

Semester: Summer 2020 (Online Course Syllabus)

Class: 3844

Instructor	Email	Office location	Office hours	Lecture & Recitation
John Lowrey	Lowrey.44@buckeyemail.osu.edu	Carmen Zoom	Th 11-12pm	Tu/Th 9-10:30 AM

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.

Course Format: This course is offered entirely online through the CarmenCanvas LMS with **synchronous** lecture and recitation meetings. For more information and resources for a successful online learning experience, please visit the OSU Office of Distance Education and e-Learning ([ODEE](#)).

Required Texts/Materials:

The textbook and/or courseware for this course is being provided via CarmenBooks. Through CarmenBooks, students obtain publisher materials electronically through CarmenCanvas, saving them up to 80% per title. The fee for this material is included as part of tuition and is listed as *CarmenBooks fee* on your Statement of Account. In addition to cost-savings, materials provided through CarmenBooks are available immediately on or before the first day of class. There is no need to wait for financial aid or scholarship money to purchase your textbook.

Unless you choose to opt-out of the program, you do NOT need to purchase any materials for this course at the bookstore. For more information on the program or information on how to opt out, [please visit the CarmenBooks website](#). **Access MYOMLAB with eText 12e through the MyLab and Mastering link in the course navigation.**

Evaluation Criteria:

Graded Components	% of Total	Type
Exams	60%	N ↑
Assignments	20%	O 🗨️
Lecture / Recitation	20%	O 🗨️

Requirements for each form of graded component. Failing to follow these will represent academic misconduct. See below.

Independent Work [N ↑]: Strictly non-collaborative, original individual work. You may discuss this assignment with your instructor only. Discussions with other individuals, either in person or electronically, are strictly prohibited.

Collaboration Optional [O 🗨️]: Students are permitted, but not required, to discuss the assignment or ideas with each other. However, all submitted work must be one's original and individual creation.

(See remaining pages for details/due dates)

Academic Conduct:

If a student is suspected of, or reported to have committed, academic misconduct in this course, I am obligated by University Rules to report my suspicions to COAM. If you have questions about the above policy or what constitutes academic misconduct in this course, please contact me. See OSU Prohibited Conduct – [Section 3335-23-04\(A\)](#)

University Policies, Services and Resources
(go.osu.edu/UPolicies)



Fisher Undergraduate Handbook and QuickLinks
(www.bsbalinks.com)



Fisher Navigator Resource Portal
(www.nav-1.com)



Course Design

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. 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 online synchronous lecture (same time each week)
3. Do assigned homework, quiz, and simulation (due same time each week)
4. Attend and contribute to online synchronous recitation (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 4-5.)

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.

Learning Goals and 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.
-

Graded Component Details

Assignment Details:

Assignments are due each Friday by 11:59PM EST. See detailed schedule for specific quizzes, homework problems, and simulations. **Twenty assignments will count towards your grade.** Due dates are not negotiable & assignments are NOT accessible for review after the due date.

Quizzes

There are weekly scheduled Quizzes. Quizzes include multiple-choice questions designed to gauge how well you understand assigned materials. You are given only one attempt to complete each quiz and have to be completed within 30 minutes in Canvas Quizzes.

Homework Problems

There are weekly scheduled homework problems. Homework problems allow you to apply methods and tools. You are given five attempts to master the assigned homework problems in Canvas Quizzes.

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.

In-Class Quizzes & Learning Catalytics:

Business Management 3230 is designed to enable student engagement and achievement of learning outcomes through active learning. Quizzes will be employed in lecture and Learning Catalytics will be employed in recitation. Therefore, attendance is mandatory. Please note that there is no make-up for all in-class participation grades and you are responsible for all information covered in class. **Fifteen (15) in-class recitations and lectures will count towards your grade.** Absences are NOT excused or unexcused so therefore, students manage their own attendance.

Recitation Learning Catalytics

Recitation sessions will employ Learning Catalytics where students will be working individually to complete assignments involving problems related to each weekly topic. Students will only receive credit if the student fully participates and completes the assignments.

Lecture Quizzes

Individual participation points will be awarded during each lecture session using Canvas Quizzes. Individual quizzes responses are graded for accuracy and granted full credit when students correctly answer all questions during class.

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

Exam Details:

Three exams have been scheduled for this course.

- Have been scheduled during normal lecture date and time (see schedule below).
- 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.

Grading Scale

Letter	A	A-	B+	B	B-	C+	C	C-	D+	D	E
(Points)	(4.0)	(3.7)	(3.3)	(3.0)	(2.7)	(2.3)	(2.0)	(1.7)	(1.3)	(1.0)	(0.0)
Range	100% - 93%	90% - 87%	83% - 80%	77% - 73%	70% - 67%	60% - 0%					

Note: Above percentages are % of overall points earned *[or are % rankings of students, e.g. if scaled to curve]*

Additional Policies

Attendance Expectations:

Any student who fails to attend without giving prior notification to the instructor will be dis-enrolled after the third instructional day of the term, the first Friday of the term, or the second scheduled class meeting of the course, whichever occurs first.

Technology Policy: Wi-Fi enabled mobile technology is required. While smartphones will work, laptops or tablets are recommended as they make it easier to work on and share with other students.

Course-specific Copyright Policy: Material provided by the instructor may not be re-posted anywhere without the explicit permission of instructors. See University Copyright Policy.

Tentative Detailed Schedule

Class Session & Date		Topic (Reading)	ASSIGNMENTS DUE Fridays Midnight
L1/R1	5/14 Thurs	Introductions Using Operations to Create Value (KRM 1, p1-22) MyOMLab Practice Problems: 1.1-1.9 (p28-29).	<ul style="list-style-type: none"> • Quiz: Using Operations to Create Value (KRM 1, p1-22)
L2	5/19 Tues	Process Strategy (KRM 2, p.49-62); and Break-Even Analysis (KRM Supplement A, p.30-35)	
R2	5/21 Thurs	MyOMLab Practice Problems: 2.1-2.3 (p85-86) & A1-A11 (p45-46). Data Analysis Tools (KRM 2, p.72-79) MyOMLab Practice Problems: 2.23-2.30 (p90-91)	<ul style="list-style-type: none"> • Quiz: Process Strategy (KRM 2, p.49-63); and Break-Even Analysis (KRM Supplement A, p.30-35) <p>HW: KRM 1 Productivity Calculations</p>
L3	5/26 Tues	Quality Management & Statistical Process Control KRM 3 (SPC p.105-116)	
R3	5/28 Thurs	MyOMLab Practice Problems: 3.1-3.18, p126-130	<ul style="list-style-type: none"> • Quiz: Quality Management (KRM 3, p.97-105 & 120-121 & KRM 2, p.62-64) & Data Analysis Tools (KRM 2, p.72-79) • Quiz: SPC (KRM 3, p.106-116) • HW: KRM 2 Break-even Analysis • HW: KRM 2 Data Analysis Tools <p>SIM: Quality Management</p>
L4	6/02 Tues	Capacity Planning (KRM 4, p135-145)	
R4	6/04 Thurs	MyOMLab Practice Problems: 4.1-4.10, p153-154.	<ul style="list-style-type: none"> • Quiz: Capacity Planning (KRM 4, p137-147) <p>HW: KRM 3 SPC</p>
E1	6/09 Tues	EXAM 1 (KRM 1-3, including SPC): Using Operations to Create Value; Process Strategy and Analysis; Quality and Performance & Statistical Process Control	
L5/R5	6/11 Thurs	Constraint Management (KRM 5, p177-187) MyOMLab Practice Problems: 5.1-5.12, p199-204.	<ul style="list-style-type: none"> • Goal Video (45 min) • Quiz: The Goal (KRM 5, p179-188) <p>HW: KRM 4 Capacity Planning</p>
L6	6/16 Tues	Lean Systems (KRM 6, p207-217 & p219-223)	
R6	6/18 Thurs	MyOMLab Practice Problems: 6.12 & 6.14, p239.	<ul style="list-style-type: none"> • Quiz: Lean Systems (KRM 6, p213-222 & p227-231) <p>HW: KRM 5 Constraint Management</p>

Class Session & Date		Topic (Reading)	ASSIGNMENTS DUE Fridays Midnight
L7	6/23 Tues	Project Management (KRM 7, p243-259)	
R7	6/25 Thurs	MyOMLab Practice Problems: 7.1-7.19, p272-276.	<ul style="list-style-type: none"> • Quiz: PM (KRM 7, p243-259) • SIM: PM HW: KRM 6 VSM Pencil Pushing Case
E2	6/30 Tues	Exam 2 (KRM 4-6): Capacity Planning, Constraint Management, Lean Systems	
	7/02 Thurs	BUFFER WEEK	
L8	7/07 Tues	Forecasting (KRM 8, p283-292, p295-298, p303-306)	
R8	7/09 Thurs	MyOMLab Practice Problems: 8.6, 8, 10-18, & 20, p317-319	<ul style="list-style-type: none"> • Quiz: Forecasting (KRM 8, p283-293, p295-298, p303-306) • SIM: Forecasting • HW: KRM 7 Project Management
L9	7/14 Tues	Inventory Management (KRM 9, p327-349)	
R9	7/16 Thurs	MyOMLab Practice Problems: 9.6-9.21, p362-364.	<ul style="list-style-type: none"> • Quiz: Inventory (KRM 9, p327-349) • HW: KRM 8 Forecasting SIM: Inventory
L10	7/21 Tues	Supply Chain Design (KRM 12, p483-501)	
R10	7/23 Thurs	MyOMLab Practice Problems: 12.1-12.12, p517-520.	<ul style="list-style-type: none"> • Quiz: Supply Chain (KRM 12, p497-515) • HW: KRM 9 Inventory • HW: KRM 12 SC Design Sim: Supply Chain
E3	7/28 Tues	EXAM 3 (KRM 7-9, 12): Project Management, Forecasting, Inventory Management, Supply Chain Design	