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BMGT 322.04: Operations Management

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BMGT 322

Operations Management

Spring Semester 2015

Instructor Information

Professor: Dr. Jason Triche
E-mail: jason.triche@business.umt.edu (best way to reach me)
Office Phone: 243-6272
Office: GBB 314
Office Hours: T, Th 2:00 – 3:30 pm or by appointment

Course Information

Meeting Place GBB L26
Meeting Time 8:10 – 9:30am Section 2
9:40 – 11:00am Section 3
12:40 – 2:00 pm Section 4

This course is a 3-credit hour, full-semester offering covering all aspects of Operations Management. There will be four exams, four homework/lab assignments, a supply chain simulation game/paper, and a semester-long group project that will total 685 points. Additionally, you will be **required** to attend three of the SoBA Career Development activities held during the semester. Each activity is worth 5 points for a total of 15 points. Your final grade will be based on your relative point standing based on the 700 possible points. Prereq: Junior Standing and completion of Lower Core

Textbook

The textbook for the class is **Operations Management: Sustainability and Supply Chain Management** by Jay Heizer and Barry Render published by Pearson Custom Publishing.
ISBN-10: 1-269-89475-7
ISBN-13: 978-1-269-87475-3

There are four copies on 2-hour reserve in the Mansfield Library in addition to copies for sale in the UC Bookstore. You will also have access to MyOM Lab for homework and lab assignments.

Evaluation

<u>Criterion</u>	<u>Points</u>
○ 4 Exams (100 Points each)	400
○ 4 Homework/Lab Assignments (20 Points each)	80
○ Supply Chain Simulation/Paper	50
○ 3 Career Development Activities (5 Points each)	15
○ Project Presentation	50
○ Business Proposal	75
○ Peer Evaluation	30
TOTAL	<u>700</u>

Letter grades will be based on the following scale:

A	93% and above
A-	90% to 92%
B+	87% to 89%
B	83% to 86%
B-	80% to 82%
C+	77% to 79%
C	73% to 76%
C-	70% to 72%
D+	67% to 69%
D	63% to 66%
D-	60% to 62%
F	Below 60%

Expected Learning Objectives and Assessment

Students will:

- Identify the activities along the supply chain that add value when **transforming inputs into outputs** both in the form of tangible (manufactured goods) and intangible (service) products.
Assessment Tool: Exams, Supply Chain Simulation, Homework, Product Proposal
- Explain why operations management **drives the profitability of every organization** and is therefore an extremely important educational building block for any business student. However, ***it is important for students to understand that profit gained through unethical behavior is, at best, a short term result which most often leads to disaster in the long run.***
Assessment Tool: Exams, Homework, Product Proposal
- Illustrate what is involved in the “**design and development**” from an operations management perspective **of a product** to include organizing a supply chain.
Assessment Tool: Exams, Homework, Product Proposal
- Explain how **skills and intelligence** drive success in operations management through discussions of real-world experiences, current trends, and “people skills” type training tools.
Assessment Tool: Class Discussion, Product Proposal
- Utilize **quantitative techniques and management science** that impact operations management decision making (i.e., forecasting, statistical quality control, waiting line theory, and project scheduling and tracking tools) to illustrate ***how these tools provide a basis for monitoring personnel and organizational performance*** and ultimately are the basis for problem solving.
Assessment Tool: Exams, Homework

Policies

Attendance

Attendance is important, mandatory, and critical to the success of the class. With that being said, I understand that personal issues come up and making class is sometimes difficult. I will take attendance every class. A student can miss up to **3 (THREE)** classes without any penalty for attendance points. **The fourth absence will result in a loss of 10% of the total grade.** University excused absences will be considered up until 24 hours after the class period has ended. Leaving the lecture early without permission is automatically an unexcused absence. Two late arrivals constitute an un-excused absence.

Academic Honesty

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. The University of Montana Student Conduct Code specifies definitions and adjudication processes for academic misconduct and states, "Students at the University of Montana are expected to practice academic honesty at all times." (Section V.A., available at http://www.umt.edu/vpsa/policies/student_conduct.php). All students need to be familiar with the Student Conduct Code. It is the student's responsibility to be familiar the Student Conduct Code. [SoBA Professional Conduct](http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx). (link: <http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx>)

Late Policies

Homework assignments are due on the due date and times as listed in MyOM Lab and as announced in class. Late homework assignments will receive a zero (0).

Makeup Exams

Makeup Exams must be approved prior to missing the exam. No makeup exams will be allowed if the absence is not pre-approved.

E-mail Policy

According to university policy for e-mail correspondence, you must use either your umontana or your grizmail email account and you must send your e-mail to my e-mail address shown above. (Do not send email through Moodle.) Please include Section number in the subject line of your email. Recently, business professionals, professors, and instructors have expressed concerns about student writing skills. It is easy to get out of the habit of using proper language skills and manners when e-mailing or text messaging. Please be cognizant of proper email etiquette when emailing me. Do not use slang or acronyms when sending me an email. It is good practice for when you start working in industry. I will not take off any points for non-professional emails, but I reserve the right to correct or ignore the e-mail.

Disability Services for Students

The University of Montana assures equal access to instruction through collaboration between students with disabilities, instructors, and Disability Services for Students. If you think you may have a disability adversely affecting your academic performance, and you have not already registered with Disability Services, please contact Disability Services in Lommason Center 154 or 406.243.2243. I will work with you and Disability Services to provide an appropriate modification.

Mission Statements and Assurance of Learning

The University of Montana's School of Business Administration enhances lives and benefits society by providing a world-class business education in a supportive, collegial environment.

We accomplish this mission by acting on our shared core values of creating significant experiences, building relationships, teaching and researching relevant topics, behaving ethically, and inspiring individuals to thrive.

As part of our assessment process and assurance-of-learning standards, the School of Business Administration has adopted the following learning goals for our undergraduate students:

Learning Goal 1: SoBA graduates will possess fundamental business knowledge.

Learning Goal 2: SoBA graduates will be able to integrate business knowledge.

Learning Goal 3: SoBA graduates will be effective communicators.

Learning Goal 4: SoBA graduates will possess problem solving skills.

Learning Goal 5: SoBA graduates will have an ethical awareness.

Learning Goal 6: SoBA graduates will be proficient users of technology.

Learning Goal 7: SoBA graduates will understand the global business environment in which they operate.

Career Development Activities

Participate in three of the activities listed below:

- Employer Information Booths – GBB 1st Floor Lobby, 2/4, 3/17, and 4/8, from 10:30-1:00 pm - Ready access to employers seeking interns, part-time and full-time employees. You may only attend one Info Booth for credit but are encouraged to visit all employers. Sign-in with that employer after you visit with them. Participating employers: <http://www.business.umt.edu/Students/CareerDevelopment/ProgramsandEvents/EmployerInformationBooths.aspx>.
- Resumes Score Interviews, but References WIN Jobs: How to Create a Reference Page by Dr. Cheryl Minnick— Fri., 2/6, 10:10-10:40am, GBB 122 – References are often an overlooked part of the job search process. Learn the right way to create your references.
- 7 Tips for Resume Writing by Dr. Cheryl Minnick—Fri., 2/13, 10:10-10:40 am, GBB 123 – Local expert and student favorite, Cheryl will walk students through resume tips.
- Techniques and Tricks for Terrific Interviews by Dr. Cheryl Minnick — Fri., 2/13, 10:50-11:20am, GBB 123 - The title says it all!
- Big Sky Employment Fair – Tues., 2/18, 9:00-3:00 pm, UC Ballroom. Hosted by UM Career Services. Part-time, summer, internship, volunteer, & full-time opportunities. Participating Employers: <http://life.umt.edu/career/CareerFairs/bsef/companiesattending2014.php>
- Career Services Workshop: Resume and Cover Letter Writing – Wed., 3/4, 3:30-4:30pm, Lommasson Center 154. Create a resume and cover letter that will effectively market your talents to employers.
- Using LinkedIn Effectively by Julissa Hensel of Missoula Job Service — Wed., 3/11, 3:40-4:30pm, GBB 123 - LinkedIn is a great way to network and showcase your skills to potential employers. Come learn how to make the most of this tool.
- Missoula Job Service Career Fair – Tues., 4/21, 3:00-6:00pm, Hilton Garden Inn. Western Montana's largest career fair. http://wsd.dli.mt.gov/local/missoula/career_fair/main.asp
- Career Services Workshop: Job Search and Interviewing – Wed., 4/22, 3:30-4:30pm, Lommasson Center 154. Learn how to relax into an interview and put your best foot forward.

Steps to Receive Credit:

- Attend three events and sign in at each one
- Answer questions in Moodle for each event by **5:00pm Friday, May 1st**.

DIRECT ALL QUESTIONS ABOUT ASSIGNMENTS, TRACKING, etc... to:

sobacentral@business.umt.edu

If you are registered for both BMGT 322 and BMKT 325 you must do three activities for EACH class. You may do one unique employer information booth for each class and watch unique videos for each class.

**** For more info about SoBA Career Development: www.business.umt.edu/Career ****

Schedule (Subject to Change)

Jan 27	Introduction to Course, Project Packet, Chapter 1: Operations and Productivity	
Jan 29	Module A: Decision-Making Tools	
Feb 3	Chapter 2: Project Management	
Feb 5	Chapter 2: Project Management	
Feb 10	Chapter 2: Project Management	
Feb 12	Chapter 4: Forecasting	
Feb 17	Chapter 4: Forecasting	
Feb 19	Exam 1	Homework/Lab 1 Due
Feb 24	Chapter 6: Managing Quality	
Feb 26	Supplement 6: Statistical Process Control	
Mar 3	Chapter 7: Process Strategy	
Mar 5	Supplement 7: Capacity and Constraint Management	
Mar 10	Module B: Linear Programming	
Mar 12	Module B: Linear Programming	
Mar 17	Exam 2	Homework/Lab 2 Due
Mar 19	Chapter 11: Supply Chain Management	
Mar 24	Supplement 11: Supply Chain Analytics	
Mar 26	Supply Chain Simulation	
Mar 31	Spring Break	
Apr 2	Spring Break	
Apr 7	Module D: Waiting-Line Models	
Apr 9	Module D: Waiting-Line Models	Supply Chain Paper Due
Apr 14	Exam 3	Homework/Lab 3 Due
Apr 16	Chapter 12: Inventory Management	
Apr 21	Chapter 12: Inventory Management	
Apr 23	Chapter 16: JIT, TPS, and Lean Operations	
Apr 28	Module F: Simulation	Homework/Lab 4 Due Presentations Due
Apr 30	Project Presentations	
May 5	Project Presentations	
May 7	Project Presentations	Product Proposal Due Peer Evaluations Due
May 11	Section 2 (8:00 – 10:00 am)	Exam 4
May 12	Section 3 (8:00 – 10:00 am)	Exam 4
May 12	Section 4 (1:10 – 3:10 pm)	Exam 4

I will announce all changes to the schedule in class and on Moodle.