar.siu.edu/grades/incomplete.html

REPEAT POLICY
An undergraduate student may, for the purpose of raising a grade, enroll in a course for credit no more than two times (two total enrollments) unless otherwise noted in the course description. For students receiving a letter grade of A, B, C, D, or F, the course repetition must occur at Southern Illinois University Carbondale. Only the most recent (last) grade will be calculated in the overall GPA and count toward hours earned. See full policy at http://registrar.siu.edu/pdf/ugradcatalog1314.pdf

GRADUATE POLICIES
Graduate policies often vary from Undergraduate policies. To view the applicable policies for graduate students, please visit http://gradschool.siu.edu/about-us/grad-catalog/index.html

DISABILITY POLICY
Disability Support Services provides the required academic and programmatic support services to students with permanent and temporary disabilities. DSS provides centralized coordination and referral services. To utilize DSS services, students must come to the DSS to open cases. The process involves interviews, reviews of student-supplied documentation, and completion of Disability Accommodation Agreements.
http://disabilityservices.siu.edu/

STUDENT CONDUCT CODE
http://policies.siu.edu/other_policies/chapter3/conduct.html

SALUKI CARES
The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. For information on Saluki Cares: (618) 453-5714, or siucares@siu.edu, http://salukicares.siu.edu/index.html

EMERGENCY PROCEDURES
Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. We ask that you become familiar with the SIU Emergency Response Plan and Building Emergency Response Team (BERT) programs. Emergency response information is available on posters in buildings on campus, available on BERT’s website at www.bert.siu.edu, Department of Safety’s website at www.dps.siu.edu (disaster drop down) and the Emergency Response Guideline pamphlet. Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency.

INCLUSIVE EXCELLENCE
SIU contains people from all walks of life, from many different cultures and sub-cultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ is an important part of education as well an essential preparation for any career. For more information please visit: http://www.inclusiveexcellence.siu.edu/

MORRIS LIBRARY HOURS
http://www.lib.siu.edu/about

LEARNING AND SUPPORT SERVICES
Help is within reach. Learning support services offers free tutoring on campus and math labs. To find more information please visit the Center for Learning and Support Services website:
Tutoring: http://tutoring.siu.edu/
Math Labs: http://tutoring.siu.edu/math_tutoring/index.html

WRITING CENTER
The Writing Center offers free tutoring services to all SIU students and faculty. To find a Center or Schedule an appointment please visit http://write.siu.edu/

AFFIRMATIVE ACTION & EQUAL OPPORTUNITY
Our office’s main focus is to ensure that the university complies with federal and state equity policies and handles reporting and investigating of discrimination cases. For more information visit: http://diversity.siu.edu/

Additional Resources Available:
SALUKINET: https://salukinet.siu.edu/cp/home/displaylogin
ADVISEMENT: http://advisement.siu.edu/
PROVOST & VICE CHANCELLOR: http://pvcaa.siu.edu/
SIU ONLINE: http://online.siu.edu/