Course Title, Number, Section Number: Operations Management, BUS 375, Section 0001
Course Meeting dates/times: LB 209
Course Meeting room: Brightspace (BS)

Instructor: Amarpreet Kohli, Ph.D
Email: amarpreet.kohli@maine.edu
Office Hours: By Appointment (Zoom)
Day(s)/Time(s): TTh (12.00 pm – 1.00 pm)

Course Materials & Books:


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)

Note: You will need Course ID: kohli80316 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 get some experience through a project that will help you understand and apply the concepts in practice. For more details regarding BS, go to the section “Technology in the Classroom” under “Course Policies”.

Go to BUS 375

Software: I will suggest you use POM (preferred) 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. Please note that POM is only available for windows and not for mac. If you have Mac, you can use Excel OM which is also available on myomlab under download center.
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 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 not limited to Project Management, Quality Control, Capacity Planning, Inventory Management, Aggregate Planning and Short-Term Scheduling.

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

<table>
<thead>
<tr>
<th>Date/s</th>
<th>Topic</th>
<th>Chapters</th>
<th>Assignments/Case</th>
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<tbody>
<tr>
<td>01/18</td>
<td>Operation &amp; Productivity</td>
<td>1</td>
<td>Introduction &amp; Group Formation</td>
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<tr>
<td>01/20, 01/25</td>
<td>Project Management</td>
<td>3</td>
<td>Assignment 1 due 02/03 (9.00 am) on myomlab</td>
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<td>01/27, 02/01</td>
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<tr>
<td>02/03, 02/08</td>
<td>Statistical Process Control</td>
<td>6S</td>
<td>Case 1: Frito Lay (P. 275 and video) due 02/17 (9.00 am) – one report per group</td>
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<td>02/10, 02/15</td>
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<tr>
<td>02/17, 02/24, 03/01, 03/03</td>
<td>Capacity Planning</td>
<td>7S</td>
<td>Assignment 2 due 03/03 (9.00 am) on myomlab</td>
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<td><strong>02/22</strong></td>
<td>Quiz 1 (In-class)</td>
<td>3 &amp; 6S</td>
<td>Multiple Choice (10 Q’s) &amp; 3 – 4 Quant Problems due 02/22 (10.45 am) on myomlab</td>
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<tr>
<td>03/08</td>
<td>Learning Curves</td>
<td>Module E</td>
<td>Assignment 3 due 03/15 (9.00 am) on myomlab</td>
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<td>03/10, 03/22</td>
<td>Inventory Management</td>
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<td>Case 2: Southwestern University (F) due 03/31(9.00 am) one report per group</td>
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<td>03/24, 03/29</td>
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<tr>
<td>03/15, 03/17</td>
<td>Spring Break</td>
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<td>No class</td>
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<tr>
<td><strong>04/05</strong></td>
<td>Quiz 2 (In-class)</td>
<td>7S &amp; 12</td>
<td>Multiple Choice (10 Q’s) &amp; 3 – 4 Quant Problems due 04/05 (10.45 am) on myomlab</td>
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<tr>
<td>03/31, 04/07</td>
<td>Aggregate Planning</td>
<td>13</td>
<td>Assignment 4 due 04/19 (9.00 am) on myomlab</td>
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<td>04/12, 04/14</td>
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<td><strong>04/19, 04/21</strong></td>
<td>Short Term Scheduling</td>
<td>15</td>
<td>Assignment 5 due 05/02 (9.00 a.m.) on myomlab</td>
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<td>04/26, 04/28</td>
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<td><strong>Finals Week</strong></td>
<td>Quiz 3 (Final)</td>
<td>13 &amp; 15</td>
<td>Multiple Choice &amp; 4-5 Problems due 05/06(9.00 am) on myomlab</td>
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**Assessment:**
Cases/Group Assignment (Team Analysis) 30%
Quizzes (Individual) 40%
Assignments (Individual) 30%

**Grading Criteria:**
A: 90-100; B: 80-89; C: 70-79; D: 60-69; F:< 60. Plus, and minus will be assigned in accordance with USM policies.
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

Course Evaluations:
At the end of each semester every student will have the opportunity to provide constructive feedback on the course. It is important to me that you take the time to let me know your thoughts about the course. I use your feedback to make improvements in the course materials, assignments, and outcomes.

COURSE POLICIES

ATTENDANCE POLICY
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

Additionally, you are expected to:

Log on at least 2-3 times a week – on different days to completely weekly assignments, assessments, discussions and/or other weekly deliverables as outlined in the syllabus; Participate in the weekly threaded discussions, this means that, in addition to posting a response to the thread topic presented, you are expected to respond to each other and comment and questions from me and/or other students.

If you find that you cannot meet the class’ minimum discussion requirements due to such a circumstance, please contact me as soon as possible.

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.

ATTENDANCE POLICY: Inclement Weather
From time-to-time USM will close the University due to inclement weather. When the cancellation is for an entire day, the class content will be made up at another time or through additional, outside of class, assignments.
When the school opens late or closes early, and the time selected is during the middle of class, we will still hold the class unless you are otherwise notified by me. Two examples:

If class starts at 1pm, but the University is closing at 1:30pm, we will still have class unless you hear from me.
If class starts at 1pm, but the University is opening at 1:30pm, we will still have class unless you hear from me.

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**
- **Navigation Video**: Probably the most important Learner’s video. (embedded above)
- **Notifications Video**: For those Learners that would like to manage their notifications.
- **Calendar Events**: For Learners that would like to use/import an electronic calendar.
- **Content Tool**: For Learners knowledge of unfamiliar layout
- **Assignments**: Learners Navigation
- **Class Progress**: Learners Navigation
- **Classlist**: Useful for a Learner to connect with other learners
- **Bright Space Mobile App**:

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

ACADEMIC INTEGRITY / PLAGIARISM
Everyone associated with the University of Southern Maine is expected to adhere to the principles of academic integrity central to the academic function of the University. Any breach of academic integrity represents a serious offense. Each student has a responsibility to know the standards of conduct and expectations of academic integrity that apply to academic tasks. Violations of academic integrity include any actions that attempt to promote or enhance the academic standing of any student by dishonest means. Cheating on an examination, stealing the words or ideas of another (i.e., plagiarism), making statements known to be false or misleading, falsifying the results of one’s research, improperly using library materials or computer files, or altering or forging academic records are examples of violations of this policy which are contrary to the academic purposes for which the University exists. Acts that violate academic integrity disrupt the educational process and are not acceptable.

Evidence of a violation of the academic integrity policy will normally result in disciplinary action. A copy of the complete policy may be obtained from the office of Community Standards and Mediation, online at usm.maine.edu/community-standards-mediation/academic-integrity or by calling and requesting a copy at (207) 780-5242.

FINAL EXAMINATIONS
The final quiz is not cumulative and will be given during the final’s week. Please check the course outline for me details. It is a USM academic policy that no tests or exams may be scheduled during the last week of classes.
UNIVERSITY POLICIES AND RESOURCES

DISABILITY ACCOMMODATIONS
The university is committed to providing students with documented disabilities equal access to all university programs and services. If you think you have a disability and would like to request accommodations, you must register with the Disability Services Center. Timely notification is essential. The Disability Services Center can be reached by calling 207-780-4706 or by email dscusm@maine.edu. If you have already received a faculty accommodation letter from the Disability Services Center, please provide me with that information as soon as possible. Please make a private appointment so that we can review your accommodations.

TUTORING AND WRITING ASSISTANCE
Tutoring at USM is for all students, not just those who are struggling. Tutoring provides active feedback and practice, and is available for writing, math, and many more subjects. Walk-in tutoring is available at the Glickman Library in Portland, the Gorham Library, and the LAC Writing Center. For best service, we recommend making an appointment at https://usm.maine.edu/learningcommons/schedule-tutoring-appointment. Questions about tutoring should be directed to Naamah Jarnot at 207-780-4554. Interested in becoming a more effective, efficient learner? Check out https://usm.maine.edu/agile!

HEALTH AND COUNSELING
Counseling is available at USM. The best way to schedule an appointment is by phone at 780-5411. More information is available at https://usm.maine.edu/uhcs.

RECOVERY ORIENTED CAMPUS CENTER (ROCC)
A peer support community for students in recovery from substance abuse and other mental health conditions is available at USM. More information may be found online at https://usm.maine.edu/recovery or by containing ROCC at 207-228-8141.

NONDISCRIMINATION POLICY AND BIAS REPORTING
The University of Southern Maine is an EEO/AA employer, and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, transgender status, gender expression, national origin, citizenship status, age, disability, genetic information or veteran’s status in employment, education, and all other programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies: Amie Parker, Interim Director of Equal Opportunity, The Farmhouse, University of Maine Augusta, Augusta, ME 04333, 207.581.1226, TTY 711 (Maine Relay System). Incidents of discrimination or bias at USM should be reported to Associate Vice President for Student Affairs David Roussel at 207-780-5242.

STATEMENT ON RELIGIOUS OBSERVANCE FOR USM STUDENTS
Absence for Religious Holy Days: The University of Southern Maine respects the religious beliefs of all members of the community, affirms their rights to observe significant religious holy days, and will make reasonable accommodations, upon request, for such observances. If a student’s religious observance conflicts with the academic experience, they should inform their instructor(s) of the class or other school functions that will be affected. It is the student’s responsibility to make the necessary arrangements mutually agreed upon with the instructor(s).
TITLE IX STATEMENT
The University of Southern Maine is committed to making our campuses safer places for students. Because of this commitment, and our federal obligations, faculty and other employees are considered mandated reporters when it comes to experiences of interpersonal violence (sexual assault, sexual harassment, dating or domestic violence, and stalking). Disclosures of interpersonal violence must be passed along to the University’s Deputy Title IX Coordinator who can help provide support and academic remedies for students who have been impacted. More information can be found online at http://usm.maine.edu/campus-safety-project or by contacting Sarah E. Holmes at sarah.e.holmes1@maine.edu or 207-780-5767.

If students want to speak with someone confidentially, the following resources are available on and off campus: University Counseling Services (207-780-4050); 24 Hour Sexual Assault Hotline (1-800-871-7741); 24 Hour Domestic Violence Hotline (1-866-834-4357).

POLICY ON ACCEPTABLE CONDUCT IN CLASS SETTINGS
If a student substantially disrupts a class, the professor may ask the student to align with this policy on conduct in a class setting. If the student refuses, the professor may, at their discretion, ask the student to leave. If the professor takes this step, they must attempt to communicate with the student and provide informal counsel and advice. The professor may elect to notify their dean of the situation as well. If the student disrupts the class again, the professor may, at their discretion, provide a written notification to the student, describe the offending behavior, and refer the student’s case to the appropriate academic dean and notify the dean of students that an official student conduct code violation has occurred [https://usm.maine.edu/community-standards-mediation/conduct-process].

COVID FACE COVERING REQUIREMENT
Per USM and the University of Maine System, all students, faculty, and staff members are required to wear a face covering, including during all face-to-face classes. Resident students are exempted from this requirement when in their own room in the residence hall. Students seeking additional exceptions from this requirement should refer to the DISABILITY ACCOMMODATIONS section of this syllabus. https://www.maine.edu/together/community-guidance/everyone/