



Fall 2013

MGT 300 – Operations Management
[3 credit hours]

Instructor Information

Instructor:	M Peter Jurkat
E-Mail:	pjurkat@unm.edu (use only when Learn is not functioning)
Phone:	505-603-9412
Fax:	505-474-7001
Office:	None at ASM
Office Hours:	Face-to-Face: as scheduled by Appt. using Mail; Online using Collaborate
Department Chair:	Prof. Steven Yourstone (Yourstone@mgt.unm.edu)
Preferred Method of Contact:	Learn email for personal communication Learn discussion board and Collaborate for class questions

Instructor Response Time

Communication

I routinely check Blackboard Learn for postings or emails, Monday (8 am) – Friday (12 pm) and sometimes on the weekend. You can anticipate a 24 to 48 hour response from me Monday – Thursday. I will try and respond to all weekend (Friday afternoon to Sunday) emails and postings by noon on Monday or earlier.

Grading

Graded assignments are routinely returned to students within one week after an assignment has been submitted for graded.

Course Information

Course Description:

This course provides an introduction to the design, planning and control of the manufacturing and service systems required to transform an organization's inputs into useful goods and services. Managerial challenges in productivity, quality, project management, inventory control, service system design, waiting line management, supply chain management, production planning, and just-in-time systems are considered.

Course Objectives:

The material covered in this course will enable students to:

- To be able to identify production and service operations management key decisions.
- To be able to interpret the basic OM decision-making tools and how these tools are used in delivering products and services.
- To be able to interpret the principles of the Just in Time philosophy
- To develop the ability to make the correct product and process choices.

See OM Core Concepts attached

Prerequisites:

STAT 145.

Course Orientation:

See Welcome Video and Learn Course Information folder.

Web Conferencing:

Web conferencing, using Collaborate, will be used in this course for meeting with you, your group, and your instructor. For the online sessions, you will need:

- *To request a session by you and you and your group.. Indicate the topics and several alternative times in an email to your instructor and arrangements will then be made.*
- *A USB headset with microphone. Quality entry models are widely available at BestBuy, Walmart or online.*
- *A high speed internet connection is highly recommended for these sessions. A wireless internet connection may be used if successfully tested for audio quality prior to web conferencing.*
- *These sessions can be recorded, let the instructor know.*

Textbooks and Supplementary Materials

Required Textbook:

F. Robert Jacobs and Richard B. Chase (2011) *Operations & Supply Chain Management Custom Edition for University of New Mexico*, 14th Edition, MacGraw-Hill, ISBN 978-0-07-802402-3. This text is part of a combination with an access code to MacGraw-Hill Connect. The entire package is available from the Campus Store.

Supplementary Materials: Headset w/mic (approx. \$50) for use in the Collaborate Web Conference Link (used for Online Meetings with Instructor and Group). Students **MUST** use a headset with microphone to reduce feedback instead of the built-in computer microphone.

Technical Considerations

Required Technology:

In order to access your online courses students need to log onto Blackboard Learn at <https://learn.unm.edu/webapps/portal/frameset.jsp>. In addition, this course requires students to be able to open, use and read Word, PowerPoint, Adobe.pdf, and particularly Excel files. If you are not comfortable with Excel features such as formulas, included functions, and statistical procedures you might want to study up on these.

Online Courses Require:

- A high speed Internet connection is highly recommended.
- Supported browsers include: Internet Explorer, Firefox, and Safari. Detailed Supported Browsers and Operating Systems: <http://kb.blackboard.com/pages/viewpage.action?pageId=51413176>
- Check your browser configuration at: <https://vista.unm.edu/webct/urw/lc4130011.tp0/browserchecker.dowebct?>

Any computer capable of running a recently updated web browser should be sufficient to access your online course. However, bear in mind that processor speed, amount of RAM and Internet connection speed can **greatly** affect performance.

Online courses perform best on a high speed Internet connection. Those using dial-up connections will experience longer page load times and much slower performance when accessing their online course. Many locations offer free high speed Internet access including [UNM's Computer Pods](#) or one of UNM's many [Statewide Centers](#).

For UNM Learn Technical Support: (505) 277-5757 (M-F 8am - 5pm) and contact information on the Learn login page.

For Web Conference Technical Help: (505) 277-0857 or media@unm.edu

Assessment and Grading

Instructor Expectations:

I will give each of you 100% of my commitment to help you successfully complete my class, however, I expect 100% of your commitment to this class, which includes reading the textbook, using the resources available in Learn, watching my videos, posting questions in the discussion board, completing your homework, working on group project, preparing for exams and reviewing your graded homework and exams and following up with questions to the instructor.

Required Tests and Assignments: All tests and assignments will be taken on line.

	Points
10 Team Assignments	131
Midterm and final	120
Achievement Test (LAT)	10

You will be encouraged to resubmit assignments if the instructor indicates that some serious misunderstandings are evident, but **A level scores will be assigned only if the submitted work is A level on the first submission.**

Letter Grade	Conditions (Exams include Midterm, Final, and LAT)
A+	Overall % \geq 96% with Exams % \geq 96%
A	92% \leq Overall % $<$ 96% with Exams % \geq 93%
A-	90% \leq Overall % $<$ 92% with Exams % \geq 90%
B+	86% \leq Overall % $<$ 90%
B	82% \leq Overall % $<$ 86%
B-	80% \leq Overall % $<$ 82%
C+	76% \leq Overall % $<$ 80%
C	70% \leq Overall % $<$ 76%
D	60% \leq Overall % $<$ 70%
F	Overall % $<$ 60%

Assignments and Participation

Weekly Tasks (see the Schedule on the Learn *Course Information* folder and the links in the *Course Documents my Chapter* folder):

1. Read the Assigned Chapter(s) carefully and think broadly about what is meant in addition to what is said in the text. Some of the quiz and exam questions cannot be answered unless you understand the material from several viewpoints.
2. Study for the midterm and final by
 - a. Working the Tutorials and Homework problems on MacGraw-Hill Connect as often as you want.
 - b. Taking the Chapter Practice Quiz as often as you want.
 - c. Raise questions about the material by posting/asking in Discussion topics and Mail.
3. Work on the Assignments and submit each one by the time it is due; you have a chance to improve your score by a second submission responding in instructor's comments. These can

be submitted by teams of up to three students. Make sure every page and/or file submitted contains the names of all the students in the team and that each student submits his/her own Assignment page.

4. Take the midterm, final, and Learning Assurance Test (LAT) when due.
5. Post any questions about the Chapter materials, quizzes, homework, tests, and/or assignments in Discussion Topics.

Class Participation:

General Participation Statement:

I want all of my students to succeed! Just because the class is a distance learning class does not mean we are disconnected. The posting of homework questions creates a learning community where students are supported and frustrations are reduced while also reinforcing knowledge.

Tracking:

Blackboard Learn automatically records all students' activities including: your first and last access to the course, the pages you have accessed, the number of discussion messages you have read and sent, chat room discussion text, and posted discussion topics. This data can be accessed by the instructor to evaluate class participation and to identify students having difficulty.

Inclement Weather, Course Interruptions and Scheduled Maintenance

Although on line classes are somewhat immune from problems due to bad weather you should check the Announcements in the site for any changes in schedule and other provisions.

If Learn, MacGraw-Hill Connect, and/or the author's web site are down on the day an assignment or exam is due, email me at pjurkat@unm.edu and let me know the problem(s) you are encountering. **If the instructor confirms that the system was down, the instructor will automatically extend the due date for at least 24 hours.**

Scheduled Maintenance

Learn has a daily scheduled maintenance window from 4:30 am – 5:30 am during which it is not available. There is also a routine maintenance window every Saturday from 6:00 am – 12 noon which may be used for system maintenance. In addition, UNM IT may conduct general system maintenance that affects multiple systems on campus, including Learn. The general system maintenance window is on Sundays from 6:00 am – 12 noon. Announcements for the Saturday and Sunday maintenance windows are normally posted in Learn two weeks ahead of time to notify users of planned outages. However maintenance does not always take the full times allotted so you may be able use the system during these times.

Course Expectations & Ground Rules

Course Expectations:

Example Expectations:

- *time required (10-15 hrs per week)*
- *students are expected to learn how to navigate in Learn*
- *students are expected to keep informed of course Announcements – they will pop up whenever you log in*
- *students are expected to communicate with one another in group projects – ask the instructor if you want a Discussion topic private to your group*
- *students are expected to use the Learn course email to contact instructor for personal matters as opposed to emailing the instructor at their UNM email address (exception is when Learn is down)*
- *students are expected to keep instructor informed of class related problems, or problems that may prevent the student from full participation (send an email when you encounter problems so that the instructor knows you still have intentions of completing the course).*
- *students are expected to address technical problems immediately*
- *students are expected to observe course netiquette at all times*

Example of Netiquette Ground Rules:

- In following with the UNM Student Handbook, all students will show respect to their fellow students and instructor when interacting in this course. Take Netiquette suggestions seriously. Flaming (personal insults or attacks) is considered a serious violation and will be dealt with promptly. Postings that do not reflect respect will be taken down immediately.
- Respect Others' Copyrights
- Don't type in ALL CAPS
- Use proper grammar and spelling (type your postings in WORD first in order to use spell check then copy and paste into Learn)

Instructor Drop Policy Example:

The instructor may drop a student if the student does not complete the **Questionnaire Survey, Welcome Survey or Welcome Posting by the 1st Week of the course**. The instructor may also drop a student during the semester **if a student fails or misses assignments or tests and does not contact the instructor within one week of the failed/ missed assignment or exam**. Students who have not dropped and do not respond to all exams and assignments will receive a “W” for the course unless arrangements for an incomplete are made at least a week before the end of the semester.

This course falls under all UNM policies for the last day to drop courses, etc. Please see <http://www.unm.edu/studentinfo.html> or the [UNM Course Catalog](#) for information on UNM services and policies. Please see the [UNM academic calendar](#) for course dates, the last day to drop courses without penalty, and for financial disenrollment dates.

Student e-Readiness

Online classes are often incorrectly thought to be easier than in person classes. Online courses are not correspondence courses. Due to the self-discipline required they can be more challenging than in person classes. If this is your first online class please take UNM's Online Class Readiness Quiz at <http://statewide.unm.edu/online/get-started/online-ready-quiz.html>

Online UNM Resources

- **Libraries:** <http://www.unm.edu/libraries>
- **CAPS** <http://caps.unm.edu/> - CAPS is a free-of-charge educational assistance program available to UNM students enrolled in classes.
- **Online Writing Lab (OWL)** - <http://caps.unm.edu/writing/owl> - students may submit academic papers required for UNM course or degree fulfillment or application submissions online for proofreading.
- **CAPS Virtual Tutoring Lab** - <http://caps.unm.edu/online/vtl> - Students can chat with a tutor in 5 subjects depending upon availability.
- **Smarthinking** - <http://caps.unm.edu/online/smarthinking/cas> Smarthinking™ is a Washington, D.C. based organization that provides online tutoring and academic support for university students 24 hours a day, 7 days a week in various common courses.

Students with Disabilities

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the Accessibility Resource Center (<http://as2.unm.edu/>). Please refer to UNM's Disability Policy for further information, <http://pathfinder.unm.edu/common/policies/academic-adjustments.html>

The American with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodations of their disabilities. If you have a disability requiring accommodation, please contact me immediately to make arrangements as well as Accessibility Services Office in 2021 Mesa Vista Hall at 277-3506 or <http://as2.unm.edu/index.html>. Information about your disability is confidential.

If you are a qualified person with disabilities who might need reasonable accommodations in academic settings, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs. Frequently, we will need to coordinate accommodating activities with other offices on campus, so that course materials can be made available in alternative formats.

Technical Support

Students are responsible for meeting course deadlines. If you experience technical problems, please exercise one or all of the following options:

- Online Student Support w/contact info at <http://statewide.unm.edu/online/support/>
- NMEL Help Desk at webct@unm.edu
- Media/web-conferencing Tech Support at media@unm.edu or 505-277-0857 or 1-877-688-8817
- UNM's Knowledge Base - http://fastinfo.unm.edu/prod/index_student.php

Copyrighted Materials

All materials in this course fall under copyright laws and should not be downloaded, distributed, or used by students for any purpose outside this course.

<http://www.unm.edu/~counsel/general/copyright.htm>

Academic Integrity

Each student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. Dishonesty is defined as a lack of truth, honesty or trustworthiness. Cheating is defined as influencing or leading by deceit. Deceit is defined as intending to mislead and commonly suggests a false appearance.

Students should be familiar with UNM's [Policy on Academic Dishonesty](#) and the [Student Code of Conduct](#) which outlines academic misconduct defined as plagiarism, cheating, fabrication, or facilitating any such act.

Examples (not exhaustive) of dishonest behavior include:

- Uses or attempts to use unauthorized aids in examinations or other academic assignments to be submitted for evaluation
- Misrepresentation of data, results or sources for papers or reports
- Copying another student's work

Anderson School of Management faculty, staff and students commit to values of trust, honesty, integrity, and accountability. We will not tolerate academic dishonesty. **By enrolling in any course at Anderson, the student accepts the Anderson Academic Honesty Code and affirms the following pledge: I will not lie, cheat, fabricate, plagiarize or use any other dishonest means to gain unfair academic advantage.**

Any violation of the code of conduct will be taken very seriously and appropriate sanctions will be applied. For full text of Anderson's Academic Honesty Code, please visit <http://www.mgt.unm.edu/honesty>

Operations Management Core Concepts:

Process Planning:

- Capacity planning
- Process selection
- Insourcing / Outsourcing
- Facility Layout

Process Monitoring and Control

- Measures (productivity, efficiency, utilization, yield)
- Statistical Quality Control and Capability
- Theory of Constraint Measures (throughput, operating expenses, inventory)
- Lean measures
- Inventory accuracy

Operations Scheduling

- Project management
- Aggregate planning
- MRP
- Pull systems
- Job shop scheduling

Process Improvement:

- Lean/JIT tools
- Continuous Improvement
- TQM tools
- Mapping/flowcharting
- Managing the Bottleneck
- Design of Experiments

SCM / Logistics:

- Facility location
- Transportation Modes
- Distribution Channels
- Roles of Warehousing
- Supplier management

Inventory Control:

- Types of inventory (finished goods, raw materials, WIP)
- Reasons for Inventory (safety stock, buffer stock, decoupling inventory, pipeline stock...)
- Periodic and perpetual inventory systems
- ABC systems