



UC RIVERSIDE | School of Business Administration
HOME OF THE A. GARY ANDERSON GRADUATE SCHOOL OF MANAGEMENT

BUS 105: Production and Operations Management

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School of Business:

Vision We pursue excellence in all that we do, as our vision is to be an internationally recognized leader in business education and research.

Mission

We create knowledge through impactful research, unlock potential through exceptional educational experiences, and foster success in an innovative and collaborative environment.

Strategy

We pursue excellence in all we do by cultivating our environment, engaging our community and empowering our stakeholders.

Undergraduate Program – Learning Goals

Problem Solving Skills

Students will be able to use a variety of theoretical perspectives to identify and critically evaluate implications of business decisions for organizational stakeholders (e.g., customers, colleagues, employees, stockholders, suppliers, foreign governments, communities, cultures, regulatory agencies) and the natural environment.

Professional Integrity / Ethical Reasoning Skills

Students will be able to recognize ethical issues, demonstrate familiarity with alternative frameworks for ethical reasoning, and discern trade-offs and implications of employing different ethical frames of reference when making business decisions.

Global Context Skills

Students will be conversant with major economic, social, political, and technological trends and conditions influencing foreign investment and development of the global economy and demonstrate an understanding of the cultural, interpersonal and analytical competencies required for engaging in global business activities.

Written Communication Skills

Students will demonstrate proficiency in written communications by creating written documents that are clearly written, with appropriate content and conclusions.

Course description

Production and Operations Management deals with the design of products and processes, the acquisition and utilization of resources, and the distribution of goods and services. It is central to a firm's ability to compete effectively. As global competition in both goods and services increases, a firm's survival depends upon how well it integrates the operations function into corporate planning and strategy. Thus, it is essential for all business managers to acquire an understanding and appreciation of operations.

In this course, we will discuss commonly occurring application problems such as capacity planning, production scheduling, line balancing, inventory management, quality management, supply chain management concepts, etc. The field of operations management was originally concerned with manufacturing systems, but many of the same ideas apply to service organizations like health care, insurance, hotel management, airlines and government related operations. Several manufacturing and service environments will be discussed, and the emphasis will be on the fundamentals of the operations function in an organization.

Course Learning Objectives

The course will:

- provide you with an understanding of the operations and the role they play within an organization
- provide you with an understanding of how operations can provide a competitive advantage in the marketplace.
- provide you with a knowledge of the issues related to designing and managing operations and the techniques to do so.
- provide you the ability to use analytical tools and conceptual frameworks to guide your thinking about operations.

Prerequisite

- BUS 104/STAT 104
- Spreadsheet skills: You are expected to do some of your assignments using Microsoft Excel Spreadsheet. You need to learn MS Excel and other specialized software on your own.

Course Materials

- Textbook: Operations Management: Sustainability and Supply Chain Management, 13th Edition - by Heizer, Jay / Render, Barry / Munson, Chuck (ISBN for e-text: 9780135662076)

You can either buy a hardcopy or e-book. We will NOT use MyOMLab so I encourage you to buy a used book if it is cheaper. All reading assignments and homework problems will be assigned from the 13th edition. If you can keep track of these you can use a different edition of the book. It is, however, **your responsibility** to work on the correct homework problems and read the correct reading assignments. I am planning to upload the scanned homework problems on our website.

Procedures

The following procedures will be followed to achieve the course's objective:

- Lectures: For the most part, the class runs asynchronously. Lecture slides are posted on the course website on Monday and Wednesday at 8am **sharp** along with a video lecture. A set of quiz questions related to each lecture will be posted on the course website. You have until the midnight of the next day to answer these quiz questions. For example, if slides are posted on Monday at 8am, you need to go over the slides and answer the quiz questions until Tuesday 11:59pm. Quiz scores will determine your participation grade.

For some class content where you need more help, live zoom sessions are organized. These are announced during the quarter.

- Readings from the textbook are assigned regularly. You need to read them before watching the lecture videos. Some of the quiz questions are related to the assigned readings. This method enables the student to utilize the lectures to clarify difficult material.
- Homework: Practice is essential in learning the material covered in this course. If you expect a good grade you must practice. Homework assignments are assigned weekly from your book. Part of them are graded by your TAs. The homework assignments are submitted online through the course website. You should submit a single *Word or PDF* document for each homework to the course website.

Late submissions are not allowed. Thus, it is wise to start the homework assignments ahead of time. I urge you to complete the assigned readings, the homework problems, and cases promptly. Though, late submissions are accepted, I will drop the homework assignment with the lowest grade. Thus, in case of an emergency, you can skip one of your assignments.

- Exams: Exams are conducted online through the course website. All exams must be taken to pass this course. No makeup exams or Incomplete grades are given. If you cannot follow the lectures and take the exams, drop the course. The specifics of the exams are announced later.
- Participation: Quizzes posted for each lecture determine your participation grade.
- Discussion sessions: TAs hold live discussion sessions, and solve practice problems related to the lecture content of each week. They post quiz questions related to the solved problems on their respective discussion session's website. They will announce the specific policies of these quizzes.

Grading policy

Your final grade will be determined from the total of three exams (two midterm and one final), homework assignments and participation in the following manner:

Participation	15%
Homework	10%
Highest Score Midterm	22%
Lowest Score Midterm	18%
Final Exam	35%

To help your grade, I take a higher percentage of the highest score midterm and only a lower percentage of the lowest score midterm, whichever they may be.

Your letter grade is determined using the official scale of the University of California shown below. At the end of the quarter, an overall course score is calculated for each student using the weights provided above. Then, this overall course score is used to assign a letter grade. There **WILL be a curve** when assigning the letter grades.

Letter Grade	A/A+	A-	B+	B	B-	C+	C	C-	D+	D	D-	F
GPA	4	3.67	3.33	3	2.67	2.33	2.00	1.67	1.33	1.00	0.67	0.00

Grades are posted throughout the term on the course website. If you find any problems with your score, you must inform the instructor within one week from the time this score is posted. After one week, scores are reviewed.

Important Note: Read Carefully

1. *My lectures and course materials, including presentations, tests, outlines, and similar materials, are protected by U.S. copyright law and by University policy. I am the exclusive owner of the copyright in those materials I create. You may take notes and make copies of course materials for your own use. You may also share those materials with another student who is registered and enrolled in this course. You may not reproduce, distribute or display (post/upload) lecture notes or recordings or course materials in any other way — whether or not a fee is charged — without my express written consent. You also may not allow others to do so. If you do so, you may be subject to student conduct proceedings under the UC Riverside Student Code of Conduct, Section 102.23.*
2. *I do not take this matter lightly. There were unfortunate incidents in the past. I am hoping to avoid any such occurrences this quarter.*
3. *I monitor the websites used for academic integrity violations in the past.*
4. *I embed mechanisms into the exams/quizzes etc. to easily identify the academic integrity violators. Such violators are reported to SCAIP without any exceptions.*

Frequently asked questions¹

- “Can I use a different book edition?”

See my comment about different book editions above.

¹This section is updated regularly during the quarter

- “Professor, I had ... happened last week and I was not able to submit my assignment/quiz [etc.]. Can you give me extra time?”

I will drop the lowest scores of a few homework assignments and quizzes. This policy simplifies the process for everyone because I do not need to evaluate each student's circumstances and students need not to make a request to me. Therefore, I do not make an exception under any circumstances.

- “Professor, I know you said you will not make an exception, but ...”

Sorry. Please see above.

- “Professor, I had ... happened last week and I was not able to take the midterm/final. Can you give me a make-up exam?”

No. Make-up exams are not given, and all exams must be taken to pass the class.

- “Can I submit the picture of my handwritten homework assignment?”

If you want to submit pictures, you need to create a single pdf or word document from the pictures. Please find an appropriate application for this process. CamScanner is one such application.

- “Will there be a curve?*

Your overall course grade is determined based on a curve. So, yes.

- “How many questions are there in the midterm/final?”

I do not count the number of questions, however, the exams can be completed within the allotted time as long as the material was studied.

Tentative Course Schedule²

Lecture #	Topic	Chapter	HW Assignment Notes
1	Introduction to O&SCM	1	-
2-3	Project Management	3	Graded
4	Supply Chain Management	11-S11	Not collected-Not graded
6	Process Strategy and Analysis	7-S7	Graded
7	Midterm 1	-	-
8-9	Forecasting	4	Graded
10	Waiting Lines	Module D	Not graded/Not collected
11-12	Sales and Operations Planning	13	Graded
13	Midterm 2	-	-
14-16	Inventory Management	12	Graded
17-18	Materials Requirement Planning	14	Graded
19-20	Operations Scheduling	15	-

No Lecture 5 and 15 due to the holidays.

Midterm 1: Covers until Process Strategy and Analysis (including it)

²Tentative: “Not fully worked out, concluded, or agreed on; provisional.” See thefreedictionary.com for more information.

Midterm 2: Covers everything that was not included in Midterm 1 and until SOP (including it)

Final Exam: Covers everything that was not included in Midterm 1 and 2. The final exam is given during the final exam week.

Misc.

Students must include the course name and the section in their email subjects. For ex: “BUS 105 Section xxx (in-person)”. Emails without proper subject lines may not be responded.

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