UNIVERSITY OF SOUTHERN MAINE

Operations Management – BUS 375

CMHS, Business Department

Spring 2023

Instructor Info

Dr. Amarpreet Kohli
Phone: (207) 780-4305
Email: amarpreet.kohli@maine.edu
Zoom: (For Virtual Office hours)
Office: LB 221, Luther Bonney
Hours: TTh: 10.45 am – 12.00 pm

Course Meetings

LB 209, Luther Bonney (Portland)
TTh: 9.30 am – 10.45 am

Academic Services & Policies[1]

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1. Course Information

1A. Course Description

This course undertakes an examination of the role of operations within manufacturing and service organizations. Emphasis is placed upon recognizing operational opportunities and

[1] https://mycampus.maine.edu/group/usm/common-syllabus

tradeoffs and employing quantitative and qualitative tools and decision support systems to assist strategic and operational decision-making. The general functions of operations management as applied to the transformation process are covered. Operations management concepts and analytical methods of handling problems in manufacturing and service operations are presented. Some of the important topics include but are not limited to Project Management, Quality Control, Capacity Planning, Inventory Management, Aggregate Planning and Short-Term Scheduling.

Prerequisites: BUS 301 (min. C) or MAT 380 (min C) and EGN 304 (min. C) and junior standing. Majors in the fall 2020 or later catalog must complete the pre-bus core with a min. of a C- or higher before taking any 300/400 Business course

1B. Course Materials & Books

Required

- **Access Card:** MyLab Operations Management with Pearson eText -- Access Card -- for Operations Management Sustainability and Supply Chain Management by Heizer, Jay; Render, Barry; Munson, Chuck, Edition:13th, ISBN: 9780135662120. You can buy the above option through e-campus portal (see the link below) https://usm.ecampus.com/course-list?sbc=1&c=4156345|. Purchase of secondhand book is not recommended, as you will need an access code for myomlab (online learning and assessment tool). You will need Course ID: **kohli65308** to enter your course on myomlab. Please follow the step-by-step instructions posted on Bb under the tab "mylab registration help".
- **Technology Requirements:** Personal computer/Laptop/Tablet and Internet Access. In general, BUS 375 has been designed so that you will rely heavily on a platform Brightspace (BS) for communications and instructions, read the required readings, have

several forums for getting your questions answered, analyze real world problems through case analysis and apply the concepts in practice. Go to BUS 375. For more details regarding BS, go to the section "Technology in the Classroom" under "Course Specific Policies". For Brightspace tech requirements, see the Academic Services & Policies page[2].

- **Software:** I will suggest you use ExcelOM which is available as a part of the physical textbook package) for group case analysis and to verify the solutions of Assignment problems. You can download this software from myomlab. Go to download center > download

1C. Course Format

In person (flipped classroom). To this end, you will be expected to read the required textbook chapter and other supported material posted on BS. This will enable us to enrich the classroom experience and we can in turn spend more time in reviewing and analyzing the applications of operational models.

1D. Course Learning Outcomes

Analytical and critical thinking - This course will strengthen your ability to address complex open- ended problems by the creative use of scientific decision-making methodology.

Quantitative analysis - This course will strengthen your ability to employ (select, test, and apply) sophisticated statistical and quantitative modeling principles, tools, and perspectives to address complexity in operations management.

- You will face complex situations that are simplified using quantitative models. You will

[2] https://mycampus.maine.edu/group/usm/common-syllabus#treq

work with problems that require a rigorously applied quantification process to attain greater precision and clarity of problem definition, solution as well as analysis and presentation of results.

- You will encounter at least four sources of decision-making complexity (size and scale, uncertainty, multiple objectives that impede one another, different perspectives lead to different conclusions).
- You will explore methodologies, which are technically valid and proper within the ethical context of professional practice.
- Model construction exercises will require examination of inputs and collection of data.
- Interpretation of results will require examination of problem criteria considering results
- Throughout the course we will work to formalize and use the decision-making paradigm.

Written communication - You will make effective use of written communication (words, symbols, and graphs) to receive and transmit information.

- You will participate in case solution, classroom discussion, and in-class team exercises.
- You will use mathematical models as a medium for communication. Case analyses and homework assignments are evaluated based on communication effectiveness (e.g., structure, grammar, clarity, and conciseness) as well as content.

Ethical issues - We will be involved in building valid, bias-free models and interpreting modeling results in a proper ethical context. Dealing with ethical issues around take-home exercises.

2. Coursework & Grading

2A. Grade Scale

100-93%	=	A	79-77%	=	C+
92-90%	=	A-	76-73%	=	C
89-87%	=	B+	72-70%	=	C-
86-83%	=	B	69-60%	=	D
82-80%	=	B-	59% or lower	=	F

2B. Course Grade Breakdown

Assessment Name	Value
Assignments (Individual)	25%
Cases/Group Assignment (Team Analysis)	25%
Quizzes (Individual)	40%
Class Participation	10%
Total:	**100%**

Case Analysis: Case analyses are important components of the learning process. Case problems can be analyzed in a team of preferably 3 students and each individual case per team must be turned in no later than its due date.

Criteria for grading case reports - Clarity and organization of the reports are critical elements of success. Use the available pages wisely and forego summarization of the case facts that are obvious and already known. The following guidelines will be used to evaluate the case reports:

- Understanding of the decision situation

- Completeness, depth, and accuracy of analysis
- Ability to utilize concepts from the readings and class discussions in analyze the cases
- Effectiveness, practicality, specificity, and completeness of action plan and recommendations
- Appropriateness, relevancy, and quality of exhibits

2C. Final Examination

Final exam (Quiz 3) will be as per the Final Exam Schedule on the Registrar's website

3. Class Schedule

Class Topics, Assignments and Schedule – Subject to Change – Verify with Instructor.

Date/s	Topic	Chapters	Assignments/Case
01/17	Operation & Productivity	1	Introduction & Group Formation
01/19, 01/24 01/26, 01/31	Project Management	3	Assignment 1 due 02/02 (10.00 pm) on myomlab
02/02, 02/07 02/09, 02/14	Statistical Process Control	6S	**Case 1:** Frito Lay (P. 275 and video) due **02/16** (10.00 pm) – one report per group
02/16, 02/23, 02/28, 03/02	Capacity Planning	7S	Assignment 2 due 03/07 (10.00 pm) on myomlab
02/21	Quiz 1 (In-class)	3 & 6S	Multiple Choice (10 Q's) & 3 – 4 Quant Problems due 02/21 (10.45 am) on myomlab
03/07	Learning Curves	Module E	Assignment 3 due 03/14 (10.00 pm) on myomlab
03/09, 03/21 03/23, 03/28	Inventory Management	12	**Case 2:** Southwestern University (F) due **03/30**(10.00 pm) one report per group
03/14, 03/16	Spring Break		No class

04/04	Quiz 2 (In-class)	7S & 12	Multiple Choice (10 Q's) & 3 – 4 Quant Problems due 04/04 (10.45 am) on myomlab
03/30, 04/06 04/11, 04/13	Aggregate Planning	13	Assignment 4 due 04/18 (10.00 pm) on myomlab
04/18, 04/20 04/25, 04/27	Short Term Scheduling	15	Assignment 5 due 04/29 (10.00 pm) on myomlab
Finals Week	Quiz 3 (Final)	13 & 15	Multiple Choice & 4-5 Problems due **05/05**(10.00 pm) on myomlab

4. Course-Specific Policies

4A. Attendance

Success in this course is dependent on your active participation and engagement throughout the course. You are expected to read assigned reading on time and to actively participate in class discussions. Much of our online discussion will assume familiarity with the day's reading. If you do not understand an assignment or anything else don't hesitate to ask for clarification via e-mail amarpreet.kohli@maine.edu

4B. Late Work

You are expected to read assigned reading and complete assignments on time. If you do not understand an assignment, or anything else, do not hesitate to ask for clarification via e-mail/meeting in person. The business world expects that you will exhibit professional behavior, and so do I. In this course students are expected to model the respect, courtesy, and other behaviors of a future business leader.

4C. Class Cancellation

In the rare case if the class is cancelled, I will post an announcement on the BS that will be

emailed to you. I will attempt to communicate class cancelations with as much advance notice as possible. Please be sure that their email is current and valid to ensure emails are received.

4D. Technology in the Classroom

We are all new to Brightspace and some of you are new to online education, so I highly recommend that you become familiar with different options in Brightspace before the course begins by accessing the following online video tutorials using the following links:
Brightspace Help for Students
Bright Space Mobile App:

When experiencing technical difficulties, please contact the Technology Support Center (Help Desk): 207-780-4029 or https://usm.maine.edu/computing/helpdesk

4E. Personal Device Usage in the Classroom

You are welcome to use a laptop or tablet in this class as long as it contributes to your learning. This class, once again, is application based. This means that all students are expected to actively participate in classroom activities. If you are unable to contribute to the discussion or are otherwise distracted by your computer, cell phone, or table, I will ask that you refrain from using it in class. There will be some class sessions where we will use technology together, and in those instances, all students should make arrangements to bring a laptop or tablet to class. If you have any questions or concerns, please be in touch with me.

5. Academic Services & Policies

Below you'll find information for our most crucial student services and supports. For USM's most complete and current information on services available to students, as well as academic

policies, see The Academic Services & Policies Overview webpage.[3]

- **Request disability accommodations** | (207) 780-4706 | dsc-usm@maine.edu
- **Report Interpersonal violence** | (207) 780-5767 | usm.titleix@maine.edu
- **Report On-Campus Emergencies and Safety Concerns** | (207) 780-5211 or your local police agency.
- **Get academic help** | mycampus.maine.edu/group/usm/learning-commons1
- **Get technology help** | usm.maine.edu/computing/helpdesk
- **Meet with an Advisor** | usm.maine.edu/advising

Scan the QR Code to go to the Academic Services & Policies webpage[4]

[3] https://mycampus.maine.edu/group/usm/common-syllabus
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