

Management 300.015

Operations Management

Spring 2016

Classrooms: GSM 117

Monday & Wednesday 4:00 to 5:15 PM

Instructor: Chris R. Kiscaden, MBA

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*Office Hours: Monday and Wednesday
from 2:30PM to 3:30PM or by appointment*

Best contact hours by email and text message: 7AM to 7 PM Monday through Friday.

Operations Management

Spring 2015



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, and just-in-time systems are considered. Prerequisite: STAT 145

General Learning Goal for Management 300

To obtain a working knowledge of the role that the operations manager plays in delivering products and services to customers.

Specific Learning Goals for Management 300

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

Social and Environmental Responsibility

In operations management decisions we must go beyond the quantitative analysis. In this course we examine many types of operations management decisions. It is not always possible to quantify social and environmental impacts. Nevertheless, we have a responsibility to make informed decisions that incorporate the impacts upon society and the environment. The best decision is not always that which minimizes cost, maximizes productivity, and maximizes profit. The environment, society, and the people we affect must also be considered in a wise operations management decision.

Use of personal laptops during class

For the purpose of taking notes or other applications consistent with class objectives is encouraged. However, it is expected that you will respect others and the instructor by not using laptops for non-class related activities, such as email, surfing the web for personal reasons or entertainment, etc., as these uses can detract from rather than enhance the learning environment. The instructor reserves the right to ask students to close their laptops, personal or University-owned, at any point during class.

Student Professional Code of Conduct

The department faculty has created this Student Professional Code of Conduct to support a productive and stimulating learning environment in all classes. The code is designed to help ensure a positive atmosphere and support the vast majority of students who currently exhibit the professional standards detailed below. Students should exhibit professional values and behavior in activities related to their education by:

Demonstrating trust, respect and common courtesy for their classmates and professors by engaging in professional classroom conduct. For example, by

- silencing cell phones in class
- not text messaging, reading email, or ‘surfing’ the web during class
- not listening to music in class
- not departing the room to respond to text messages or cell phone calls
- avoiding unnecessary talking
- not reading outside material in class
- not working on other class assignments while in class
- complying with class instructions for laptop use

Contributing to a positive learning environment. *For example, by*

- completing all assigned readings prior to the class period
- arriving, attending and departing class in a professional manner
- taking responsibility for team and individual assignments
- fulfilling team obligations by showing up on time and being prepared
- developing cooperative relationships with other students and faculty
- being prepared to respond to questions or provide examples when asked
- *not attempting to renegotiate class deadlines, requirements, and grading as outlined in the syllabus*
- asking for clarification on projects, assignments, and deadlines in class (if you have a question, others will too)

Academic Integrity

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:

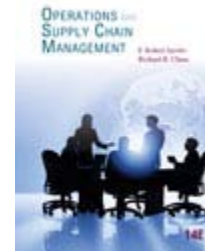
I will not lie, cheat, fabricate, plagiarize or use any other dishonest means to gain unfair academic advantage.

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>

ADA Statement

Reasonable accommodation will be given to any individual with a legitimate disability. Please contact the instructor privately for arrangements. If you are a qualified person with disabilities who might need appropriate academic adjustments, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs in a timely manner. Frequently, we will need to coordinate accommodating activities with other offices on campus. Course materials can be made available in alternative formats.

Textbook (required): Operations & Supply Chain Management with Connect Plus, F. Robert Jacobs & Richard B. Chase. **14th Edition.** 2014 ISBN: 9780077535124, McGraw Hill. Purchase the hardcopy textbook at your UNM bookstore *if* you want a hardcopy. You do need to purchase access to **Connect**. **Go to the link below.** **Connect** provides access to the **eBook, quizzes, assignments, and exams**. You do not need to have a hardcopy textbook but some do prefer that. You can just go with the eBook on Connect.



Web address for Connect: (If you are reading this in digital format: right click and select: open hyperlink) **Register with your name showing exactly** as it does in LoboWeb.

** <http://connect.mheducation.com/class/c-kiscaden-mgt-300-spring-2016-section-015>**

Top Hat Audience Response System

We will be using the Top Hat (www.tophat.com) classroom response system in class. **Register with your name showing exactly** as it does in LoboWeb. You will be able to submit answers to in-class questions using Apple or Android smartphones and tablets, laptops, or through text message.

You can visit tinyurl.com/TopHatStudentGuide for the Student Quick Start Guide which outlines how you will register for a Top Hat account, as well as providing a brief overview to get you up and running on the system. **Register with your name showing exactly** as it does in LoboWeb. An email invitation will also be sent to your school email account. If you don't receive this email, you can register by visiting our course website: <https://app.tophat.com/e/600056>

Top Hat will require a paid subscription, and the standard pricing for the cheapest option is \$24 for 4-months of unlimited access. For a full breakdown of all subscription options available please click [here](#).

Grading Policy:

Photo and Bio (see below)	10 points
Top Hat questions	50 points (approximate based on number given)
Assignments (about 10)	150 points (approximate—if we have more or less)
Learning Outcomes Assignment	15 points
Quizzes (about 10)	100 points (approximate—if we have more or less)
Evaluation Kit Completion	15 points
Business Presentation	50 points (5 points naming file company name.) All team member names must be on the first slide. Individual points earned depend on both overall group total points as well as a peer evaluation of relative contributions.
Midterm Exam	160 points
<u>Final Exam</u>	<u>200 points</u>
Total points:	750 points (approximate)

There is no extra credit work in this grading scheme.

Keep track of Connect due dates. Don't ask to have quizzes reopened or assignments reopened. Keep track. Do the quizzes and assignments very close to the days that we cover the topics. Don't work to due dates. Procrastination will not help you in this class. However, I will help you and you can also help yourself by keeping track.

GRADING SCALE based on points achieved divided by total possible.

96% or higher.....	A+
93-95%.....	A
90-92%.....	A-
86-89%.....	B+
83-85%.....	B
80-82%.....	B-
76-79%.....	C+
70-75%.....	C
59-69%.....	D
< 59%.....	F

Makeup quizzes, assignments, and exams will not be offered unless there is a verified medical excuse. All quizzes are open for a week. All assignments are open for ONE week. Don't schedule trips out of town on exam days unless you plan to take the exam when on the road.

PHOTOS AND BIOS: Send by email attachment a photo and bio of you no later than January 29th: Please send a recent photo and bio. These will help me to learn your name and your interests. Send both in the same **Word document**. Send a clear photo of you so that I can make a flash card for you. Use a recent photo. Use one that is taken close to you as opposed to twenty feet away and you are hard to recognize. Please **no hats or sunglasses**. They make it hard to recognize you. It is best to submit photos with only you in it. In less than 1/3 of a page in the same Word document include **your name just below the photo**, your major, your career goals, and your other interests. I share this with no other person. The cards do help me to teach to the class interests. Please see my Bio on OneDrive as an example of how to submit your bio.

**Business Analysis Presentations
(Please read the following carefully.)**

Each one of you will be part of a group of three to five people. You will conduct a study of a business and the operations management tools and concepts that are utilized. You must apply one data analysis tool and one conceptual topic presented in your textbook. The data analysis tool must involve the collection, analysis, and interpretation of data collected directly from the business. *You need approval from your professor* on the data, **the tool**, and the breadth and depth of your analysis. In your presentation you must link the textbook with your analysis of a business. Compare and contrast the textbook and the business using your own words. Each group will do a class presentation. The presentations will be 15 minutes each. You must send me at least one draft of your presentation for approval prior to your presentation day. All group members will present. *All group*

member names must be on your first slide. This is a great opportunity to see how our topics connect to the real world of business.

Grading rubric for presentations

Category	Points	Points	Points	Points	Total
	2	3	4	5	
Organization	Audience cannot understand presentation because there is no sequence of information.	Audience has difficulty following presentation because students jump around.	Students present information in logical sequence which audience can follow.	Students present information in logical, interesting sequence which audience can follow.	
	2	5	8	15	
Data Analysis	Data topic not approved by professor	Data analysis contains incorrect computations or interpretations.	Data analysis is not an in depth presentation. Superficial and basic only.	Data analysis is complete, tied to textbook, explained accurately and in depth.	
	0	3	5	10	
Connection with Textbook	No explicit connection with textbook	Loosely connected with textbook. One topic is connected	Connection with textbook on both topics is fair.	Very well connected with textbook on both topics.	
	2	5	7	10	
Slides	Poor slides and not presented to professor in draft form one week prior to presentation.	Slides have only bullet points and too many of them on each slide.	Slides have a good design, include graphics, photos, and a good use of colors.	Slides are very well designed. Student's graphics and exhibits explain and reinforce screen text and presentation.	
	2	5	7	10	
Delivery	Poor use of voice levels and eye contact. Not well rehearsed by all team members	Most students use fair voice levels and some eye contact. Fair level of rehearsal	Good level of rehearsal, good eye contact, and good voice levels.	Very well-rehearsed, dynamic presentation, answered all questions knowledgeably	
				Total Points Maximum = 50	

Practice your presentation. Dress in business casual. Try to avoid simply reading from your slides or note cards. Make eye contact. Project your voice. Send me your presentation drafts a week early for guidance. Have fun! Remember, it is up to you to deliver the presentation no matter what the other group members do. You will be able to evaluate your group members at the end of the semester. If you find that a group member is not pulling his or her weight, then you can ask them to leave the group or pull their weight. Just like the real world. And don't put off this project until the last week of the semester. That will lead to a sloppy presentation.

Class Schedule

Week 1

Monday, January 18th

HOLIDAY, No Class

Wednesday, January 20th

Chapter 1: Operations and Supply Management

Chapter 2: Strategy and Productivity Analysis

Get registered on Connect now or you will be giving up class points by missing quizzes and assignments. Register with your name exactly as you show it on LoboWeb. Register for Top Hat with your name exactly as you show it on LoboWeb and Connect.

Send your photo and bio by a single Word document in an email attachment on or before January 29th.

Week 2

Monday, January 25th

Chapter 3: Design of Products and Services. Pages 57 through 65 are not required reading.

Chapter 4: Project Management. Typo at the top of page 84 Exhibit 4.6.

Variance should be a division by 6 and not 2. Time-cost models on pages 85 through 89 are not required reading. And Managing Projects pages 89 through 96 are not required reading.

Send your photo and bio by a single Word document in an email attachment on or before January 29th.

Wednesday, January 27th

Chapter 3: Design of Products and Services. Pages 57 through 65 are not required reading.

Chapter 4: Project Management. Typo at the top of page 84 Exhibit 4.6.

Variance should be a division by 6 and not 2. Time-cost models on pages 85 through 89 are not required reading. And Managing Projects pages 89 through 96 are not required reading.

Send your photo and bio by a single Word document in an email attachment on or before January 29th.

Week 3

Monday, February 1st

Chapter 5: Strategic Capacity Management

Wednesday, February 3rd

Chapter 5: Strategic Capacity Management

Week 4

Monday, February 8th

Chapter 6: Learning Curves

Wednesday, February 10th

Chapter 6: Learning Curves

Week 5

Monday, February 15th

Chapter 7: Manufacturing Processes

Wednesday, February 17th

Chapter 9: Service Processes

Week 6

Monday, February 22nd

Chapter 10: Waiting Line Analysis. We will not cover finite population models where you see an example of one on page 236. We will not cover Approximating Customer Waiting Time on pages 238-241. And we will not have time to cover Simulating Waiting Lines pages 241-248. We have plenty to cover already.

Wednesday, February 24th

Chapter 10: Waiting Line Analysis. We will not cover finite population models where you see an example of one on page 236. We will not cover Approximating Customer Waiting Time on pages 238-241. And we will not have time to cover Simulating Waiting Lines pages 241-248. We have plenty to cover already.

Week 7

Monday, February 29th

Chapter 11: Process Design and Analysis. You are not responsible for understanding the slot machine example pages 263-266.

Chapter 12: Six Sigma Quality

Wednesday, March 2nd

Make Up Day if Needed to Cover Any Remaining Material

Week 8

Monday, March 7th

Review for midterm exam

Wednesday, March 9th

Midterm Exam: taken on Connect. You may take this exam wherever you have a reliable internet connection. You may take it with others in your class. You will all have different data for the computational problems. The exam will open at 4:00 PM and close at 5:15 PM. You must have all of your answers entered into Connect before the exam time ends. No hardcopy will be accepted. **Your grade will be available on Friday March 11th, by 4:00 PM I will need time to review all exams for partial credit.**

Week 9

Monday 3/14 & Wednesday 3/16 no class. **SPRING BREAK**

Week 10

Monday, March 21st

Chapter 13: Statistical Quality Control. We will OMIT Acceptance Sampling pages 331-333.

Wednesday, March 23rd

Chapter 13: Statistical Quality Control. We will OMIT Acceptance Sampling pages 331-333.

Week 11

Monday, March 28th

Chapter 14: Lean Supply Chains

Chapter 15: Logistics, Distribution, and Transportation. We will focus on location methods. The section (pp. 380-383) on the Transportation Method of Linear programming is not required reading. We will not cover that method.

Wednesday, March 30th

Chapter 18: Forecasting: you are not responsible for Exponential Smoothing with Trend (pp. 451-452). And you are not responsible for Linear Regression Analysis (pp. 452-456) or Decomposition of a Time series (pp. 456-461).

Week 12

Monday, April 4th

Chapter 18: Forecasting: you are not responsible for Exponential Smoothing with Trend (pp. 451-452). And you are not responsible for Linear Regression Analysis (pp. 452-456) or Decomposition of a Time series (pp. 456-461).

Wednesday, April 6th

Chapter 20: Inventory Management. OMIT Single-Period Inventory Model pages 519-521. OMIT Fixed-Time-Period models pages 530-531.

Week 13

Monday, April 11th

Chapter 20: Inventory Management. OMIT Single-Period Inventory Model pages 519-521. OMIT Fixed-Time-Period models pages 530-531.

Wednesday, April 13th

Group presentations of business analysis.

Presentation files are due to me by email attachment no later than 2:00 PM on your presentation day. Name your file only with the company name.

Week 14

Monday, April 18th

Group presentations of business analysis.

Presentation files are due to me by email attachment no later than 2:00 PM on your presentation day. Name your file only with the company name.

Wednesday, April 20th

Group presentations of business analysis.

Presentation files are due to me by email attachment no later than 2:00 PM on your presentation day. Name your file only with the company name.

Week 15

Monday, April 25th

Group presentations of business analysis.

Presentation files are due to me by email attachment no later than 2:00 PM on your presentation day. Name your file only with the company name.

Wednesday, April 27th

Group presentations of business analysis.

Presentation files are due to me by email attachment no later than 2:00 PM on your presentation day. Name your file only with the company name.

Week 16

Monday, May 2nd

Review for final exam

Wednesday, May 4th

Review for final exam

Final Exam: Date and time is yet to be announced by UNM. The final exam will be given on Connect during the final exam week. Be sure to enter and save your work after each question. No hardcopy work will be accepted for the exam. Enter all of your work before the closing time of the exam. Save as you go. Be wise. Don't get stuck on any one problem. Move on and come back to ones you were stuck on. Your professor will go over every one of your exams to look for partial credit.