BusMgt 3230: INTRODUCTION TO OPERATIONS MANAGEMENT – AUTUMN 2018

I. THE FACULTY

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II. TEACHING PHILOSOPHY

"Everyone gets the experience. Some get the lessons." - *T.S. Elliot*

III. COURSE DESCRIPTION

Business Management 3230 is designed to provide students with a broad understanding of how effective operations and supply chain management practices contribute to the competitiveness and survival of manufacturing, service, and non-profit organizations. Students will apply selected concepts, tools, and methods to address strategic and tactical operational challenges with a systems perspective.

IV. COURSE OBJECTIVES

1. Explain how operations and supply chain practices contribute to the overall competitiveness of any organization and its value chains.
2. Recognize and evaluate operational challenges and opportunities from a holistic perspective.
3. Apply various concepts, methods, and tools by structuring, analyzing, and solving complex operational problems.
4. Generate questions and curiosity to encourage future learning in operations and supply chain management.

V. Disability Accommodation

Students with a disability should arrange an appointment to meet with faculty as soon as possible so that we can discuss the course format and explore potential accommodations. Please remember that we will be relying on the Office for Disability Services for assistance in verifying need and developing accommodation strategies. The verification process should begin as soon as possible

VI. REQUIRED COURSE MATERIALS, ACTIVATION INSTRUCTIONS, AND PURCHASE OPTIONS

This course uses MyOMLab learning platform and Learning Catalytics. **Access to MyOMlab and Learning Catalytics is required for each student beginning the first week of class.**

MyOMLab (KRM) with eText	Krajewski, L. J., M. K. Malhotra, and L. P. Ritzman. 2019. Operations Management: Processes and Supply Chains. *12th Edition*. Upper Saddle River, NJ: Prentice Hall.

Purchase MyOMLab Access with eText 12e (includes Learning Catalytics Access), ISBN 9780134742366:

- directly from Pearson (Publisher) through Canvas
- the OSU Bookstore

Activate the course

Either purchase option requires activation through Canvas. Log on to Canvas and click the *MyLab* and *Mastering* menu option and follow the instructions. **Your last name and first name on MyOMLab must match exactly to your last name and first name on CANVAS.**

VII. COURSE LEARNING ENVIRONMENT

Business Management 3230 is designed to enable student engagement and achievement of learning outcomes through active learning. Learning Catalytics will be employed in lecture and recitation sections. That means **Wi-Fi enabled mobile technology is required in class**. While smartphones will work, laptops or tablets are recommended as they make it easier to work on and share with other students.

The first two sessions are especially important in this section because time will be allotted for student questions about course access, the new learning platform, and classroom engagement procedures. Note: Attendance will be recorded beginning with the first session!

Each week, students can expect a weekly cadence of activity:

1. Read assigned text before lecture class
2. Attend and participate in lecture class (same time each week)
3. Do assigned homework, quiz, and simulation (due same time each week)
4. Attend and contribute to recitation class (same time each week)

Instructors will expect that you have read and acquired basic understanding of concepts, tools, and methods from the assigned textbook before class, and you have completed assigned homework, quizzes, and simulations. (See detailed schedule on pages 5-6.)

Recitation sessions may use worksheets or other support material from course Modules in Canvas. We recommend that students **download these before class** and print if desired as hard copies will not be available from the instructors.

VIII. STUDENT EVALUATIONS

Exams (45%)	
Exam I	15 points
Exam II	15 points
Exam III	15 points
Out-of-Class Assignments (25%)	
MyOMLab Homework Problems	10 points
Simulation Assignments	10 points
MyOMLab Quizzes	5 points
In-Class Learning Catalytics (30%)	
Recitation Learning Catalytics	15 points
Lecture Learning Catalytics	15 points
	100 points

Exams:

Three exams have been scheduled for this course.

- Have been scheduled for the date and time noted in the detailed schedule (p. 5-6)
- Cover conceptual and technical content from assigned readings and in-class activities
- Are "closed" in nature – no access to textbook, notes, neighbors, etc.

NOTE: No make-up, late, or early exams.

Out-of-Class Assignments:

MyOMLab assignments are due each **Friday by 11:59PM EST**. See detailed schedule for specific homework problems, simulations, and quizzes. Due dates are not negotiable. Non-attempted assignments are **NOT** accessible for review after the due date.

MyOMLab Quizzes

There are weekly scheduled MyOMLab Quizzes. MyOMLab Quizzes include multiple-choice questions designed to gauge how well you understand assigned materials. 10 quizzes will be counted as your quiz grade. You are given only one attempt to complete each quiz and have to be completed within 30 minutes.

MyOMLab Homework Problems

There are weekly scheduled MyOMLab homework problems. Homework problems allow you to apply methods and tools. You are given five attempts to master the assigned homework problems in MyOMLab. 10 homework assignments will be counted as your HW grade.

MyOMLab Simulation Assignments

This course includes five simulation exercises giving students the opportunity to experience challenges and make decisions similar to those facing operations managers. You will have unlimited attempts at each simulation. Full credit is awarded for a score of 70% or better.

In-Class Learning Catalytics:

Recitation Learning Catalytics
Recitation sessions will employ Learning Catalytics where students will be working individually and in teams to complete assignments involving problems related to each weekly topic. **Students will only receive credit if the student fully participates in the individual and the team round.** 10 Learning Catalytics recitations will be counted towards your final grade.

Lecture Learning Catalytics.
Individual participation points will be awarded during each lecture session using Learning Catalytics. **Individual Learning Catalytic responses are graded for accuracy and granted full credit when students correctly answer all questions during class.** 10 Learning Catalytics lectures will be counted towards your final grade.

Note: Learning Catalytics are only available during class sessions. Please take your own notes for future review.

IX. Academic Misconduct

Academic integrity is essential to maintaining a learning environment that fosters excellence in teaching, research, and other educational and scholarly activities. The Ohio State University and the Committee on Academic Misconduct expect that all students have read and understand the Code of Student Conduct, and that all students will complete all academic and scholarly assignments with fairness and honesty. "Academic Misconduct" occurs when there is an intentional failure by students to follow the rules and guidelines established in the Code of Student Conduct and those established specifically for this course.

In particular, any material submitted for course credit must be the work of an individual student for an individual-based assignment or the work of a team of students for a group-based assignment. Plagiarism is a serious offense. Students should not discuss, read, text message, e-mail, provide access to documents, or share the work, thoughts, ideas, or solutions regarding graded evaluation categories with other individuals or teams of students. When outside references are used, they must be properly referenced. Students are recommended to protect their own work from being copied or plagiarized by others, such as by collecting printed materials from the lab printers and disposing of rough drafts at home. Written assignments that are similar to current or past written assignments beyond statistical chance may result in the initiation of serious disciplinary action.

Please remember that when a student is suspected of having committed "Academic Misconduct" in this course, faculty is obligated to report suspicions to the Committee on Academic Misconduct. Such suspicions will be investigated and when determined to be in violation of the Code of Student Conduct will result in sanctions ranging from failing the course ("E" grade) to suspension or dismissal from The Ohio State University.

Tentative Detailed Schedule

Class Session & Date		Topic (Reading)	MYOMLAB ASSIGNMENTS DUE Fridays Midnight
L1	8.21/8.22 Tues/Wed	Introductions • Syllabus • Using Operations to Create Value (KRM 1, p1-22) • A3 Problem Solving	• Practice Problems: 1.1-1.9, p27-28.
R1	8.22/8.23/8.24 Wed/Thur/Fri	Using Operations to Create Value (KRM 1, p1-22& KRM A, p.30-35)	• **Quiz: Using Operations to Compete** (KRM 1, p1-22)
L2	8.28/8.29 Tues/Wed	Process Strategy and Analysis (KRM 2, p.49-79) ; Break-Even Analysis (KRM Supplement A, p.30-35); & SIPOC	• Practice Problems: 2.1-2.3, 2.23-2.30, 2.33 & A1-A11.
R2	8.29/8.30/8.31 Wed/Thur/Fri	Process Strategy and Analysis (KRM 2, p.49-79)	• **Quiz: Process Strategy and Analysis** (KRM 2, p.49-79) • **HW: Productivity Calculations (KRM 1.3, 1.6,1.7 & 1.9, p.27-28)**
L3	9.4/9.5 Tues/Wed	Quality and Performance (KRM-3, p.97-105 & 119-121) & Data Analysis Tools (KRM-2, p.72-77)	
R3	9.5/9.6/9.7 Wed/Thur/Fri	Quality and Performance (KRM-3, p.97-105 & 119-121)	• **Quiz: Quality and Performance** (KRM 3, p.97-105 & 119-120) • **HW: Break-even Analysis (KRM A.4, A.5, A.6 & A.7, p.45-46)** • **SIM: Quality Management**
L4	9.11/9.12 Tues/Wed	Statistical Process Control KRM-3 (p.105-116)	• Practice Problems: 3.1-3.18, p126-130
R4	9.12/9.13/9.14 Wed/Thur/Fri	Statistical Process Control KRM-3 (p.105-116)	• **Quiz: SPC** • **HW: Data Analysis Tools (KRM 2.23, 2.26, 2.27, 2.29)**
L5	9.18/9.19 Tues/Wed	Capacity Planning (KRM-4, p137-144)	• Practice Problems: 4.1-4.10, p153-154
R5	9.19/9.20/9.21 Wed/Thur/Fri	Capacity Planning (KRM-4, p137-144)	• **Quiz: Capacity Planning** (KRM 4, p137-144) • **HW: SPC (KRM 3.3, 3.7, 3.11, & 3.14)**
L6	9.25/9.26 Tues/Wed	Supply Chain Design (KRM 12, p497-515)	Practice Problems: 12.1-12.12, p517-519.
R6	**9.26/9.27/9.28 Wed/Thur/Fri**	**EXAM I (KRM 1-3, including SPC)**	
L7	10.2/10.3 Tues/Wed	Lean Systems (KRM-6, p211-222 & p227-231)	• Practice Problems: 6.12-614, p239-240.
R7	10.3/10.4/10.5 Wed/Thur/Fri	Lean Systems (KRM-6, p211-222 & p227-231)	• **Quiz: Lean Systems** ((KRM-6, p211-222 & p227-231) • **HW: Capacity Planning (KRM 4.2, 4.4, 4.5 & 4.8)**

Tentative Detailed Schedule

Class Session & Date		Topic (Reading)	MYOMLAB ASSIGNMENTS DUE Fridays Midnight
L8	10.9/10.10 Tues/Wed	Constraint Management (KRM-5, p179-190)	• Practice Problems: 5.1-5.12, p199-203
R8	**10.10/10.11/10.12 Wed/Thur/Fri**	**No Recitation due to Autumn Break**	• **Quiz: Supply Chain** (KRM 12 p497-510) • **Sim: Supply Chain** • **HW: SC Performance and Sourcing (KRM 12.2, 12.7, 12.9, 12.12)**
L9	10.16/10.17 Tues/Wed	Constraint Management (KRM-5, p179-190)	• Practice Problems: 5.1-5.12, p199-203
R9	10.17/10.18/10.19 Wed/Thur/Fri	Constraint Management (KRM-5, p179-190)	• **Quiz: Constraint Management** (KRM 5, p179-190) • **HW: VSM (KRM 6.12 & 6.14)**
L10	10.23/10.24 Tues/Wed	Project Management (KRM-7, p243-259)	• Practice Problems: 7.1-7.19, p272-276.
R10	10.24/10.25/10.26 Wed/Thur/Fri	Project Management (KRM-7, p243-259)	• **Quiz: PM** (KRM 7. p.243-259) • **SIM: PM** • **HW: Constraint Management (KRM 5.1, 5.4, 5.8 & 5.11)**
L11	10.30/10.31 Tues/Wed	Project Management (KRM-7, p243-259)	
R11	**10.31/11.1/11.2 Wed/Thur/Fri**	**EXAM II (KRM 4-6)**	
L12	11.6/11.7 Tues/Wed	Forecasting (KRM-8, p283-292, p295-298, p303-306)	• Practice Problems: 8.6-8.27, p317-322.
R12	11.7/11.8/11.9 Wed/Thur/Fri	Forecasting (KRM-8, p283-292, p295-298, p303-306)	• **Quiz: Forecasting** (KRM-8, p283-292, p295-298, p303-306) • **SIM: Forecasting** • **HW: PM (KRM 7.3, 7.6, 7.11, 7.13)**
L13	11.13/11.14 Tues/Wed	Inventory Management (KRM-9, p327-349)	• Practice Problems: 9.6-9.32, p362-366.
R13	11.14/11.15/11.16 Wed/Thur/Fri	Inventory Management (KRM-9, p327-349)	• **Quiz: Inventory** ((KRM-9, p327-349) • HW: Forecasting (KRM 8.6, 8.6-12, 8.6-13, 8.6-33) • **SIM: Inventory**
L14	**11.20/11.21 Tues/Wed**	**THANKSGIVING BREAK - NO CLASS**	
R14	**11.21/11.22/11.23 Wed/Thur/Fri**	**THANKSGIVING BREAK - NO CLASS**	• **HW: Inventory (KRM 9.3, 9.12, 9.20 & 9.21)**
L15	11.27/11.28 Tues/Wed	Supply Chain Design (KRM 12, p497-515)	• Practice Problems: 12.1-12.12, p517-519.
R15	**11.28/11.29/11.30 Wed/Thur/Fri**	**EXAM III (KRM 7-9, 12)**	
L16	12.4/12.5 Tues/Wed	Supply Chain Disruptions (KRM 14.1, p561-563)	