gooInstructor: Don Lynch

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Office: Whitman School of Management – Concourse Level – Room 013

Office Hours: Monday 6:45 pm to 7:30 pm or by appointment

Classroom: SOM 104

Time: 5:15 pm - 6:35 pm on Mondays and Wednesdays

### COURSE DESCRIPTION

This course will introduce the student to supply chain concepts and issues surrounding effective management of supply chains and operating systems. A number of chapters will focus on Operations Management, which, in its simplistic form, is the study of a component within the supply chain

# **MAJOR LEARNING OBJECTIVES**

* Achieve a fundamental understanding of supply chain practices.
* Understand how the supply chain is integrated within other supply chain components and with other areas of management such as Marketing and Finance.
* Be able to understand the impact a decision made in one part of the supply chain impacts other areas of the supply chain.
* Learn to think multi-dimensionally & creatively.
* Improve your problem solving and analytical skills through case analysis.
* Have fun and learn about career opportunities in Supply Chain Management

# **TEXT**

*Operations Management, 10th Edition,* Heizer & Render, Prentice–Hall, 20011 – Books available at the Orange Book Store and the University Bookstore

### EXPECTATIONS

* Come to class prepared, read the chapters before class (surprise quizzes maybe given if the class in not reading the chapters).
* Participate, ask questions and answer questions, get involved!
* Be polite – listen when other people are talking (especially when the instructor is talking).
* Everyone should do well if they apply themselves; you can get an A in my class.
* Attendance – please be here on time, attendance impacts your class participation grade
* No food or drink (except for bottled water) is allowed in the classroom
* Class time – don’t be late, again it impacts your grade!
* No side bars – it’s a distraction for me and the class
* No text messaging – I can see you when you are text messaging
* No laptops, tablets, or smartphones may be used during class. Power point slides are provided prior to class

# **ACADEMIC INTEGRITY POLICY CERTIFICATION REQUIREMENT**

Syracuse University sets high standards for academic integrity. Those standards are supported and enforced by students, including those who serve as academic integrity hearing panel members and hearing officers. The presumptive sanction for a first offense is course failure, accompanied by the transcript notation “Violation of the Academic Integrity Policy.” The standard sanction for a first offense by graduate students is suspension or expulsion. Students should review the Office of Academic Integrity online resource “[Twenty Questions and Answers About the Syracuse University Academic Integrity Policy”](http://academicintegrity.syr.edu/faculty-resources) and confer with instructors about course-specific citation methods, permitted collaboration (if any), and rules for examinations. [The Policy](http://academicintegrity.syr.edu/academic-integrity-policy/) also governs the veracity of signatures on attendance sheets and other verification of participation in class activities. Additional guidance for students can be found in the Office of Academic Integrity resource: ‘[What does academic integrity mean?](http://academicintegrity.syr.edu/what-does-academic-integrity-mean/)’.

For more information and the complete policy, see <http://academicintegrity.syr.edu>

The Whitman School of Management requires all students who take Whitman courses to certify in writing that they have read, understand, and agree to comply with the University's Academic Integrity Policy. Whitman students should have already completed a certification statement. All other students enrolled in this course are also required to complete a certification statement available in the Undergraduate Office (Suite 215) for undergraduate students, and MBA and MS Programs Office (Suite 315) for graduate students. Completed statements will be kept on file in these offices.

### ACCESS TO PRIOR EXAMS

### In an effort to provide equal access and fairness for all students, some faculty provides copies or excerpts from previous examinations for student review. Although the provided examinations give direction on the professors’ styles of evaluation, they in no way indicate exactly what will be on upcoming examinations. The homework assignments for this course are similar to previous exam questions. When you see and answer the homework assignments, you will have a good idea of how I examine your proficiency of the material. Therefore, I consider the distribution, preparation, and review of homework assignments to be my way of providing access to previous exams.

### USE OF STUDENT WORK

Work produced by students as part of this course may be used for educational purposes. It is understood that registration for and continued enrollment in this course constitute permission by the student to use his or her works for educational purposes. In compliance with the Federal Family Education Rights and Privacy Act, works in all media produced by students as part of their course participation at Syracuse University may be used for educational purposes, provided that the course syllabus makes clear that such use may occur. If I use your work for teaching evaluation and assessment, I will render the work anonymous through removal of identification of the originator of the work.

### DISABILITIES

If you believe that you need accommodations for a disability, please contact the Office of Disability Services(ODS), <http://disabilityservices.syr.edu>, located in Room 309 of 804 University Avenue, or call (315) 443-4498 for an appointment to discuss your needs and the process for requesting accommodations. ODS is responsible for coordinating disability-related accommodations and will issue students with documented Disabilities Accommodation Authorization Letters, as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact ODS as soon as possible.

***RELIGIOUS OBSERVANCE POLICY***

SU’s religious observances policy, found at [http://supolicies.syr.edu/emp\_ben/religious\_observance.htm](https://exchange.syr.edu/owa/redir.aspx?C=a13d797354444c46b528b94962b5607a&URL=http%3a%2f%2fsupolicies.syr.edu%2femp_ben%2freligious_observance.htm" \t "_blank), recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holy days according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes. For fall and spring semesters, an online notification process is available through MySlice/Student Services/Enrollment/My Religious Observances from the first day of class until the end of the second week of class.

***REGISTRATION POLICY***

University policy prohibits students from attending, being evaluated, auditing, or

otherwise participating in courses without being officially enrolled. The only

exception is for students making up Incomplete grades with faculty

approval. Faculty may not allow students to attend classes and/or submit work

unless students (1) appear on the official class list or (2) present a copy of their class

schedule showing the course to have been added. (Academic Rules and

Regulations, 8.0.1).

## *READING DAY AND FINAL EXAM POLICIES*

The University examination schedule is designed to prevent conflicts in students’ examination schedules, to provide adequate study time during reading days, and to comply with the New York State instructional contact requirement. **Final examination days and times are assigned by the Registrar’s Office *and may not be changed*.**

***EMAIL POLICY***

Syracuse University has established email as a primary vehicle for official communication with students. Emergency notifications, educational dialogue, research and general business correspondence are all consistently enhanced in institutions of higher learning where email policies exist and are supported by procedures, practice and culture.

An official email address is established and assigned by Information Technology and Services for each registered student, and current faculty and staff member. All University communications sent via email will be sent to this address. Faculty members will use the official University email address to communicate with a student registered in their classes and administrative units will correspond with students via this address. (See <http://its.syr.edu/policy/computepolicy.cfm> for the full text of the SU Computing and Electronic Communications Policy.)

### VARSITY ATHLETES

Please see me if you are a varsity athlete. Varsity athletes must also notify the undergraduate office of any scheduling conflicts. Intramural sports do not constitute as an inter-collegiate sport.

# **GRADING**

Each student will be graded in six categories. The breakdown for the course is as follows:

Classroom Participation and Homework 5%

Test 1 20%

Test 2 20%

Test 3 20%

Test 4 20%

Capstone 15%

Total: 100%

### CLASSROOM PARTICIPATION AND HOMEWORK

So what is classroom participation and homework?

* Attendance: Arriving at class on time.
* Homework: Completing homework assignments prior to class.
* Participation: Answering questions when asked and bringing up questions to discuss. Classroom participation means being involved and trying to learn and understand!

Things that take away from your Classroom Participation and Homework grade are not completing homework, arriving late, using your phone, tablet, or laptop during class, sidebars (talking to your neighbor when the instructor is trying to teach), acting disrespectful to me or you classmates, and lack of participation

#### TESTS

All tests will be multiple choice and problems. The goal of my tests is to measure what you have learned (not to be tricky or clever). Tests will cover the material we have reviewed up to the date of the last test (the tests are not comprehensive).

#### CAPSTONE

The Capstone project is an integrated simulation. This is a team exercise where each team represents a company. Your company will compete against other companies in your class by making various decisions and submitting these decisions into the simulation. We will discuss the Capstone project in greater detail later in the semester.

#### FINAL GRADES

Percentage of Total Points Final Grade

94-100 A

90-93 A-

* 1. B+
  2. B
  3. B-
  4. C+
  5. C
  6. C-
  7. D

<60 F

### APIC’S EXAM

If you pass the Basics of Supply Chain Management exam from APICS, your overall score will go up one letter grade. See Professor Penfield for more details.

### ORGANIZATIONS

There are two organizations you may want to join. The Franklin Program in Supply Chain Management and the student chapter of APICS. Both organizations take tours, listen to guest speakers and give students networking opportunities.

# **SCHEDULE AND ASSIGNMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | | **Topic** | **Assignments**  **(complete prior to class)** |
| August 27 | | Course Introduction & Syllabus  Operations & Productivity | Read Chapter 1  Homework Assigned |
| August 29 | | Integrated Day #1 (5:15 – 6:35)  Swatch Case Study |  |
| September 3 | | Labor Day – no class |  |
| September 5 | | Operations Strategy in a Global Environment | Read Chapter 2  Homework Assigned |
| September 10 | | Project Management | Read Chapter 3  Homework Assigned |
| September 12 | | Forecasting | Read Chapter 4  Homework Assigned |
| September 17 | | Design of Goods and Services | Read Chapter 5 Homework Assigned |
| September 19 | | Test 1  (Ch 1, 2, 3, 4, 5) |  |
| September 24 | | Managing Quality | Read Chapter 6  Homework Assigned |
| September 26 | | Statistical Process Control | Read Supplement 6  Homework Assigned |
| October 1 | | Process Strategy | Read Chapter 7  Homework Assigned |
| October 3 | | Capacity Planning | Read Supplement 7  Homework Assigned |
| October 8 | | Test 2  (Ch 6, Supl. 6, Ch 7 &, Supl. 7) |  |
| October 10 | | Location Strategies | Read Chapter 8  Homework Assigned |
| October 15 | | Layout Strategies | Read Chapter 9  Homework Assigned |
| October 17 | | Human Resources | Read Chapter 10  Homework Assigned |
| October 22 | | Supply Chain Management | Read Chapter 11  Homework Assigned |
| October 24 | | Inventory Management | Read Chapter 12  Homework Assigned |
| October 29 | Test 3  (Chapters 8, 9, 10, 11, 12) |  |
| October 31 | | Aggregate Planning | Read Chapter 13 Homework Assigned |
| November 5 | | MPS & MRP | Read Chapter 14 Homework Assigned |
| November 7 | | Short Term Scheduling | Read Chapter 15 Homework Assigned |
| November 12 | | JIT | Read Chapter 16  Homework Assigned |
| November 14 | | Test 4  (Chapters 13, 14, 15, 16) |  |
| November 19 | | Thanksgiving |  |
| November 21 | | Thanksgiving |  |
| November 26 | | Consulting Session #1 |  |
| November 28 | | Consulting Session #2 |  |
| December 3 | | Consulting Session #3 |  |
| December 5 | | Consulting Session #4 |  |