

MAN 4504
Operations and Supply Chain Management
Summer 2009 Course Syllabus

INSTRUCTOR

Instructor: Jerry Burke, Ph.D.
Classroom: Stuzin Hall, Room 104
Live Lectures: Monday and Wednesday: Periods 3 & 4
Course Website: ELS site accessible at <http://lss.at.ufl.edu>
Office: Stuzin Hall, Room 358
Office Hours: Mon 2:30 - 4:30 p.m. and Tues 1:00 - 3:00 p.m.
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LEAD TEACHING ASSISTANT

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COURSE OBJECTIVES

This course is an introduction to operations management (OM) and supply chain management (SCM). Operations management is the set of activities involved in planning, organizing and controlling the production of goods and services. Supply chain management largely involves operations, logistics and marketing collaboration and coordination throughout and across organizations to create greater value for end consumers of goods and services. During this course we will explore basic ideas encountered in operations and supply chain management and make use of quantitative techniques that may be profitably applied. Our goal is to comprehend and synthesize course content and develop operations and supply chain perspectives of business management. Upon successful completion of this course, you will be able to apply conceptual and analytical approaches to support diligent OM and SCM decision making.

COURSE MATERIALS

Textbook

Heizer, Jay and Render, Barry, Operations Management, Pearson Prentice Hall, Upper Saddle River, NJ, 9th edition, 2008.

Basic Calculator

Non-graphing, Non-note-storing but can add, subtract, divide, multiply & exponentiate

Note Shells

Available from the course website at least 48 hours prior to lecture and discussion.

COURSE GRADES

Students that pay full attention to and keep up with lectures, homework assignments and quizzes should do well on exams. It is my experience that course lectures are much more interesting if students have some familiarity with lecture topics. Therefore, I expect students to read textbook material relevant to each lecture *before* the lecture is given. Likewise, I expect that assigned homework for a learning module will be completed *before* the beginning date of the next learning module (portion of the course). To provide incentive to keep up with course material and assignments part of the course grade is composed of scores on quizzes that must be taken online during specified time intervals. Additionally, portions of the course will rely on knowledge and comprehension of a prior portion of the course (i.e. portions of the course material will be implicitly comprehensive).

Homework is assigned as we conclude each topic. Homework will not be collected. However, portions of online quizzes will be similar to previously assigned homework questions and problems. Further, each exam includes questions and problems similar to homework previously assigned. Please understand that you must take each quiz online via the course website during specified time windows (more on this later).

Grading

There will be four (4) *exams* and eight (8) *quizzes* that are specific to the course. There are NO makeup exams or quizzes. However this is not so onerous because we will drop your lowest exam score from among Exams 1-4. ***The WCBA ETS Exam must be taken and CANNOT be dropped.*** It is wise to prepare well and take all exams and quizzes. This gives you the best opportunity do well in the course. It is unwise to miss an exam or quiz due to personal convenience as this will limit your future flexibility in meeting course requirements. To repeat: adequate buffers (i.e. dropping lowest of the 4 course specific exam scores and online availability of quizzes) are built into the course's grading policy and design to allow for unforeseen circumstances that may prevent students from taking a quiz or exam at a specific time. Therefore, this course has ***NO makeup exams or quizzes.*** Exams are not *explicitly* cumulative. Your grade will reflect your performance on exams and quizzes under the following weighting scheme:

<i>Exam 1</i>	<i>0 or 25%</i>
<i>Exam 2</i>	<i>0 or 25%</i>
<i>MANDATORY WCBA ETS Exam</i>	<i>10%</i>
<i>Exam 3</i>	<i>0 or 25%</i>
<i>Exam 4</i>	<i>0 or 25%</i>
<i>Quizzes</i>	<i>16%</i>

There are a total of 101 potential points in the course allocated as follows:

- 75 pts. : Each course specific exam will earn a maximum of 25 pts (sum of best 3)
- 10 pts. : WCBA ETS Exam will earn a maximum of 10 pts
- 16 pts. : Each of 8 quizzes will earn a maximum of 2 pts

As of this term, the University's grading policy includes "minus" grades as well as "plus" grades. For FAQs about this policy go to <http://www.isis.ufl.edu/minusgrades.html>
The following course grades will be assigned to the corresponding earned point ranges:

B+ : 86.5 through 89.4	A : 92.5 and above	A- : 89.5 through 92.4
C+ : 76.5 through 79.4	B : 82.5 through 86.4	B- : 79.5 through 82.4
D+ : 66.5 through 69.4	C : 72.5 through 76.4	C- : 69.5 through 72.4
	D : 62.5 through 64.4	D- : 59.5 through 62.4
	E : 59.4 and below	

Throughout the course, a summary of accumulated points earned can be accessed by clicking on "myGrades" in the MAN4504 course website.

About WCBA ETS Exam

The Warrington College of Business Administration has chosen the ETS Major Field Test to evaluate the College's curricula and measure the progress of students towards meeting the standards set forth in the University's Academic Learning Compact. The WCBA plans to use the test results to provide information to faculty and administration to assess their performance relative to their educational mission and objectives. The test is designed to measure mastery of business concepts, principles and knowledge expected of students at the conclusion of their core business education and provides students with an assessment of their own level of achievement within the field of business as compared to that of students in their program and to national comparative data.

The field test is a 120 question, multiple-choice exam that measures a student's knowledge and ability to apply significant facts, concepts, theories, and analytical methods. The questions represent a wide range of difficulty, and the test attempts to cover both depth and breadth in assessing students' levels of achievement. Subjects covered by the test are: Accounting (15%), Economics (13%), Finance (13%), Management (15%), Marketing (13%), Quantitative Business Analysis (11%), Information Systems (10%), Legal and Social Environment (10%) and International Issues (overlapping and drawn from previous topics).

There is \$25 fee for this ETS exam. If you have any questions about the exam or its implementation, please contact any academic advisor in the Undergraduate Programs in Business Office in STZ267 or email undergraduate.business@ufl.edu.

Academic Honesty

It is expected that students will act with integrity in regard to any and all course work. Taking and completing quizzes and exams should be the sole work of each student. The Division of Student Affairs distributes the University of Florida Student Guide which explains the academic honesty policy applicable to all UF students.

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES

Students requesting accommodation for disabilities must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must provide this documentation to the instructor when requesting accommodation.

COURSE WEBSITE ACCESS

UF's E-Learning Course Management System (CMS) is the platform used for delivering MAN4504. The Learning Support Services login address is <http://lss.at.ufl.edu>

- Run the Java check for technology compatibility
- Login using your Gatorlink user name and password
- Select MAN4504 from the course list
- To access the site the registrar must list you as registered for the course

For help using the E-learning CMS, use the "Help" link on the E-Learning Screen.

Additional help is available from (<http://helpdesk.ufl.edu/>).

MAN 4504 E-LEARNING SITE FUNCTIONS

Course Related Email

All email related to this course will be handled within the E-Learning CMS. This is completely separate from your Gatorlink or other email systems. Therefore, each participant (students, instructor, TAs) must frequent the MAN4504 site to manage his or her MAN4504 email. Responses to your course E-Learning email should be attended to daily M-F. Please see the "Communication Protocols" section for further details on the appropriate use of communication tools within the MAN4504 site.

Learning Modules

Course organization within the MAN 4504 course site is achieved with learning modules. Each learning module will contain the following:

- *Overview*
Goals and Learning Objectives
This will serve as a study guide for each learning module.
- *Content*
Note Shells corresponding to lectures
It is recommended that you print note shells before viewing the corresponding lecture to expedite note taking and facilitate comprehension of material.

Homework Solutions for suggested homework questions & problems
It is recommended that you complete the homework assignment prior to consulting the homework solutions. Simply memorizing solutions will not serve you well on quizzes and exams. Homework is assigned so that you may learn by doing. Please do it with integrity.
- *Communication*
Discussion Board for module specific questions or comments
This is a forum pertaining to this learning module only. Please see the "Communication Protocols" section for further details on the appropriate use of communication tools within the MAN4504 site.

Learning Modules (continued)

- *Assessments*

- *Online Quiz*

There will be eight quizzes during the term worth 2 course points each. Opening and closing dates are listed on the tentative schedule of this syllabus. Each quiz will be available at 4 p.m. on the scheduled opening date (typically on a Wednesday). Once a quiz is available it will close or be inaccessible at 4 p.m. on the scheduled closing date (typically on the following Monday). Once a quiz time window closes, submissions will NOT be allowed. All quizzes are “open book/ open notes”, but you have only 30 minutes to complete the quiz once you begin and you can take each quiz only once. Be sure to submit each quiz once you complete it. Please remember that quizzes are individual work, so please keep in mind the University Honor Code regarding Academic Honesty. Quizzes can also be accessed through the “Assessments” tool.

- *Anonymous Feedback*

- *Module Evaluation for students*

This is an anonymous survey for you to express your opinions of each completed learning module. E-Learning will track whether or not you completed a survey, but will NOT connect you to your responses. These module evaluations serve to help me comprehend students’ experiences with the course. Therefore, I appreciate your thoughtful responses.

As we progress through the course new modules will be added to the course homepage.

COMMUNICATION PROTOCOLS

For face to face communication, I am available after live lectures and during office hours. Additionally, TAs will hold office hours at times to be announced during the first week of the term.

For communication online, please follow these guidelines.

For questions regarding ...	Do this ...
General course administration	a) Post to the <i>Course Overview</i> module’s discussion board b) E-Learning email to Lead TA
Homework, lecture or text material	a) Post to the corresponding learning module’s discussion board b) E-Learning email to Lead TA
Grades, quizzes, exams	E-Learning email to Lead TA
Non-course related topics (online socializing)	Post to the discussion board on the course homepage

Discussion Board Posts

Please use courtesy, tact and professional etiquette in all your postings. Be advised that there are no anonymous discussion board posts and failure to post in a professional manner will result in suspended posting privileges for offenders.

TENTATIVE SCHEDULE

Note:

Students enrolled in the Online Business Program who test away from the UF campus: your exams will occur on the same **dates** as students take their exams on the UF campus. By the second week of summer classes, Online Business Program advisors will post statewide test **locations** and **times** in both the Online Student Center in E-Learning and at the bottom of this web-page: <http://www.cba.ufl.edu/sb/advising/courses/onlinecourses.asp>

Day	Date	Area of Focus	Text(reading)	Module #	Quiz Opens	Quiz Closes
M	5-11	Course overview		1		
W	5-13	Operations & Productivity	Ch. 1	2	1	
M	5-18	Operations and SCM Strategy	Ch. 2 & Sup.11	3		1
W	5-20	Forecasting	Ch. 4	4	2	
M	5-25	<i>Memorial Day Holiday</i>				
W	5-27	Topic Review / Exam 1 Preview				2
M	6-1	EXAM 1 Time: 7:00-9:00 p.m. Place: CSE A101				
W	6-3	Product Design & Decision Tools	Ch. 5 & Quant. Mod. A	5	3	
M	6-8	Aggregate Planning	Ch. 13	6		3
W	6-10	Linear Programming	Quant. Mod. B	7	4	
M	6-15	Topic Review / Exam 2 Preview				4
T	6-16	EXAM 2 Time: 7:00-9:00 p.m. Place: CSE A101				
M	6-22	Summer Break				
W	6-24	Summer Break				
	6-29* to 7-2*	ETS Major Field Test Time: 5:00-8:00 p.m. Place: CSE 211 *An assignment of students to test dates will be posted the week after drop/add ends				
M-R*						
M	6-29	Managing Quality	Ch. 6	8		
W	7-1	Statistical Process Control	Sup. 6	9	5	
M	7-6	Process Strategy & Capacity Planning	Ch. 7 & Sup. 7	10		5
W	7-8	Layout Strategy	Ch. 9	11	6	
M	7-13	Topic Review / Exam 3 Preview				6
T	7-14	EXAM 3 Time: 7:00-9:00 p.m. Place: CSE A101				
M	7-20	Maintenance & Reliability	Ch. 17	12		
W	7-22	Supply Chain Management	Ch. 11	13	7	
M	7-27	Inventory Management	Ch. 12	14		7
W	7-29	Inventory Management	Ch. 12	15	8	
M	8-3	Topic Review / Exam 4 Preview				8
T	8-4	EXAM 4 Time: 7:00-9:00 p.m. Place: CSE A101				

Exam dates, times and places listed above are firm and should not change. Topical coverage and quiz opening and closing dates may change, but it is not anticipated that they will.