

BM 3230H: INTRODUCTION TO OPERATIONS MANAGEMENT – AUTUMN 2017

I. THE FACULTY

Name:	Steve Lundregan
Email:	lundregan.5@osu.edu
Office location:	FH 648
Office hours:	Tuesday 1-2pm

II. TEACHING PHILOSOPHY

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

III. COURSE DESCRIPTION

Business Management 3230H 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.

The honors section is designed to complement other honors classes with additional emphasis on operational leadership, strategic thinking, and critical problem solving skills.

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. Further develop strategic thinking, abstract problem solving, and effective communication skills necessary for effective operational leadership.
5. Generate questions and curiosity to encourage future learning in operations and supply chain management.

V. 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., L. P. Ritzman, and M. K. Malhotra. 2016. Operations Management: Processes and Supply Chains. *11th Edition*. Upper Saddle River, NJ: Prentice Hall.

Purchase MyOMLab Access with eText 11e (includes Learning Catalytics Access), ISBN 9780133885583:

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- 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. Be prepared to supply your OSU ID number. **Your last name and first name on MyOMLab must match exactly to your last name and first name on CANVAS.**

VI. 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.

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.)

VII. STUDENT EVALUATIONS

Core Course Material (Prepare)

MyOMLab Homework problems	10 points
MyOMLab Quizzes	10 points
Simulation assignments	10 points

Application of Core Course Material (Practice)

In-class exercises (Learning Catalytics)	20 points
Out-of-class "Passport" assignment	30 points

Complementary Research (Explore)

Research project	<u>20 points</u>
	100 points

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A. Core Course Material

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 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 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 chance to complete each quiz and have to be completed within 30 minutes.

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.

B. Application of Core Course Material

In-Class Exercises (Learning Catalytics)

Class sessions will employ Learning Catalytics where students will be working individually and in teams to complete exercises involving exercises and problems related to each weekly topic. Students will only receive credit if the student fully participates in the individual and the team round.

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

Out-Of-Class “Passport” Assignment

Working in teams, students will independently explore selected course topics by finding and analyzing situational examples outside of class. Each assignment involves structured learning questions to guide the process. Experiential discoveries are documented and shared with class on a scheduled basis (See Detailed Schedule for due dates).

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- Each team will document six “Passport” experiences where grades reflect the quality of experience selected, quality of the analysis completed, and overall effort of the team (See Passport Assignment on Canvas for assignment details)
- One team will be selected (in advance) to lead in-class exercise for each topic. Teams are encouraged to use Learning Catalytics (If arranged in advance).
- Every team will lead one exercise where grades will be a function of class feedback (using Learning Catalytics)

C. Complementary Research

Research Project

In order to explore concepts of individual interest beyond the scope of this class, each student will complete a research project. This involves:

- Reviewing secondary books or articles on a topic of your choice (see Research Project in Canvas for ideas)
- Writing a five-page paper with sources cited
- Explaining the main idea and why it matters to operational leaders
- Comparing / contrasting the main idea with topics covered in class
- Providing examples of applications and impact
- Preparing a brief presentation to “showcase” your work

VIII. OTHER RELEVANT POLICIES

A. 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

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Misconduct” in this course, I am obligated to report my 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.

B. Disability Accommodation

Students with a disability should arrange an appointment to meet with me as soon as possible so that we can discuss the course format and explore potential accommodations. Please remember that I 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.

DETAILED SCHEDULE (TENATIVE)

Week	Tuesday Class	Thursday Class	Friday Assignment
1	8/22 - Course Introduction	8/24 - Passport Demo: Using Operations to Create Value	8/25 - Quiz: Using Operations to Create Value (KRM 1, p1-22)
2	8/29 - Process Strategy	8/31 - Process Analysis	9/1 - Quiz: Process Strategy and Analysis (KRM-2, p.49-94); HW: Productivity Calculations (KRM 1)
3	9/5 – No Class – Double Honors Cohort Class	9/7 - Passport #1: Process Strategy (Due Date)	9/8 - HW: Break-even Analysis (KRM A)
4	9/12 - Quality & Performance	9/14 - Quality & Performance	9/15 - Quiz: SPC; HW: Data Analysis Tools (KRM 2)
5	9/19 – Quality & Performance	9/22 - Passport #2: Quality & Performance (Due Date)	9/22 - Sim: Quality Management; Quiz: Quality and Performance (KRM 3, p.95-134); HW: SPC (KRM 3)
6	9/26 – Capacity Planning	9/28 - Constraint Management	9/29 - Quiz: Capacity Planning (KRM 4, p135-145); HW: Capacity Planning (KRM 4)
7	10/3 – No Class - Independent Study (Team Passport)	10/5 - No Class - Independent Study (Team Passport)	
8	10/10 - No Class - Independent Study (Team Passport)	10/12 - No Class – Fall Break	
9	10/17 – Passport #3: Capacity & Constraints (Due)	10/19 – Lean Systems	10/20 - Quiz: Constraint Management (KRM 5, p177-187)
10	10/24 – Lean Systems	10/26 – Passport #4: Lean Systems	10/27 - Quiz: Lean Systems (KRM 6, p207-217 & p219-223); HW: Constraint Management (KRM 5)
11	10/31 – Project Management	11/2 – Forecasting	11/3 - Sim: PM; Quiz: PM (KRM 7. p.49-77); HW: VSM (KRM 6)
12	11/7 – Inventory Management	11/9 - Passport #5: Inventory Management	11/10 - Quiz: Forecasting; SIM: Forecasting; HW: PM (KRM 7)
13	11/14 – Supply Chain	11/16 – Passport #6: Supply Chain (Due)	11/17 - Sim: Inventory; Quiz: Inventory (KRM 9, p317-341); HW: Forecasting
14	11/21 – No Class - Independent Study (Research Project)	11/23 - No Class	11/24 - HW: Inventory (KRM 9)
15	11/26 - Research Project Showcase (Due)	11/28 - Research Project Showcase	11/29 - Sim: Supply Chain; Quiz: Supply Chain (KRM 12, p483-501); HW: SC Performance and Sourcing (KRM 12)
16	12/5 – Leadership in Operations		