

MGT 4310-080: Production and Operations Management

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Office Hours: T Th 10:45am - 12:15pm

Class Hours: ONLINE
Class Room: ONLINE

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1 Required and Recommended Materials

(Required) Textbooks:

Heizer, J., Render, B., Munson, C. Operations Management. 12th Edition

You will be asked to do exercises from the 12th edition, so please ensure you do not get an other edition!

2 Course Description

Techniques and methods employed by managers to plan and control manufacturing and other operating systems are emphasized. Application of quantitative methods and various analytical techniques are stressed for operating system design, planning, control, problem solutions, productivity, inventory, scheduling, quality and capacity management, control system development, new technology evaluation and transportation problems.

3 Prerequisites

MGT 2000, MATH 1170, and ECON 2110. In addition, we will be discussing some technical topics within our course. A background in Algebra and Calculus would be useful, although not necessary, as I will review what is needed. Background in Microsoft Office (or Open Office, Google Docs, etc), specifically Excel or spreadsheet software, is **mandatory**. If you do not know how to use Excel, please look online for videos to learn how to use it, or, you can complete an Excel certification via GBFI.

4 Course Format

This class is an online format. This means that every week, you will have one module posted. The modules are **not** posted in advance to the following week, so please do not ask me to post them. Each module will comprise of an assigned reading from our text book, an assigned reading from outside the textbook, a few small problems to solve from the book, and a weekly quiz. We will be working from the 12th edition of the Heizer book, so please ensure this is the exact same edition, as I will be assigning problems to you from this book.

5 Learning Objectives

Decision Making.

- Our students are able to apply quantitative measures and analytical skills to make effective business decisions (core values).
- Objective 1: Our students will demonstrate an ability to apply analytical skills to solve business problems.
- Objective 2: Our students will effectively apply learned quantitative methods to reach appropriate business decisions

6 General Course Policies

1. Important announcements will be made in class and on Blackboard. I ask everyone to check their email/Blackboard every day to see if any announcements have been made.
2. Final course grades are final. Let me repeat this. **Final course grades are final!** Changes will only be made if there is a mistake in the calculation of the final grade, but legitimate evidence must be presented to the professor. "Legitimate" constitutes the use of the professor's calculation in grade mismatching with the grade received. See below for more detail. It does **not** include a mistake made on a particular assignment or exam or project. Please keep in mind that grades are **NOT** rounded. So if you receive a 89.99, this constitutes an B+, not an A-. Do NOT request me to change a grade due to the closeness of a letter grade. I'm informing you right now, this will not happen! Same for other grading boundaries.
3. As you may know, it is against university policy to cheat. It is a very serious violation of academic integrity. Please note that if cheating of any kind is observed in/out of the class, you will be immediately reported to a higher authority in accordance with university policy on academic dishonesty and receive an F for the course. Cheating includes working in groups on individual projects/assignments, copying off other exams, breaking outlined policies for exams or projects, and **plagerism** etc. By the way, plagerism includes direct copy and pasting of mathematical equations, programming code, as well as excel spreadsheets. If I find that you submission is exactly the same as someone elses, either within the course or outside the course, you will receive an immediate F for the course.
4. Extra credit opportunity is **not** offered, so please do not ask me for it. No, I will not give extra credit out just because you are falling behind. You have all the opportunity to do well in this course by studying and staying on top of the material. I am very clear on this: there is absolutely no opportunity for extra credit, regardless of your situation.
5. All course material is posted and submitted on Blackboard.
6. It is YOUR responsibility, not mine, to keep track of your grade. With that said, ensure that you use the formula indicated below to get an idea of your standing in my course. The "Total Score" grades on Blackboard **do not** properly reflect your grades. In order to determine your grade in the course, you must use the equation indicated below in this syllabus.

Failure to keep track of your own grade is not a legitimate reason for requesting additional points, extra credit or additional revision on assignments outside the grace period

for review for said assignments. This is also not a valid reason to contest a final course grade. If you receive a grade of F at the end of the semester, please keep in mind that this is not reason for me to change a final grade due to your lack of supervision of your own grade.

If you need me to clarify, explain, or project what your final grade will be, or give you a comment on your progress in the course, I will be happy to do so, but YOU MUST first initiate that type of discussion with me. I also recommend you do this well in advance to the midterm/final.

7. If you are having difficulty due to a death in the family, financial problems, or other personal issues, I MUST receive an email from your academic advisor to confirm that you spoke with them about your concern. Keep in mind that while I am very VERY flexible in helping you get by in this course due to unforeseen circumstances, I **must have confirmation from your advisor that you are indeed struggling, and require help across all your courses, not just mine.** Failure to reach out to your advisor FIRST will not result in any extensions on assignments or exams.

7 Evaluation

Weekly Reading Exercises (15 Total)	2% each
Weekly Quizzes (15 Total)	2%
Midterm Exam	20%
Final Exam	20%

Your grade is calculated according to the following formula:

$$\begin{aligned}
 \text{Final Grade} = & (0.02) \cdot (\text{Quiz}_1 + \text{Quiz}_2 + \text{Quiz}_3 + \text{Quiz}_4 + \text{Quiz}_5 + \text{Quiz}_6 + \text{Quiz}_7 \\
 & + \text{Quiz}_8 + \text{Quiz}_9 + \text{Quiz}_{10} + \text{Quiz}_{11} + \text{Quiz}_{12} + \text{Quiz}_{13} + \text{Quiz}_{14} + \text{Quiz}_{15} \\
 & + \text{Exercises}_1 + \text{Exercises}_2 + \text{Exercises}_3 + \text{Exercises}_4 + \text{Exercises}_5 + \text{Exercises}_6 + \text{Exercises}_7 \\
 & + \text{Exercises}_8 + \text{Exercises}_9 + \text{Exercises}_{10} + \text{Exercises}_{11} + \text{Exercises}_{12} + \text{Exercises}_{13} + \text{Exercises}_{14} \\
 & + \text{Exercises}_{15}) \\
 & + (0.2) \cdot (\text{Midterm Exam}) \\
 & + (0.2) \cdot (\text{Final Exam})
 \end{aligned}$$

Once your number grade is calculated, you can use the table below to determine your final letter grade in the course. I use a mathematical interval notation. So if your grade x is in the interval $[a, b)$ this is the same as saying $a \leq x < b$

Numerical Grade	Letter Grade
[94, 100]	A
[90, 94)	A-
[87, 90)	B+
[83, 87)	B
[80, 83)	B-
[77, 80)	C+
[70, 77)	C
[68, 70)	C-
[65, 68)	D
[0, 65)	F

8 Blackboard

All submissions for quizzes, assignments, and exams are conducted through blackboard. Make SURE you have access to this! Everything will equally be posted on blackboard. **Please do not hand me physical copies of anything.** Another side-note, please DO NOT EMAIL ME via blackboard. If you need to email me, please do so DIRECTLY from your WPUNJ email account.

9 Exercises and Quizzes

9.1 Weekly Quizzes

You will be assigned 15 blackboard quizzes, each worth 2% of your final grade. Each quiz has 10 questions and all are multiple choice. You are given ONLY one chance to submit, **even in the even of accidental submissions**. I am warning you right now, accidental submissions **will not be reset**. So please make sure you carefully submit only when you intend to submit. Each quiz you will have only 5 minutes to complete. This is intended to test your knowledge, as well as test you to determine if you actually read the chapter and material.

Once your quiz is submitted, you cannot resubmit, so be sure that you marked your intended answer. In addition, I will not be held responsible for you not submitting. If a grade does not show up on my end, that means you did not submit. If you see a blue circle, it means you are still working on the quiz and it has not been submitted, so BE SURE IT IS SUBMITTED AND NOT ONLY SAVED!

Quizzes are multiple choice questions and are graded automatically. Partial credit is NOT given. You either have answered the question incorrectly or correctly, there is no in between. You can take the quiz at any point during the week. However, you must start and finish the quiz by Saturdays, 11:59pm. New quizzes will be posted on Sundays, 12:00pm. Answers for quizzes are posted exactly at 12:00am Sunday.

You will also be assigned one reading exercise set per week. The reading exercise will be one or more problems taken from the text book. Sometimes, the questions will be posed as multiple choice on Blackboard, or will be open ended (it will change from week to week). **Please note: if your answers match exactly to online sources, or to others in the class, you will receive an F for the course.**

QUIZZES AND READING EXERCISES ARE TO BE PERFORMED ALONE!

9.2 Late Policy for Quizzes

Failure to submit quizzes on time will result in a 0 on the quiz. The same policy applies to the reading exercises.

10 Exams

There will be two exams: the midterm and the final, and both are to be completed on Blackboard. Make-up exams are not allowed. You will be given one entire week to start and complete the exam. Unlike quizzes, the exams are not timed. However, failure to submit by the due date will result in an immediate 0. Exams are open book. Medical emergencies **do not count**. The exam is take home, which gives you more than sufficient time. The **ONLY** exception is if you are hospitalized for more than 1 week, and your hospitalization began **before** the exam. In such a rare instance, please email me ASAP. All other reasons for why an exam was not submitted before the due date **will not be valid**. You will still receive a 0. The final exam **IS CUMULATIVE**.

11 Weekly Modules

All of our material will be contained in what I am referring to as a "Module". The Module is a content folder that is posted under "Course Materials". All of your reading assignments, reading materials (outside the textbook), quizzes, and other material/content will be contained within the module folder itself. Each exercises/quiz will be contained in the folder and are due on Saturdays, 11:59pm. Each module is posted on Sundays at 12:00pm and all readings/quizzes/exercises are due the following Saturday at 11:59pm.

12 How to Petition a Grade

Let me start by saying, I'm human, and hence I make mistakes. I write all of my own quizzes and exams for you. If you can logically and reasonably indicate to me that another selection on a quiz, assignment, or exam was possible, with no ambiguity what-so-ever, then I will gladly award you the points for answering the way in which you did. If I offer a counter-argument as to why your selection was purely incorrect, then there is no award of points.

Please note that there is a time limit as to when you can petition a grade. You have at **MOST** one week after the solutions are posted to petition an assignment or quiz grade. After that time, I will **NOT** alter a grade even IF you are correct. The reason for this is that we have a lot of ground to cover and if you are not doing your due diligence to review your own assignments in a timely manner, then I cannot be accommodating to your needs. So please, review your solutions in a timely manner.

13 Office Hours

13.1 Where and When to Meet

As for office hours, I hold them every Tuesday and Thursday from 10:45am - 12:15pm, in the Valley Road Building Room 3070. I am logged into my email during this time. If you have

questions and do not feel like taking a travel to the school, you can either message them to me via email or we can schedule a Google Hangout/Skype during this time. Sometimes I will be in my office a little earlier than this, so if you swing by early, you may catch me before everyone else. However, my hours are **by appointment only**. This means, if you do not book an appointment with me, and I have no appointments booked for the day, you may not see me in my office. I usually only show up for students whom have booked an appointment.

13.2 Appointments and Time Limits

You are free to swing by my office at any time, but I may not be there. If you come by during my office hours, and my door is closed, or if there is a student in my office, this means that I am currently meeting with a student or I am not in the office since no appointments were booked, and you must wait, since priority has been given to them first. In order to gain priority, I have a simple process:

1. Book an appointment on Starfish
2. ENSURE YOU HAVE RECEIVED CONFIRMATION FROM ME!

The absolute latest time that you can set an appointment is at 8:00pm the night before (Monday, if you plan to meet Tuesday, Wednesday, if you plan to meet on Thursday). After this time, you will have to “wing it” and take your chances of myself being available for meeting.

14 Course Schedule and General Syllabus Changes

14.1 Policy Regarding Changes to the Syllabus

I try my best to stick to this schedule and grade distribution. With that said, if I see that you need more time to absorb the material, some homework assignments or topics may be extended. If I begin to see that our grading distribution in regards to assignments becomes too much, I will need to redistribute points. Again, this is a very rare situation that happens. However, I understand that some of you may have more difficulty in absorbing the material than others. With that said, I want to ensure we spend the proper amount of time on each topic. If we need to change anything about this course, I will update the syllabus and post it.

If I need to make changes to the syllabus, you will be notified on Blackboard. Changes to the syllabus may come as a consequence of Blackboard polls. I always consult with my students first before making any necessary changes. Please note that if you do not contribute to polls (if any are posted) with respect to changes in the syllabus, then your voice on such matters may not be heard.

14.2 Tentative Course Schedule

Week	Module	Chapter	Topic	Due Date
1/23 - 1/25	Module 1	-	Syllabus	Feb 1st, 11:59pm
1/26 - 2/1	Module 2	Chapter 1	Operations and Productivity	Feb 1st, 11:59pm
2/2 - 2/8	Module 3	Chapter 2	Operations Strategy in a Global Environment	Feb 8th, 11:59pm
2/9 - 2/15	Module 4	Chapter 4	Forecasting	Feb 15th, 11:59pm
2/16 - 2/22	Module 5	Chapter 4	Forecasting	Feb 22nd, 11:59pm
2/23 - 2/29	Module 6	Chapter 5	Design of Goods and Services	Feb 29th, 11:59pm
3/1 - 3/7	Module 7	Chapter 7	Process Strategy	Mar 7th, 11:59pm
3/8 - 3/14	Module 8	Chapter 8	Location Strategies	Mar 14th, 11:59pm
3/15 - 3/21	SPRING BREAK			
3/22 - 3/28	Midterm Exam Posted			Mar 28th, 11:59pm
3/29 - 4/4	Module 9	Chapter 11	Supply Chain Management	Apr 4th, 11:59pm
4/5 - 4/11	Module 10	Book Module B	Linear Programming	Apr 11th, 11:59pm
4/12 - 4/18	Module 11	Chapter 12	Inventory Management	Apr 18th, 11:59pm
4/19 - 4/25	Module 12	Chapter 13	Aggregate Planning and S&OP	Apr 25th, 11:59pm
v 4/26 - 5/2	Module 13	Chapter 14	Material Requirements Planning	May 2nd, 11:59pm
5/3 - 5/9	Module 14	Chapter 15	Short-Term Scheduling	May 9th, 11:59pm
5/10 - 5/16	Final Exam Posted			May 16th, 11:59pm