MGMT 318  Operations Management

College of Business  Southern Illinois University  Spring 2016

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Office Hours:  Monday 1:00-4:00pm, Tuesday 1:00-4:00pm, and by appointment

Required Course Materials:
• Subscription access to MyOMLab.com using a MGMT 318 Course ID.  (This website is required for homework sets and can also be used to purchase the required eText.)

How to buy the eText and access to MyOMLab online:  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:  goodale63868.  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 the eText.  (The cost is $109.95 for both.  You may purchase only the MyOMLab access for $62.45 and use your own hard copy instead.)  Accept the agreement and proceed to buy MyOMLab 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.


• 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 purchased or rented from the bookstore.  Iclickers are also sold at the 710 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>Component</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>
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<tr>
<td>Test 3</td>
<td>125</td>
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<tr>
<td><strong>Total Points</strong></td>
<td><strong>500</strong></td>
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</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>
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<tbody>
<tr>
<td>1/18-1/22</td>
<td>Operations and Productivity</td>
<td>Chapter 1</td>
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<tr>
<td>1/25-1/29</td>
<td>Operations Strategy</td>
<td>Chapter 2</td>
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<td></td>
<td>Process Strategy</td>
<td>Chapter 7 (pgs. 269-284)</td>
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<tr>
<td>2/1-2/5</td>
<td>Project Management</td>
<td>Chapter 3</td>
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<tr>
<td>2/8-2/12</td>
<td>Project Management (continued)</td>
<td>Chapter 3 (continued)</td>
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<tr>
<td>2/15-2/19</td>
<td>Forecasting</td>
<td>Chapter 4</td>
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<tr>
<td>2/22-2/26</td>
<td>Forecasting</td>
<td>Chapter 4 (continued)</td>
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<tr>
<td></td>
<td>Test #1 (Thursday, 2/25)</td>
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<tr>
<td>2/29-3/4</td>
<td>Decision-making</td>
<td>Module A (pgs. 667-688)</td>
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<td></td>
<td>Design of Goods and Services</td>
<td>Chapter 5</td>
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<tr>
<td>3/7-3/11</td>
<td>Managing Quality</td>
<td>Chapter 6</td>
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<td>Statistical Process Control</td>
<td>Chapter 6S</td>
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<td>3/14-3/18</td>
<td><strong>Spring Break</strong></td>
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<td></td>
<td>Layout Strategies</td>
<td>Chapter 9 (pgs. 355-373)</td>
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<td>3/28-4/1</td>
<td>Location Strategies</td>
<td>Chapter 8</td>
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<td>Test #2 (Thursday, 4/2)</td>
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<tr>
<td>4/4-4/8</td>
<td>Supply Chain Management</td>
<td>Chapter 11</td>
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<td></td>
<td>Supply Chain Analytics</td>
<td>Chapter 11S (pgs. 464-472)</td>
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<td>4/11-4/15</td>
<td>Inventory Management (continued)</td>
<td>Chapter 12</td>
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<tr>
<td>4/18-4/22</td>
<td>Inventory Management (continued)</td>
<td>Chapter 12 (continued)</td>
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<tr>
<td>4/25-4/29</td>
<td>Material Requirements Planning (MRP) and ERP</td>
<td>Chapter 14</td>
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<tr>
<td>5/2-5/6</td>
<td>JIT, TPS, and Lean Operations</td>
<td>Chapter 16</td>
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**Thursday, 5/12**  **Final Examination, 8:00-10:00 am**
IMPORTANT DATES *
Semester Class Begins ...........................................01/19/2016
Last day to add a class (without instructor permission): ............01/24/2016
Last day to withdraw completely and receive a 100% refund: .......01/31/2016
Last day to drop a course using SalukiNet: ..........................04/03/2016
Last day to file diploma application (for name to appear in Commencement program): .........................................................02/12/2016
Final examinations: ................................................................05/09-05/13/2016

Final Examinations – Undergraduate only

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

SPRING SEMESTER HOLIDAYS
Martin Luther King, Jr.'s Birthday Holiday 01/18/2016
Spring Break 03/12—03/20/2016

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/catalog/undergraduatetcatalog.html

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. An INC will not be changed to a completed grade after one year from the end of the semester, after having been changed to an INC, if the student fails to complete the course within the time period designated, 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/catalog/undergraduatetcatalog.html

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/

PLAGIARISM

Student Conduct Code http://srr.siu.edu/student_conduct_code/
MORRIS LIBRARY HOURS
http://www.lib.siu.edu/about

SAFETY AWARENESS FACTS AND EDUCATION

Title IX makes it clear that violence and harassment based on sex and gender is a Civil Rights offense subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. If you or someone you know has been harassed or assaulted, you can find the appropriate resources here: http://safe.siu.edu

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

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.

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.

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://math.siu.edu/courses/course-help.php

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/