

# SYLLABUS: OPERATIONS & SUPPLY CHAIN MANAGEMENT

MAN 4504  
4 CREDIT HOURS  
FALL 2017

LIVE taping of the lecture will be Tuesday and Thursday 5-6 Periods in Heavener 150.

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Office Hours: T-R (9:30-11am) and by appointment  
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**COURSE WEBSITE:** <http://lss.at.ufl.edu> Please use the blue “Canvas Login” button to login to your UF Online course, and for the syllabus, schedule, class communication, class notes, grades, updates to this document, etc.

**COURSE COMMUNICATIONS:** I will be available at my office during the office hours. I will also be available by appointment and I am very accessible via email. If you need to set up an appointment other than during my regular office hours, **please e-mail me at [abmunson@mail.ufl.edu](mailto:abmunson@mail.ufl.edu)**, BUT NOT THROUGH THE CANVAS E-MAIL SYSTEM. I will respond as quickly as I can. Much of the communication of the course will occur during lectures. Students are responsible for ALL announcements made during lectures. Emails for the entire class will be through the mailing list, which will come into your Gatorlink mailbox, so log into the system regularly. Announcements will be made through Canvas and students are considered responsible for all information made in announcements.

**REQUIRED TEXT:** Operations Management, 12<sup>th</sup> Edition, Jay Heizer and Barry Render, Prentice Hall and Access to MyOMLAB.

You may buy the book in several ways. One you may buy a combination package at the bookstore. There will be a value edition of the book packaged with an access code for MyOMLAB available. You may also get access to MyLAB directly online and purchase the book through any vendor you like new or used. Finally, once you by access to the lab you can order an ecopy with a print upgrade of the book through the lab. Details will be discussed the first day of class.

**MyOMLab:** Login is integrated with Canvas. Instructions for accessing the lab are below and as provided by Pearson.

## Get Started

With Pearson's **MyLab & Mastering and Canvas**



### Enter Your Canvas Course

- 1 Sign in to Canvas and enter your Canvas course.
- 2 Do one of the following:
  - Select **MyLab & Mastering** in Course Navigation, and then select any course link on the Pearson page.
- 3 Go to *Get Access to Your Pearson Course Content*.



### Get Access to Your Pearson Course Content

- 1 **Accept** the End-User License Agreement and Privacy Policy.

If you previously linked your Canvas and Pearson accounts, you go directly to the Pearson payment page. Skip to step 3.
- 2 To link your Canvas and Pearson accounts, do one of the following:
  - If you already have a Pearson account, enter your username and password.

**Tip:** To look up your Pearson account, select **Forgot your username or password?**
  - If you do not have a Pearson account, select **Create** and follow the prompts to create a new account.
- 3 To get access to your Pearson course, do one of the following:
  - Select **Access Code**, enter your access code, and select **Finish**.
  - Under Use a Credit Card or PayPal, select the button with the applicable price and enter your payment information.
- 4 When the registration is complete, the You're Done page appears and you get a confirmation email. You can close the You're Done page and return to your Canvas course. From now on, when you select any of the MyLab & Mastering links in your Canvas course, your MyLab & Mastering course immediately opens in a new tab.

**Note:** In the future, it is recommended you enter your MyLab & Mastering course through Canvas.

## Need Help?

See [Help](#) for MyLab & Mastering with Canvas.

Go to our [YouTube channel](#) where students and instructors can find getting started videos.

**Contact Pearson 24/7 Technical Support.** After providing your name and email to the agent, make sure to tell them you access your course through Canvas. They will need the detail of your course, which can be found by clicking **MyLab/Mastering** from the navigation bar, then clicking the **Diagnostics** link at the top of the page. This information may be downloaded and attached to your chat. Please always provide an incident number to your professor if your issue remains unresolved.

**COURSE DESCRIPTION:** This course provides an introduction to the concepts and applications of Operations Management and Supply Chain Management. Operations management is the design of the system that develops outputs and then produces outputs by transforming input resources into outputs (both products and services) and the management of this system. Supply chain management is the management of the material flow from the suppliers through the customers. This course is a survey of some of the major decision tools and methods of operations and supply chain management.

**ASSURANCE OF LEARNING:** Each program at the Warrington College of Business Administration has developed goals and objectives that express the most valued skills and knowledge that students should be able to demonstrate upon completion of the total learning experiences in that program.

**Course Goals and/or Objectives:** By the end of this course, you will apply appropriate problem solving and decision-making skills to:

- 1) Specify and implement a framework for identifying a business problem.
- 2) Develop alternative solutions and a set of evaluation criteria.
- 3) Assess the outcomes of a course of action and make appropriate adjustments.

## COURSE POLICIES:

**CLASS PARTICIPATION:** You should plan to spend time in the course site on a consistent basis. The most successful students will be those who check in regularly and keep on track with the course work.

**ACADEMIC DISHONESTY:** Academic integrity and honesty are essential in the development of any professional. This society is not willing to tolerate dishonest or otherwise unethical professionals. Students must attend to, and follow, the University of Florida code of student conduct, with special attention to academic integrity and academic honesty. Students must never appropriate the ideas and work of others, including both academic sources and fellow students, without appropriate attribution or by claiming others' work as their own. You must exercise complete honesty in following the conditions established by the instructor for examinations and other assignments. Finally, you must be honest with one another, be willing to be accountable for your own failures of honesty and integrity, and not tolerate such failures in classmates. If it is determined that academic dishonesty has occurred you will receive a zero for the work you turned in and an additional reduction in your final grade. In addition, you will be reported to the Honor Court. UF Student Honor Code: <http://www.dso.ufl.edu/students.php>.

**COURSE TECHNOLOGY:** This is a fully online course. You will need to have a computer and reliable access to the Internet.

## EXAM POLICIES:

**TEST CONDITIONS:** This course will have exams proctored through ProctorU.

You will take your exam electronically using the course website. This means that you will register with ProctorU early in the semester (if you are already registered, you can continue to use the same account) and sign up for a time for a certified proctor in a testing facility to observe you on your computer while you take your exam. You will need a webcam, speakers, microphone and reliable Internet connection to be able to take your exams. Wireless internet is not recommended. You may also need a mirror or other reflective surface. Google Chrome is the only supported browser for taking exams in Canvas. Students who are not in the UOnline section will need to opt in through Gator 1 central as detailed below.

[Sign up for an account with ProctorU](#)

Week  
1

Sign up for ProctorU appointments

You will have several assignments in this course that use online proctoring through ProctorU. Online testing allows your instructor to leverage the capabilities of electronic testing and give you a more realistic experience. (The real world doesn't usually give you a multiple choice test and a scantron form!)

**Important NOTE:** To ensure academic integrity, online proctoring is a requirement for this course. By completing this assignment, you authorize the university to collect the necessary fee to cover the cost of this service. For on-campus students, this fee is \$30.00 per course using this service. For UF Online and international program students, this fee is covered through other current costs with the program, so you will see a \$0.00 charge on your account. If you do not agree to this fee, you must provide a comment on the assignment submission. You will be required to pay a per exam fee of \$24.50 directly to ProctorU.

In this assignment, you are being asked to "opt-in" for proctoring fees. This means that you are choosing to pay the lower rate that the university has negotiated. If you do not authorize the charges, you can choose to purchase proctoring directly from ProctorU. **If you do not use proctoring, you will fail the course since you will be unable to complete the course assignments.**

Here is some helpful information related to online proctoring in this course:

- [Proctoring through Canvas](#)
- [What to know before your exam](#)

In order to prevent late charge fees, you should sign up for all appointments early in the semester. When you have scheduled all your appointments, use this assignment submission form to post a screenshot of your appointment verification page.

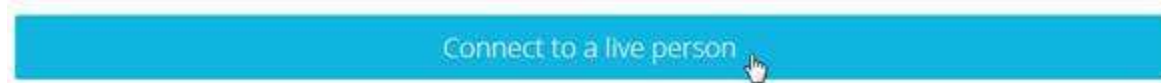
You can access the ProctorU site directly in Canvas from the left menu.

You should get set up with ProctorU and schedule your exam appointment times during the first week of the semester. You must sign up for an appointment at least **72 hours** before an exam. Failure to do so will result in additional fees and reduce the likelihood that the time you want will be available. You should receive a confirmation email from ProctorU. If you experience any trouble with online registration, you can chat or call **855-772-8678**.

Prior to each exam, go to the [ProctorU Test Page](#) to ensure your computer is ready for online proctoring. After you get the 6 checks that your system is ready:



Take the extra step to connect to a live person:



This process takes just a few minutes and is completely free.

If you are unable to take an exam because of a technical glitch on your end, that is your responsibility. However, if you do experience technical difficulties during the exam, ProctorU will document those difficulties and communicate with your instructor to make alternative arrangements.

For additional questions, review the [Proctored Exams Student Guide](#).

**THE FOLLOWING GUIDE APPLIES TO ALL STUDENTS USING PROCTOR U FOR EXAMINATIONS.**



# 6 Things You Must Do **YOUR** **BEFORE** **EXAM**



## 1 **SIGN UP EARLY**

During the first week of classes, schedule appointments for all your exams.



## 2 **CHECK YOUR WEBCAM & MICROPHONE**

Make sure your equipment meets ProctorU's technical requirements at <https://www.proctoru.com/portal/ufl/techspecs>

Note: Tablets are not sufficient for taking a proctored exam.



## 3 **GET GOOGLE CHROME**

Google Chrome is the only supported browser.



**#1 problem  
for testers**

## 4 **USE A WIRED CONNECTION**

You may experience difficulties in the stability of your internet connection, even with the best wireless connection - the extra load of the proctoring software will slow things down and make it difficult for images and charts to load and to save the answers to your questions. If you do not have an Ethernet cable, buy one and learn how to use it before your first exam.



## 5 **TEST YOUR SYSTEM**

Go to <http://www.proctoru.com/testitout> the day before or the day of your exam. Test your system in the same environment in which you'll be testing. Take the extra step to connect with a live proctor.



## 6 **FIND A QUIET, PRIVATE LOCATION**

Not in a coffee house, not in a car, not on an airplane. Take your exam at home, a library or any place where you will be uninterrupted.

**EXAM MATERIAL:** Each exam will draw dominantly from material covered since the previous exam. It is not the intent of the instructor that each exam is cumulative. The nature of the course and of your academic progress as a whole is presumably cumulative and it is reasonable to expect that any exam may contain language, calculations or even questions from previous material in some quantity, especially if that material either supports current topics or the cohort did not demonstrate satisfactory knowledge of it previously due to either it's omission on earlier assessments or a high rate of incorrect responses. Generally speaking, exams are likely to be 25-30 question of various format, including but not limited to multiple choice, numeric answer, fill in the blank and others as deemed appropriate by the instructor. Historically most questions have been in multiple choice or numeric answer format.

**NOTE SHEETS AND CALCULATORS AND EXCEL:** Exams will be closed book. Calculators are permissible including financial calculators. Excel will also be available to you but you may only open BLANK excel sheets during the exam unless a link is otherwise provided to a templet or data file. No other electronic devices are allowed. You may create a single 8.5 X 11 sheet of notes to bring with you to each exam. This page must be HANDWRITTEN. Photocopies and computer generated printing are not permitted.

**EXAM MAKE-UP POLICY:** Each student in this class has made a commitment to the completion of the course and likely to the completion of a degree program. Therefore, it is presumed that participation is willing and a priority of the student. It is also understandable that circumstances occasionally will arise which creates difficulty when balancing commitments of various facets of a student's life. This is perhaps more true in this course than some others as job interviews and internships are frequent as students near the completion of their degree. Therefore, students may be allowed a make up exam if approved by the instructor. Normally such arrangements should be made prior to the exam.

It is not the intent that a make-up exam will be of different difficulty than the scheduled exam. However, no adjustments will be made to the make-up exam scores to create similar averages to the scheduled exams. Make up exams may also vary in format.

If a student is unable to attend either multiple in-term exams and/or the make-up exam they should address the issue with the instructor to discuss their options to avoid a zero on an exam.

**MAKE\_UP PROCEDURE:** Students who request and are granted a make-up exam will receive an email, usually within 48 hours, following the regularly scheduled exam. The email will have details about signing up for the make-up through ProctorU and the window during which the make-up will be available. If after 48 hours you have not received an email but were granted permission to take the make-up it would be appropriate to contact the instructor to be certain you had not been excluded from the email list in error.

**MISSED EXAMS POLICY:** If a student has not made prior arrangements and misses an exam or misses multiple exams they must speak with the instructor and determine if a reasonable accommodation can be made or if the course can still be completed. Request for make-ups following the completion of the scheduled exam will be met with greater scrutiny. Foreseeable events should be discussed prior to the scheduled exam date. Generally speaking, documentation of illness or other difficulties will be required in such circumstances.

**APPEALS PROCESS:** After each exam an answer key and solutions will be posted as an announcement in Canvas. All appeals must be submitted within one week of the announcement containing the solutions.



Appeals will not be answered until after the one-week window has closed and the instructor has had the opportunity to preform an item analysis on contested questions. Please refer to the posted answers BEFORE you appeal a question. All appeals should be made to the course instructor at [abmunson@mail.ufl.edu](mailto:abmunson@mail.ufl.edu).

## Assignments:

**EXAMS:** During the semester there will be three exams. Exam 1 and Exam 2 will each be worth 26 points. Exam 3 will be worth 28.

**HOMEWORK:** The goal of the homework is to provide you with sufficient exposure to quantitative material to minimally prepare you for the exams. The homework is an excellent starting point for preparation. Relevant homework assignments should be worked prior to the exam they relate to. Homework assignments will be weighted evenly and a final average exported from MyOMLAB into the final grade book on Canvas. The Homework is worth up to 10 points of your course grade. Because MyOMLAB can at times be finicky regarding rounding etc 5% (up to a maximum of 100%) will be added to your homework grade at the end of the semester. So if your homework score was an 83% in MyOMLAB your grade will show up in Canvas as 88% (but a 98% will only result in a score of 100%).

Because the homework is available for weeks prior to each due date, extensions for homework assignments will not normally be entertained. There is seldom a compelling reason to extend due dates beyond the date set in MyOMLab. If you believe you have a compelling reason why you will require additional time you should address it with the instructor before the requested extension. No extensions are available after the final exam.

**DISCUSSION BOARDS:** This class will use YellowDig for discussion of OM topics. Participation will be worth 10% of each student's final grade. Students will earn up to 800 points in the semester and may monitor their progress within Yellowdig. A maximum of 100 points may be earned each week so students should plan a small amount of participation most week rather than planning on binge posting over one long weekend.

Grade Link Configuration: You will need to establish a link between canvas and your Yellowdig account before your grades show up in Canvas. YOU must do this for your work to be counted. I cannot establish the link for you. The following link provides instruction. The process is very simple. <https://help.yellowdig.com/hc/en-us/articles/208041337-Configure-grading-for-my-course-as-a-student>

Support: If you have any issues with Yellowdig during the semester you may contact their help desk at [support@yellowdig.com](mailto:support@yellowdig.com).

**ETS EXAM:** Only applies to Spring semesters.

## UF POLICIES:

**UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES:** Students requesting accommodation for disabilities must first register with the Dean of Students Office (<http://www.dso.ufl.edu/drc/>). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

**UNIVERSITY POLICY ON ACADEMIC MISCONDUCT:** Academic integrity and honesty are essential in the development of any professional. This society is not willing to tolerate dishonest or otherwise unethical professionals. Students must attend to, and follow, the University of Florida code of student conduct, with special attention to academic integrity and academic honesty. Students must never appropriate the ideas and work of others, including both academic sources and fellow students, without appropriate attribution or by claiming others' work as their own. You must exercise complete honesty in following the conditions established by the instructor for examinations and other assignments. Finally, you must be honest with one another, be willing to be accountable for your own failures of honesty and integrity, and not tolerate such failures in classmates. UF Student Honor Code: <http://www.dso.ufl.edu/students.php>.

**COMMUNICATION COURTESY:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats.

<http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>

Should you have issues with your experience in this course that cannot be resolved with the instructor, department, or program, please visit <http://www.distance.ufl.edu/student-complaints> to submit a complaint.

## GETTING HELP:

For technical difficulties in Canvas, please contact the UF Help Desk at:

- [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu)
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling and Wellness resources
- Library Help Desk support

## GRADING POLICIES:

### GRADING SCHEME:

Exam 1	26 points
Exam 2	26 points
Exam 3	28 points
Homework in MyOMLab	10 points
YD Discussion Boards	10 points

**GRADING SCALE:** The grading scale in Table 1 is a guaranteed scale. This class is sometimes curved. The additional curve (if any) will be based approximately on Table 2.

If the class preforms exceptionally well the percentages in any bracket (of Table 2) may be increased at the instructor's discretion. In no case will a student completing the course with lower than 50 points receive a grade other than E.

**Table 1**

93 or Above	A
90 to 93	A-
87 to 90	B+
83 to 87	B
80 to 83	B-
77 to 80	C+
70 to 77	C
66 to 70	C-
60 to 66	D+
55 to 60	D
50 to 55	D-
Below a 50	E

**Table 2**

A	Approximately 15%
A-	75th-85th percentile
B+	65th-75th percentile
B	50th-65th percentile
B-	40th-50th percentile
C+	30th-40th percentile
C	10th-30th percentile
C-	Students within 5 points of the lowest C will receive a C-
D+ and Lower	Students who do not stay within 5 points of the lowest C will receive grades of D+ and lower at the instructor's discretion.

## COURSE SCHEDULE:

Weeks	Date	Topic	Readings, Deliverables and Critical Dates
1	8/22 8/24	Introduction, Class Policies Productivity	Reading, Chapter 1 of text
2	8/29 8/31	Productivity/ Forecasting Forecasting	Read Chapter 4 Read Notes on Exponential Smoothing
3	9/5 9/7	LABOR DAY Decision Making	Read Module A
4	9/12 9/15	Linear Programming Linear Programming	Read Module B Read Module B
5	9/18 9/19 9/21	Exam 1  Production Strategy	Read Chapter 7
6	9/24 9/28	Capacity and Constraint Management Capacity and Constraint Management	Read Chapter 7S
7	10/3 10/5	Quality Quality/ Statistical Process Control	Read Chapter 6 Read Chapter 6
8	10/10 10/12	Statistical Process Control Queuing Theory	Read Chapter 6/6s Read Modules D
9	10/17 10/19	Class will be pre-recorded No Class	Read Modules D
10	10/23 10/24 10/26	Exam 2 Little's Law	Little's Law Notes
11	10/31 11/2	Inventory Models Inventory Models	Read Chapter 13
12	11/7 11/9	Inventory Models Revenue Management	Read Chapter 13 Read Revenue Management Notes
13	11/14 11/16	Aggregate Planning Aggregate Planning	Read Chapter 12
14	11/21 11/23	Project Management Thanksgiving	Read Chapter 12
15	11/28 11/30	Project Management Review For exam 3	Read Chapter 3
16	12/5	<b>Exam 3</b>	

**DISCLAIMER:** This syllabus represents current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

**FINAL NOTE:** The nature of mixed platform and online lectures is naturally asynchronous. Announcements are made during the lectures and also through the Canvas website. These may include, but are not limited to, schedule changes, policy changes, opportunities to make-up missed assignments, exam locations, reminders about upcoming due dates, or information regarding likely exam topics or questions. The student is responsible for all material available in the lectures including announcements. Announcements may also be broadcast through Canvas, though not necessarily. No attempt will be made to obscure information but it is

the responsibility of the student to participate in the course which includes accessing the Canvas website and viewing lectures in a timely fashion.