



Peru State College
BUS 335 PRODUCTION OPERATIONS MANAGEMENT
Syllabus – summer – 2011

Instructor:	Alan W. Jackson
Office Hours:	Arranged; virtual office hours as announced
Office Telephone:	402-872-2255
E-Mail Address:	ajackson@oakmail.peru.edu usually within 24 hours 48 hours over a weekend. Email is <i>the preferred contact method</i> .
Required Textbook:	Operations Now, 3rd edition, Byron Finch, ISBN: 0073124494 With Student DVD
Textbook Web Site:	http://highered.mcgraw-hill.com/sites/0073124494/student_view0/index.html
Course Meets:	Online
Software required:	Microsoft Word -- All assignments must be prepared in Microsoft Word. Microsoft Excel may be required to complete various assignments. Files will <u>ONLY</u> be accepted in Microsoft Word. DO NOT submit any assignments in Excel unless specifically instructed to do so.

Course Description & Objectives

This course explores a wide variety of production and operations management topics. Topics considered include: operations strategy and competitiveness, product design, process selection, quality management, capacity management, Just-in-Time (JIT) production systems, facility location and layout, supply chain management, operations scheduling, and the production planning process.

Prerequisites: Bus 232, Econ 221, Math 340 recommended.

Upon completion of this course, you should be able to:

1. Understand and actively participate in the production planning process.
2. Understand and apply various analytical tools helpful in production and operations activity planning.
3. Take a socio-technical systems approach to making operations decisions.
4. Develop appropriate production and capacity strategies appropriate for a given product or service.
5. Understand the nature and importance of quality management practices

Expectations & Instructional Approach

This course may include readings, cases, discussion, problem sets, review questions, quizzes, group assignments, projects, peer-assessment and examination. Emphasis on intellectual inquiry, scholarship, problem solving, critical thinking, and mastery of terms expected of students in an upper level undergraduate introductory course in operation management is expected.

Note that although the title of the course includes the word “Production” the course emphasizes management of service business such as restaurants, insurance companies, financial institutions, small service business and retail establishments. The operations function manages the processes and resources that produce whatever it is that the firm sells; the operations function interacts closely with almost all of the other major functions such as marketing and finance.

This course is condensed from a 16-week course. Each student is expected to be an active participant and *spend 9 to 18 hours per week in preparation for class*, depending upon your personal efficiency, reading speed, math skills, and other factors. The student is expected to read the textbook.

In order to foster a climate conducive to learning, please join me in treating your classmates with respect. I encourage students to ask questions, seek my help when needed, and to help classmates understand the material. A forum called *Homework Corner* allows and encourages students to help students is available on the main discussion board. Research shows that peer mentoring is a very powerful learning tool and I generally give extra credit to students who assist other students in learning course material.

Students sometimes have the idea that taking a course online is easier since attending class in a physical classroom is not required. However, while not having to go to class at a scheduled time makes taking online course more convenient, it still requires self-discipline, and often an online class is more difficult since concepts covered in a lecture and the opportunity to instant feedback are missing. Production Operations Management is a rigorous course and because of its quantitative nature, many students find it extremely difficult.

You are encouraged to ask questions of your instructor through email, live chat sessions, or on the BlackBoard course discussion folder for help. Please ask questions in BlackBoard in the Homework Help discussion forum. Often peer-to-peer help is an effective alternative to emailing the professor. There is a high probability that if you have a question, someone else in class has the same or similar question.

Condensed Schedule

Production and Operations Management is normally a 16-week full semester class. During this summer, it is offered in 8 weeks. This implies that you have to work diligently to master the material and quickly move to the next module. Note that the class opens on June 3 and the traditional week is not used in this class. In a condensed format, you will have from 5 to 6 days to complete the assignments in each module. You may work ahead with only the mid-term and

final exams having specified beginning and ending dates. That way if you have a scheduled vacation, you may work ahead. I will also be tolerant of late postings, within reason (defined here as 2 or 3 days after the suggested module end date). However, I do not advise getting too far behind because the pace of the course will make it extremely difficult to make up missed work.

Assessment and Grading

The purpose of assessment in this course examine is to measure student learning that results from application of individual and group learning skills throughout the course. Two types of assessment used in this course are:

Assignments:

Assignments can be found in BlackBoard under the Assignments menu.

Discussion Boards

There will be eight discussion boards covering a variety of topics, including the DVD videos. If you book does not have a DVD contact your instructor.

Term Paper

You will write a 10 page term paper on a topic associated with Production Operations Management. The paper must have at least 10 scholarly peer reviewed references, formatted in APA style, and due July 24. Complete information concerning the term paper is in the course documents folder under term paper.

Chat Sessions

Periodically chat sessions with the instructor are available when announced. Check the Announcements page for dates and times.

Grading Scale

Letter Grade	Percentage	Point Range
A	90-100	684>
B+	85-89	646 - 683
B	80-84	608 - 645
C+	75-79	570 - 607
C	70-74	532 -569
D+	65-69	494 -531
D	60-64	456 - 493
F	Below 60	<456

To arrive at your final grade, divide the total points earned by 760 points. ***Your total points will include any Extra Credit Points earned.***

You will find many helpful items for your on-line course in the Course Documents Folder. While these are not required reading, these documents often make the difference between earning a superior grade and an average grade.

College's Incomplete Coursework Policy

To designate a student's work in a course as incomplete at the end of a term, the instructor records the incomplete grade (I). Students may receive this grade only when serious illness, hardship, death in the immediate family, or military service during the semester in which they are registered prevents them from completing course requirements. In addition, to receive an incomplete, a student must have completed substantially all of the course's major requirements.

Unless extenuating circumstances dictate otherwise, students must initiate requests for an incomplete by filling out an Incomplete Grade Completion Contract, which requires the signature of the student, instructor, and Dean. The Incomplete Grade Completion contract cites the reason(s) for the incomplete and details the specific obligations the student must meet to change the incomplete to a letter grade. The date by which the student agrees to complete required work must appear in the contract. The Dean, the instructor, and the student receive signed copies of the Incomplete Grade Completion Contract.

Even if the student does not attend Peru State College, all incomplete course work must be finished by the end of the subsequent semester. Unless the appropriate Dean approves an extension and if the student does not fulfill contract obligations in the allotted time, the incomplete grade automatically becomes an F.

College's Academic Integrity Policy

The College expects all students to conduct themselves in a manner that supports an honest assessment of student learning outcomes and the assignment of grades that appropriately reflect student performance. It is ultimately the student's responsibility to understand and comply with instructions regarding the completion of assignments, exams, and other academic activities. At a minimum, students should assume that at each assessment opportunity they are expected to do their own original academic work and/or clearly acknowledge in an appropriate fashion the intellectual work of others, when such contributions are allowed. Students helping others to circumvent honest assessments of learning outcomes, or who fail to report instances of academic dishonesty, are also subject to the sanctions defined in this policy.

Instances of academic dishonesty may be discovered in a variety of ways. Faculty members who assign written work ordinarily check citations for accuracy, run data base and online checks, and/or may simply recognize familiar passages that are not cited. They may observe students in the act of cheating or may become aware of instances of cheating from the statements of others. All persons who observe or otherwise know about instances of cheating are expected to report such instances to the proper instructor or Dean.

In order to promote academic integrity, the College subscribes to an electronic service to

review papers for the appropriate citations and originality. Key elements of submitted papers are stored electronically in a limited access database and thus become a permanent part of the material to which future submissions are compared. Submission of an application and continued enrollment signifies your permission for this use of your written work.

NSCS Board of Trustees Policy 4220 states that each College “. . . will establish a distance learning assessment policy that will include, at a minimum, a substantial culminating experience that is proctored.” Peru State College’s policy is that each course that is offered entirely online will feature a proctored final exam that substantially measures the extent the course’s stated learning objectives are achieved. Courses which feature graded site-based activities (e.g., teaching demonstrations) and/or video-taped presentations that occur near the end of the term, and that are designed to substantially assess the achievement of learning objectives, can be considered in compliance with this policy. Project-based capstone and graduate courses utilizing real-time discussions held by web-cam, phone or in person with the faculty member as part of the assessment process can also be considered in compliance with this policy.

Should an occurrence of academic misconduct occur, the faculty member may assign a failing grade for the assignment or a failing grade for the course. Each incident of academic misconduct should be reported to the Dean and the Vice President for Academic Affairs (VPAA). The VPAA may suspend students for two semesters found to be responsible for multiple instances of academic dishonesty. The reason for the suspension will be noted on the student’s transcript.

A faculty member need present only basic evidence of academic dishonesty. There is no requirement for proof of intent. Students are responsible for understanding these tenets of academic honesty and integrity. Students may appeal penalties for academic dishonesty using the process established for grades appeals.

Title IX Compliance Notice

Peru State College is an equal opportunity institution. PSC does not discriminate against any student, employee or applicant on the basis of race, color, national origin, sex, disability, religion, or age in employment and education opportunities, including but not limited to admission decisions. The College has designated an individual to coordinate the College’s nondiscrimination efforts to comply with regulations implementing Title VI, VII, IX, and Section 504. Inquiries regarding non-discrimination policies and practices may be directed to Eulanda Cade, Director of Human Resources, Title VI, VII, IX Compliance Coordinator, Peru State College, PO Box 10, Peru, NE 68421-0010, (402) 872-2230.

Students requesting reasonable accommodation and tutoring services should contact the Center for Achievement and Transition Services (CATS).

Tentative Course Schedule – Subject to change

<i>Date Begins</i>	<i>What Will Be Covered</i>	<i>Date Ends</i>
<i>June 3</i>	<i>Chapter 1 - Introduction: Why Operations Management? Chapter 2 - Profitability: Business Success From Operations Success</i>	<i>June 10</i>
<i>June 11</i>	<i>Chapter 3 - Strategy And Value: Competing To Operations Chapter 4 - Processes: Turning Resources In The Capabilities</i>	<i>June 16</i>
<i>June 17</i>	<i>Chapter 5 - Costs: The Price Of Value Creation Chapter 6 - Quality: Meeting Customer Expectations</i>	<i>June 22</i>
<i>June 23</i>	<i>Chapter 7 - Quality Tools: From Process Performance To Process Chapter 8 - Timeliness: Scheduling And Project Management</i>	<i>June 28</i>
<i>June 29</i>	<i>Mid-Term Exam Chapters 1 - 8 Chapter 9 - Supply-Chain Management: Managing Business-To-Business Interactions</i>	<i>July 6</i>
<i>July 7</i>	<i>Chapter 10 - Demand Forecasting: Building The Foundation For Resource Planning Chapter 11 -Inventory: Managing To Meet Demand</i>	<i>July 12</i>
<i>July 13</i>	<i>Chapter 12 - Logistics: Positioning Goods In The Supply-Chain Chapter 13 - Lean Systems: Eliminating Waste Throughout The Supply-Chain</i>	<i>July 18</i>
<i>July 19</i>	<i>Chapter 14 - Capacity: Matching Productive Resources To Demand Chapter 15 - Constraint Management: Simplifying Complex Systems Term Paper Due July 24</i>	<i>July 24</i>
<i>July 25</i>	<i>Chapter 16 - Facilities: Making Location and Layout Decisions Final Exam – Chapters 9 - 16</i>	<i>July 29</i>

A more detailed list of required activities and assignments is contained in the Weekly Assignment Folder in Blackboard. All assignments are due in Blackboard by 11:55 p.m. on the dates indicated.

The instructor reserves the right to modify any aspect of the course syllabus or content. Modifications will be communicated to students in advance.

Course Policies

Course Policies listed in the Course Documents folder are hereby included in this syllabus by this reference. Students are responsible and accountable for observing all Course Policies.