MGMT 6312 – Operations and Supply Chain Management

Course Description/Overview

Operations and supply chain management consists of three broad areas that include managing processes, managing customer demand and managing the supply chain. The ability to respond to customer needs at lower cost, higher quality and faster delivery is critical for companies to survive and succeed in a global competitive environment. By integrating operations and supply chain management successfully into their business models, companies such as Toyota (manufacturing) and Wal-Mart (retailing) have shown that operations and supply chain management are critical for the success of an organization.

This course will focus on basic concepts, issues, and techniques for efficient and effective management of operations and supply chain. Both qualitative concepts and quantitative problems will be used to learn in this course. Topics include operations strategy, process strategy, capacity planning, quality management, demand forecasting, inventory management, operations planning, resource planning, lean systems, supply chain design, supply chain logistics and supply chain integration.

Prerequisite Knowledge

MGMT 2331, MGMT 3305, Microsoft Excel

Course Technology

This online course will be delivered using ASU Blackboard and Pearson's MyOMLab. This course can be accessed at http://blackboard.angelo.edu.

In addition to a competent level of computer and Internet literacy and capability, certain minimum technical requirements must be met to enable you to have a successful learning experience. Please review the important technical requirements and the Web browser configuration information, which is located on the log in page of Blackboard and MyOMLab. In other words, check out your computer system to see if it meets the minimal requirements before you begin this course.

1. You must use a recent version of Adobe Acrobat Reader and Adobe Flash Player for MyOMLab. You may be prompted to install Flash or upgrade your current Flash if necessary when you set-up your MyOMLab account. These are already installed in the ASU labs. For your own computers you can download them for free at http://get.adobe.com/reader and at http://get.adobe.com/flashplayer
2. Pop-up blockers must be set to allow pop-ups from Blackboard and MyOMLab. While pop-up blockers are used to prevent annoying advertising messages that pop up on a computer screen during internet surfing, some Web applications (such as Blackboard and MyOMLab) are incompatible with pop-up blockers and do not perform correctly until all pop-up blockers are disabled. Pop-up blockers on university computers must be disabled or reconfigured for MyOMLab as well.

Technical Support

The Technology Service Center (TSC) may be contacted for any technical support by calling (325) 942-2911 or 1-866-942-2911 or by email at helpdesk@angelo.edu

Class Meeting Times

This is an on-line course and students are required to log into Blackboard and MyOMLab to complete all their course work (homework, quizzes, etc.) as per the course schedule. Note: It is each student's responsibility to ensure ahead of time that his/her computer meets the system requirements for this course (including MyOMLab).

Faculty/Instructor Information

Name: Raj Kamalapur, Ph.D.
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Office Hours: Tue and Wed from 10.30 am - 12.30 pm
                  Mon: 3.30 pm - 5.30 pm, and by appointment
Hobbies: Playing Golf, Tennis, Music, Travel, etc.

Course Objectives

Learning Objectives:

Upon completion of this course, students will be able to...

1. Understand the strategic role and the importance of operations and supply chain management in creating and enhancing a company's competitive advantage
2. Understand key concepts in managing processes, managing customer demand and managing the supply chain to meet the needs of end customers
3. Understand impact of globalization on operations and supply chain management to efficiently and effectively meet needs of the end customers
4. Learn and apply analytical and problem-solving skills to analyze the operations and supply chain management problems

Students learning outcomes for this course will be assessed using the homework and quizzes from each chapters along with four exams.

Course Textbook and Required Readings

Operations Management: Processes and Supply Chains Plus MyOMLab with Pearson eText and Access Card Package, by Lee J. Krajewski, Manoj K. Malhotra, Larry P. Ritzman, 12th Edition, Publisher: Pearson

There is a PDF file explaining very easily how to sign up and get access to the course in MyOMLab (for homework, quiz and exams). You have the option of buying the access code with or without the eBook. You can find this PDF file on the course Blackboard in the 'MyOMLab Registration' folder with the title Student Registration Requirements.

Grading Policies

This course employs the following to measure student learning.

Grade Calculations	Percent of Grade
Homework (From All Chapters)	20%
Quizzes (From All Chapters)	20%
Exams (Total Four Exams)	60%

On-going grades for students are available within MyOMLab (under My Grades), and also available under 'My Grades' in the course Blackboard.

Angelo State University employs a letter grade system as shown below. Grades in this course are determined on a percentage scale:

A = 90.0 – 100 %
B = 80.0 – 89.9 %
C = 70.0 – 79.9 %
D = 60.0 – 69.9 %
F = below 60%

Class Participation

This course is an on-line 8-week, 3-credit-hour course that, on campus, would require you to attend class for 5 hours per week. You should plan to spend this much time on the course and plus another 8-10 hours each week for reading, practicing, working on homework, quiz, etc. Generally, different students learn differently and may need more time to learn, understand and complete the work. (Compared to 16-week semester, you should plan to work twice as much each week for only half the time for an 8-week semester). Some chapters are longer than others, so plan to spend the appropriate time needed for each chapter. Also, some additional material may be covered in some chapters to add more value to this course. Be sure to read the textbook, review the materials uploaded to Blackboard and work on all questions and problems available in MyOMLab to help you prepare and do well in this course. To succeed in online learning, students need to stay motivated and committed to learning, possess good time management skills to complete all their work on a regular basis.

This on-line course is built on a three-step concept. For each chapter you will
(1) Learn it, (2) Do it, and (3) Check it.

First, you will read and learn the course material (many resources are uploaded for each chapter in the course Blackboard). I recommend that you review the PowerPoint slides and chapter learning videos first (uploaded to Blackboard) to gain a general understanding of the material, and then review the chapter from textbook and understand the solved examples. As quantitative problems will be a significant part of the exams, quizzes and homework, spend enough time working and understanding the quantitative problems (many Excel problem solutions are uploaded for every chapter as examples in the course Blackboard).

Next, you will practice (in MyOMLab) what you have learned with your study plan and homework questions (concepts and problems). Finally, you will check it (in MyOMLab) by working on the quiz questions (concepts and problems). You will close the loop by going back to your homework questions and study plan (if needed) to review and work on areas you need to improve your understanding. This will surely help you gain a good understanding of the material and to do well in this course.

Although this is an online course, it is not a self-paced study. Each week, homework and quizzes from the chapters will be assigned (in MyOMLab) and they need to be completed before the due dates. The main purpose of this is to keep the class on the same topic during the given week, so that everyone will be somewhat together on the homework, quizzes, and any exams during that week. Unless otherwise stated, the homework and quizzes are due by midnight on the due date (to be precise at 11.59 pm)

Homework

Each week, there will be homework assignments (in MyOMLab). Also, during first week of the class each student needs to provide a brief introduction of themselves in discussion board (more details provided in Blackboard). The homework will help you learn and test your knowledge in both areas, i.e. 'concepts and problems'. The 'homework concepts' can be attempted two times and the 'homework problems' can be attempted multiple times up until the due date. The highest grade for the homework assignment will be recorded. Note that there are no make-ups for any missed homework assignments.

| Problem 8					Question Help	⚙

Mariah Enterprises makes a variety of consumer electronic products. Its camera manufacturing plant is considering choosing between ... ed Alpha and Beta, which can be used to make a component part. To make the correct decision, the managers would like to comp... ... ...vity of process Alpha with that of process Beta. The value of process output for Alpha and Beta is $180 per unit of product A and $ ... corresponding overhead costs for Alpha and Beta are $3,000 and $8,000, respectively.

	Process Alpha		Process Beta	
Product	A	B	A	B
Output (units)	80	40	70	60
Labor ($)	$1,200	$1,400	$1,000	$2,000
Materials ($)	$1,400	$3,500	$3,000	$1,500

a. Which process, Alpha or Beta, is more productive?

Process [▼] has [ ] % higher labor productivity. Process [▼] has [ ] % higher multifactor productivity. *(Enter your responses rounded to the nearest whole number.)*

For homework problems, I will upload many problem solutions using Microsoft Excel, (on Course Blackboard for all chapters) and you can use them to solve some of the assigned problems and also use them as examples to create your own solutions for other problems using Microsoft Excel. For most of the problems, plan to use Microsoft Excel and/or OM Explorer (more details about OM Explorer is provided on course Blackboard). In addition, for homework problems, there are excellent sources available within MyOMLab to help you learn and answer these homework problems. When you are working on homework problems, and if you need help with that problem, click on the 'Question Help' (as shown above) to 'View an Example' or 'Help Me Solve This.' A new pop-up window opens to help you learn and answer this problem (make sure you allow pop-ups for this website.) You can also check your answer (as shown below) to see if your answer is correct. Use these useful resources to help improve your learning and to do well in this course.
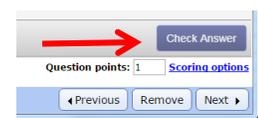
Quizzes

There will be quizzes (in MyOMLab) that cover each chapter's material. The quiz will test your knowledge in both areas, i.e. 'concepts and problems'. Each 'quiz concepts' can be attempted one time and each 'quiz problems' can be attempted two times up until the due date. After first attempt, go back and work on your study plan and homework problems (if needed) before your second attempt. Quiz and homework assignments are representative of exam materials. There will be a 'Global Knowledge Quiz' with multiple choice questions from a few select chapters. Date of this quiz is listed on course schedule and more details will be provided on the Blackboard. Note that there are no make-ups for any missed quizzes.

Exams

Four equally-weighted online exams will be given in MyOMLab. In computing your final average on exams, your lowest exam score will be dropped. There are no make-up exams. If you miss one exam, that score becomes your lowest score and is dropped, when computing your final average for the exams. Exams will be open book and open notes; however you cannot collaborate or take help from anyone else, either in person or using digital medium (i.e. email, texts, etc.). You need to take all exams on the given date and time, and you will have one attempt to complete the exam within the allotted time. The exams will consist of multiple choice questions and quantitative problems. Dates for the exams are listed on the course schedule and more details about exams will be provided on the course Blackboard.

Note: For Quizzes and Exams, 'Question Help, Check Answer, etc.' will NOT be available.

Policy on Server Unavailability

Angelo State University is committed to providing a reliable online course delivery system to all users. However, in the event of any unexpected Blackboard server outage or any ASU technical difficulty which prevents students from completing a time sensitive activity, I will extend the due date and provide an appropriate accommodation based on the situation. The accommodations will be made as soon as the ASU IT Department confirms that there was such a problem. Students should report any problems to the professor through their ASU email account and also email elearning@angelo.edu and helpdesk@angelo.edu

Note that this does not apply to individual technical problems that you may encounter on your personal computer and your network. So it is the **responsibility of every student** to plan ahead and work with a reliable computer and with good Internet connection.

Communication and Response Time

I will upload many course related documents on the Blackboard. Communications about your course will be in the form of ASU email or announcements on the course Blackboard. Make sure to check your ASU email and course Blackboard on a regular basis.

Email is the preferred and quickest way of communicating with me. You need to use ASU email account when communicating with me, as I **may not** respond to other email accounts like Yahoo, Gmail, etc. (as some emails from these accounts may come from unreliable sources). I recommend that you include 'MGMT 6312' in the subject line of all emails sent to me for this course. I will do my best to respond to any weekday emails within 24 hours (most often, it is much earlier than that). I may or may not be able to check emails during the weekend. So plan accordingly, as weekend emails may be answered on the following Monday if not during the weekend.

Missed/Late Work

No late work will be accepted for any reason. Reasonable deadlines have been set to ensure that you have adequate time to complete all assignments during the week, so plan ahead and work regularly, and do not wait until the last day to complete your work.

Extra Credit Work

There is no extra credit work for any individuals. Extra credit work for individuals discriminate against the students who submit their work in good order and on time. Therefore, I do not allow extra credit assignments, unless I do so for the entire class. If you keep up with your regular work each week, there will be no need for extra credits.

Course Policies

Academic Honesty and Integrity

Angelo State University expects its students to maintain complete honesty and integrity in their academic pursuits. Students are responsible for understanding and complying with the university Academic Honor Code and the ASU Student Handbook.

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It is the professor's intention to be as fair and impartial as is humanly possible. Therefore, all students will be asked to adhere to the same set of guidelines and rules UNLESS there are disabilities or documented extenuating circumstances that have been discussed with the professor and the Student Life Office. Please make sure you inform the professor as soon as any situation arises. Do NOT wait until the problem is compounded by poor class performance, poor attendance, etc.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

Courtesy and Respect

Courtesy and Respect are essential ingredients to this course. We respect each other's opinions and respect their point of view at all times while in our class sessions. The use of profanity & harassment of any form is strictly prohibited (Zero Tolerance), as are those remarks concerning one's ethnicity, life style, race (ethnicity), religion, etc., violations of these rules will result in immediate dismissal from the course.

Course Drop

To view the information about how to drop this course or to calculate important dates relevant to dropping this course, you can visit
http://www.angelo.edu/services/registrars_office/course_drop_provisions.php.

College of Business Code of Ethics

Students, faculty, administrators and the staff of the College of Business should always:
- o Be forthright and truthful in dealings with all stakeholders
- o Take responsibility for one's actions and decisions
- o Serve as an example of ethical decision-making and behavior to others
- o Admit errors when they occur, without trying to conceal them
- o Respect basic dignity of others by treating them as one would wish to be treated

Accommodations for Disability

As stated in the Angelo State University Operating Policy and Procedure (OP 10.15 Providing Accommodations for Students with Disabilities), the Student Life Office is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student's responsibility to initiate such a request by contacting the Student Life Office at (325) 942-2191 or (325) 942-2126 (TDD/FAX) or by e-mail at Student.Life@angelo.edu to begin the process. The Student Life Office will establish the particular documentation requirements necessary for the various types of disabilities.

Student absence for religious holidays

As stated in the Angelo State University Operating Policy and Procedure (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

Incomplete as a Course grade

As stated in the Angelo State University Operating Policy and Procedure (OP 10.11 Grading Procedures), the grade I is given when the student is unable to complete the course because of illness or personal misfortune. An I that is not removed before the end of the next long semester automatically becomes an F. A graduate student will be allowed one year to remove a grade of I before it automatically becomes an F. To graduate from ASU, a student must complete all I's.

Grade Appeal Process

As stated in the Angelo State University Operating Policy and Procedure (OP 10.03 Student Grade Grievances), a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see Operating Procedure 10.03 at: http://www.angelo.edu/content/files/14196-op-1003-grade-grievance.

Course Outline

Due Date (HW & Quiz)	MGMT 6312 - Course Schedule (Homework and Quizzes are due by Midnight)
	Course Module 1 (Chapters 1, 2, 3)

08/29/19	Chapter 1 – Using Operations to Create Value
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

09/03/19	Chapter 2 – Process Strategy and Analysis
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

09/05/19	Chapter 3 – Quality and Performance
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

	Exam 1 - (Chapters 1, 2, 3) Friday 09/06/19
	Course Module 2 (Chapters 4, 6, 8)

09/12/19	Chapter 4 – Capacity Planning
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

09/16/19	Chapter 6 – Lean Systems
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

09/19/19	Chapter 8 – Demand Forecasting
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

	Exam 2 - (Chapters 4, 6, 8) Friday 09/20/19
	Course Module 3 (Chapters 9, 10, 11)

09/26/19	Chapter 9 – Inventory Management
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

09/30/19	Chapter 10 – Operations Planning
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

10/03/19	Chapter 11 – Resource Planning
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

	Exam 3 - (Chapters 9, 10, 11) Friday 10/04/19
	Course Module 4 (Chapters 12, 13, 14)

10/10/19	Chapter 12 – Supply Chain Design
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

10/14/19	Chapter 13 – Supply Chain Logistics
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

10/15/19	**Global Knowledge Quiz** - (Selected Chapters) Tue 10/15/19

10/17/19	Chapter 14 – Supply Chain Integration
	    Homework (Concepts and Problems)
	    Quiz (Concepts and Problems)

	Exam 4 - (Chapters 12, 13, 14) Friday 10/18/19

Note: Some chapters are longer than others. So plan accordingly to spend the appropriate time needed to complete your work. Also, based on how the course is progressing, course schedule may be updated or changed to meet the course requirements. Good Luck ☺