

IT 371 - Decision Making in Supply Chain, Services and Project Management
Winter 2014

Ms. Ginni Callow-Adams, Lecturer

Office: Bldg. 192 Rm. 231 Office Hours: Thurs 5:30p – 7:30p or by appointment

Phone: 805/756-1180 Email: vcallowa@calpoly.edu

Classroom: Bldg. 03 Rm. 306

Class Times: Mon & Wed 6:10pm – 8:00pm

This syllabus constitutes the Student-Instructor Learning Contract, to be read thoroughly at the onset of the course. It is available on PolyLearn, and it is subject to periodic update during the course.

Catalog Description:

IT 371 Decision Making in Supply Chain, Services, and Project Management (4)

Introduction to supply chain, services, and project management decision-making using information technology tools. Application of flowchart, project management network and spreadsheet software to process improvement, project planning, forecasting, and inventory management planning and control in manufacturing and service industries. Understanding current practices for decision making in manufacturing and service operations and project management. 4 lectures.

Prerequisite: A grade of C- or better, or consent of instructor, in: MATH 141 or MATH 221, and STAT 217 or STAT 218 or STAT 252.

Instructional Objectives: Students will be able to

1. Identify the **supply chain of given companies**
2. Describe the **operations strategy** used by organizations
3. Perform critical **analysis of given processes**
4. Demonstrate competence in **operations decision making**

Required Text: We will be using an online e-support site (Myomlab) based on *Krajewski, L.J., Ritzman, L.P., and Malhotra, M.K. (2012). Operations Management, 10th Edition, Prentice Hall*. The Myomlab is required for each student taking this course. It has an electronic copy of all sections, study helps, and online quizzes.

Notes for Myomlab:

- Go to www.myomlab.com
- Students NEED your COURSE ID to register for class.

Additional course material is posted for these class sections on PolyLearn. Students are responsible for all assignments or changes made during class.

Methods of Instruction

Lectures: Information on course topics. Lectures will be supplemented by the use of visual aids, videos, outside reading, research, etc.

Guest Lecturers: Periodically professionals in operation management and supply chain may be invited to talk to the class. Their focus may or may not be in sequence with the lesson plan.

In-Class Exercises: Occasionally we will use in class exercises and group activities to illustrate particular principles in operations and supply chain management.

Readings: Reading the online text and other cases and articles will be major sources for learning in this course.

Homework, Quizzes, and Topic Assignment: Your knowledge of the course material will be assessed through online chapter homeworks, in class application quizzes, a topic assignment, and class participation. I may also periodically provide additional assignments (graded and ungraded). Your primary homework for this course will be to read the chapter assignments, complete the online homeworks (MyOMLab), and study for the application quizzes.

Performance Evaluation:

Quiz 1	15 *
Quiz 2	15 *
Quiz 3	15 *
Quiz 4	15 *
Quiz 5 and Comprehensive Final Exam	15 *
Online Chapter Homeworks (total)	15
Topic Report/Assignment	15
Class Participation	10
Total	100%

Notes:

1. A total of five quizzes will be given in the course to assess each student's mastery of the material. The quizzes are generally 1 hour long, except for Quiz 5, which is 2 hours.
2. The quizzes include Quiz 5 that is combined with a comprehensive final exam.
3. * Only the four highest-grade quizzes will be counted with a weight of 15% each (60% total).
4. Since only four quizzes are required for a final grade, make-up quizzes will NOT be given and the final time is fixed. No consideration will be given for extenuating circumstance make-up quizzes until after you have missed your first quiz.
5. Taking more than four quizzes will count as class participation regardless of score.
6. Class participation will be quantitative completion of assignments and class participation opportunities (see below) and the instructor's qualitative assessment of your classroom readiness and performance. Participation is 10 points total per class:
 - 10 points = attended and handed in assignment (I must see your name on the assignment)
 - 5 points = absent but handed in the assignment the same week (Only if the assignment can be done outside class. Teacher will let you know).
 - 0 points = absent and did not hand in assignment.

Lecture Outline:**Chapter/Topics** (list may change)

1. Using Operations to Compete
- Supplement A: Decision Making
2. Project Management
4. Process Analysis
6. Capacity Planning
7. Constraint Management
10. Supply Chain Design
11. Supply Chain Location Decisions
12. Supply Chain Integration
13. Supply Chain Sustainability and Humanitarian Logistics
14. Forecasting
- Course Wrap-up / Final Quiz-Exam

Attendance Policy:

You are expected to attend all classes. Absences may cause you to miss material that will not be repeated. *Note that you are responsible for everything that is done or said in class whether you are present or not. This includes changes to class requirements or assignments. I do not respond to the question "What did I miss?" so make arrangements to get information from a class buddy BEFORE you miss class.*

Academic Responsibilities: The instructor adheres to the Academic Responsibilities as outlined in the Cal Poly Catalog, including those prohibiting cheating and plagiarism. University policy can be summarized simply: *As a student, you are responsible for your own work and you are responsible for your actions.*

The instructor reserves the right to modify this course syllabus as deemed necessary as the class progresses.