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### BMGT 322.02: Operations Management

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# BMGT 322

## *Operations Management*

### Fall Semester 2015

Professor: Dr. Gerald Evans  
E-mail: jerry.evans@business.umt.edu  
Office Phone: 243-6531  
Cell Phone: 396-6207  
Office: GBB 358  
Office Hours: MW 11:30-12:30 am and by appointment

#### Course Information

Meeting Place GBB L26  
Meeting Time: MW 12:40 – 2:00pm Section 1  
MW 2:10 - 3:30pm Section 2

This course is a 3-credit hour full-semester offering covering all aspects of Operations Management. There will be five exams and five homework/lab assignments which will total 600 points; 100 points for each of the five exams and 20 points for each of the homework/lab assignments. Additionally, you will be **required** to attend four of the SoBA Career Development activities held during the semester. Each activity is worth 5 points for a total of 20 points. Thirty points will be awarded for attendance. Your final grade will be based on your relative point standing based on the **650 possible** points. Prereq: Junior Standing and completion of Lower Core.

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.

#### Evaluation:

<u>Criterion</u>	<u>Points</u>
5 Exams (100 Points each)	500
5 Homework Assignments (20 Points each)	100
3 Career Development Activities (5 Points each)	30
TOTAL	<hr/> 630

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%

**Homework:** Several problems and computer exercises will be assigned that are similar to the problems that will be on the exams. Homework must be completed prior to each exam and must be handed in on exam day. I want the homework to be in paper format with all work and calculations shown and your name on it.

## 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, Lab Assignments*

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, Lab Assignments*

- 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, Lab Assignments*

- 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, Lab Assignments*

- 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, Lab Assignments*

## Policies

### **Attendance**

Attendance is important, 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. Although I will not take attendance every day, you cannot hope to be successful in this class without attending the class sessions. I will explicitly tell you much of what will be on the exams and the types of problems you will need to solve during the lectures. And, please come to class on time. I begin class promptly and expect everyone to be present at the start. I do make a distinction between being late because of a blizzard and standing in line to get a latte! One is unavoidable and the other is disrespect.

### **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. All students need to be familiar with the Student Conduct Code. **SoBA Professional Conduct can be found at <http://www.business.umt.edu/Soba/SoBAEthics/CodeofProfessionalConduct.aspx>**

### ***Late Policies***

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

### ***Exams***

There will be five (5) exams during the semester each worth 100 points. The exams will be taken during regular class periods on Moodle. Each student is allowed one 8.5" x 11" (both sides) sheet of notes to use during the exam. Review sheets for each exam are posted on Moodle in the section, not the common, area. Makeup Exams must be approved prior to missing the exam. No makeup exams will be allowed if the absence is not pre-approved unless there are extremely extenuating circumstances.

### ***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.

**Schedule: (Subject to Change)**

August 31	Chapter 1: Operations and Productivity
Sept 2	Module A: Decision-Making Tools
Sept 7	Labor Day
Sept 9	<b>Exam 1 covering Chapters 1 and Module A (Homework 1 Due)</b>
Sept 14	Chapter 3: Project Management
Sept 16	Chapter 3: Project Management
Sept 21	Chapter 4: Forecasting
Sept 23	Chapter 4: Forecasting
Sept 28	Chapter 4: Forecasting
Sept 30	Chapter 6: Managing Quality
Oct 5	<b>Exam 2 covering Chapters 2 and 4 (Homework 2 Due)</b>
Oct 7	Chapter 6: Managing Quality
Oct 12	Supplement 6: Statistical Process Control
Oct 14	Chapter 7: Process Strategy
Oct 19	Module B: Linear Programming
Oct 21	Module B: Linear Programming
Oct 26	<b>Exam 3 covering Chapters 6, 7, Supplement 6 and Module B (Homework 3 Due)</b>
Oct 28	Chapter 11: Supply Chain Management
Nov 2	Chapter 11: Supply Chain Management
Nov 4	Supplement 11: Supply Chain Analytics
Nov 9	Module D: Waiting-Line Models
Nov 11	Module D: Waiting-Line Models
Nov 16	<b>Exam 4 covering Chapters 6, 7 and 11, Supp. 11 and Mod. D (Homework 4 Due)</b>
Nov 18	Chapter 12: Inventory Management
Nov 23	Chapter 12: Inventory Management
Nov 30	Chapter 12: Inventory Management
Dec 2	Chapter 16: JIT, TPS, and Lean Operations
Dec 7	Module F: Simulation
Dec 9	Module F: Simulation
Dec 14	<b>Exam 5 covering Chapters 12, 16 and Module F (Homework/Lab 5 Due)</b> <b>8:00-10:00 am or 1:10-3:10 pm.</b>

## Homework Assignments

At the end of each chapter, there are additional examples, solved problems and problems that are unsolved. The homework assignments are labeled “Problems” and comprise the last few pages of each chapter. The problems listed below are the ones that are due for each homework assignment. Please show all of your work and calculations and clearly label your papers with your name on the first page and the problem numbers for each problem. Some problems, specifically in Homework 3, need to be done in Excel. Otherwise, unless Excel is necessary, I prefer that you do the calculations by hand using a calculator since that is what you will be doing on the exams.

### Homework 1 (Due Sept. 9<sup>th</sup>)

Chapter 1: Problems 1.6, 1.8, 1.9

Module A: Problems A.1, A.2, A.3, A.4, A.5, A.7, A.9

### Homework 2 (Due Oct. 5<sup>th</sup>)

Chapter 3: Problems 3.3, 3.8, 3.17, 3.20

Chapter 4: Problems 4.2, 4.3, 4.39, 4.40

### Homework 3 (Due Oct. 26<sup>th</sup>)

Chapter 6: Problem 6.16

Supplement 6: Problems S6.1, S6.3, S6.15, S6.22

Chapter 7: Problems 7.5, 7.6

Module B: Problems B16, B17 and do Examples B2, B3, and B4 in Excel

### Homework 4 (Due Nov. 16<sup>th</sup>)

Chapter 11: Problems 11.4, 11.5

Supplement 11: Problems S11.2, S11.3, S11.6, S11.10

Module D: Problems D.2, D.3, D.13

### Homework 5 (Due Dec. 14<sup>th</sup>.)

Chapter 12: Problems 12.1, 12.9, 12.16, 12.19, 12.32

Chapter 16: Problems 16.1, 16.8

Module F: Problem F.1 and a Simul8 exercise in class.