

**University of Florida**  
**Department of Decision and Information Sciences**  
**MAN 4504: Operations and Supply Chain Management**  
**Fall 2011**

**Instructor:** Adam B. Munson, PhD

Office: 358 STZ

Phone: (352) 846-1469

Office hours: Monday and Wednesday 3th and 4th period and by appointment

Teaching Assistants: Office Hours TBD

**Website:**

The course website is maintained on Sakai which can be accessed through <https://lss.at.ufl.edu/>. Please login to the system for syllabus, class communication, class notes, grades, updates to this document, etc.

**Text:** During the Fall 2011 semester the class will utilize MyOMLab for homework assignments and reference. Because of this there are various options students may select from. A value edition (hole punched loose leaf copy) of the 10<sup>th</sup> edition is packaged with MyOMLab at the University bookstore. Students may also buy access to MyOMLab and then purchase an ebook through the site. Finally, students may purchase MyOMLab and find the 10<sup>th</sup> edition of the book on their own through their vendor of choice. Regardless of which option is selected students will need both the book and access to MyOMLab. I have included approximate prices as provided by the publisher below.

**Option 1:**

ISBN: 1256107689

This includes the textbook and MyOMLab access card

University bookstore price is approximately \$137

**Option 2:**

Ebook and MyOMLab access

Available at [www.myomlab.com](http://www.myomlab.com)

Priced at \$100

**Option 3:**

MyOMLab access only without ebook

Available at [www.myomlab.com](http://www.myomlab.com)

Priced at \$50

Book info: Operations Management, Tenth Edition

Jay Heizer and Berry Render, Prentice Hall

ISBN-13: 978-0-13-611941-8

**Goals:**

This course provides an introduction to the concepts and applications of Operations Management and Supply Chain Management. Operations management is the design of the system that develops outputs and then produces outputs by transforming input resources into outputs (both products and services) and the management of this system. Supply chain management is the management of the material flow from the suppliers through the customers. This course is a survey of some of the major decision tools and methods of operations and supply chain management.

**Approximate Course Schedule (Subject to Change):**

<b>Week</b>	<b>Topic</b>	<b>Readings and Deliverables and critical dates</b>
Aug 22	Introduction, Class Policies, ETS Operations and Productivity, Operations in a Global Environment	Chapter 1 Chapter 2
Aug 29	Operations and Productivity, Operations in a Global Environment Forecasting,	Chapter 2 Chapter 4
Sep 5	Decision Making Tools, Cont	<b>Monday, Labor Day</b> Modules A
Sep 12	Linear Programming	Modules B
Sep 19	Design of Goods and Services	Chapter 5
Sep 26	Exam Review Process Strategy	<b>Tuesday, Sept 27: EXAM 1</b> Chapter 7
Oct 3	Capacity and Constrain Management Case Discussion	Supplement 7 <b>ETS EXAM: Oct 3-6 (Oct 3 for students testing away from UF)</b>
Oct 10	Quality	Chapter 6, Supplement 6
Oct 17	Quality Aggregate Planning	Supplement 6 Chapter 13, and lecture
Oct 24	Aggregate Planning Revenue Management	Chapter 13, and lecture (some topics may not be in your book)
Oct 31	Exam Review Inventory Management Models	<b>Tuesday, Nov 1: EXAM II</b> Chapter 12 <b>Friday, Home Coming</b>
Nov 7	Inventory Management Models	Chapter 12 and lecture (some topics may not be in your book) <b>Friday Veterans Day</b>
Nov 14	Transportation Models	Modules C
Nov 21	Layout Strategy	Chapter 9 <b>Thursday &amp; Friday, Thanksgiving</b>
Nov 28	Flex Subject (likely queuing models)	TBD
Dec 5		<b>Wednesday Last day of Fall Class</b>
Dec 12	<b>FINAL EXAM</b>	<b>Monday, Dec 12, 8-10PM (@ UF)</b>

This schedule is subject to change in both time and content. The material list above may be supplemented by additional topics to better assist in understanding and to provide context to the tools and material presented.

**Assurance of Learning:**

Each program at the Warrington College of Business Administration has developed goals and objectives that express the most valued skills and knowledge that students should be able to demonstrate upon completion of the total learning experiences in that program. The following goals and objectives are specific to MAN 4504.

**The ISOM program goals and objectives that apply to this course are:**

Apply appropriate problem solving and decision-making skills to:

- 1) Specify and implement a framework for identifying a business problem and develop alternative solutions and a set of evaluation criteria.
- 2) Assess the outcomes of a course of action and make appropriate adjustments.

**Grading schemes:**

Grading	
Test 1	25%
Test 2	25%
Final (Cumulative)	30%
Home Work in MyOMLab	10%
ETS	10%

**Test Grades:**

Each test will be curved so that the average is not below a 75. If the average is above a 75, no points will be deducted.

**Test 1 & 2:** These exams will not be explicitly cumulative but will build on earlier material. Therefore an exam question may implicitly rely on material that was covered on a previous exam.

**Final Exam:** The final exam **IS cumulative** though it will focus greater attention on material covered after the second test.

**ETS Exam:** The Warrington College of Business Administration administers the ETS Major Field test in business to all WCBA students as part of MAN 4504. The purpose of this test is to evaluate the college's curricula and to measure the progress that students as a whole have made towards meeting the standards set forth in the Universities academic learning compact. The test is a 2.5-hour multiple-choice depth and breadth exam covering many fields of business (Accounting, Economics, Finance, Management, Marketing, Quantitative Business Analysis, Information Systems, Legal and Social Environment, and International Issues).

Details concerning the ETS will be discussed during the first lecture. Grading of the ETS will be used to determine 10% of the final grade. Students' percentile grade on the ETS exam will be rounded to the nearest 5<sup>th</sup> percentile and points assigned accordingly. For example a student scoring in 93<sup>rd</sup> percentile would receive a 95% (9.5 pts) for the portion of their grade determined by the ETS exam.

**Minimum grading scale:** The following grading scale is intended as a minimum scale. If you have an average within a listed range, you will receive that grade. At the end of the semester the grading scale **MAY** at the instructor's discretion be adjusted down.

93 or Above	A
90 to 93	A-
87 to 90	B+
83 to 87	B
80 to 83	B-
77 to 80	C+
70 to 77	C
66 to 70	C-
60 to 66	D+
55 to 60	D
50 to 55	D-
Below a 50	E

**Class policies:**

*Test conditions*

Answer keys will be posted on e-learning and on my office door after each exam. Individual scores will be posted to e-learning as soon as possible following the exam. All exams will be multiple choice, closed book and closed note. Simple calculators are permissible, but not graphing or programmable calculators. No other electronic devices are allowed. You must bring:

- 1) Photo ID
- 2) At least 1 soft pencil

*Exams and make-up exams:*

The exams will be closed book unless otherwise announced. Because of the size of the class make-up exams are offMake-up final exams will be considered by the instructor on an individual basis and will only be allowed for the most salient reasons.

*"Re-grade" requests:*

Any request to re-grade any component of your submissions (assignment, quiz, exam or project) has to be made within a week after the grade has been published online on the e-learning site. Given the size of the class, and the speed with which the course progresses, any request beyond this deadline cannot be considered. The only exception to this rule is a documented emergency.

If your question is regarding the accuracy of the grading system or you believe an error has been made in recording the grade, contact the head TA. If your question concerns the

legitimacy of a question or accuracy of an answer, your question should be addressed to the instructor who will make the determination.

*Class participation:*

Attendance is not compulsory during regular classes but if you miss any class you would be responsible for all material that was discussed in class or was in the assigned readings for that class. Attendance of the live lectures is not compulsory but encouraged.

Laptops and other electronic devices should be used with discretion and only as permitted for work directly related to the class session. Emailing, accessing the internet, and working on matters unrelated to the work at hand are inappropriate behaviors because they are disrespectful and distracting to your classmates.

*Discipline in class:*

You are expected to maintain the decorum of the class at all times. As with any other group activity, be acutely aware that your actions in class can have negative externalities that can collectively affect the performance of the entire group.

*Teaching policies* (academic honesty, student illness, religious holidays, accommodating students with disabilities and others):

For an updated list of UF teaching policies, please visit <http://www.registrar.ufl.edu/staff/policies.html>.

*Academic integrity:*

Academic integrity and honesty are essential in the development of any professional. This society is not willing to tolerate dishonest or otherwise unethical professionals. Students must attend to, and follow, the University of Florida code of student conduct, with special attention to academic integrity and academic honesty. Students must never appropriate the ideas and work of others, including both academic sources and fellow students, without appropriate attribution or by claiming others' work as their own. You must exercise complete honesty in following the conditions established by the instructor for examinations and other assignments. Finally, you must be honest with one another, be willing to be accountable for your own failures of honesty and integrity, and not tolerate such failures in classmates.

*Communication:*

I will be available at my office during the office hours. I will also be available by appointment and I am very accessible via email. If you need to set up an appointment other than during my regular office hours, please e-mail [abmunson@mail.ufl.edu](mailto:abmunson@mail.ufl.edu), **BUT NOT THROUGH THE E-LEARNING E-MAIL SYSTEM**. I will respond as quickly as I can. Most communication that is meant for the entire class will be through the

mailing list, which will come into your Gatorlink mailbox, so log into the system regularly.