

CALIFORNIA STATE UNIVERSITY FULLERTON  
Mihaylo College of Business and Economics

Course Syllabus Fall 2016

**Management 339 (Section 09)**

Managing Operations

Location: SGMH 1108

Time: Tue & Thu 10:00 AM to 11:15 AM

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Office Hours: Tue & Thu 4:00pm - 5:30pm (and by appointment)

**COURSE DESCRIPTION AND OBJECTIVES:**

The effective management of resources within organizations is a critical element in a firm's ability to compete. As a manager, one must make decisions in the acquisition and use of human resources, materials, capital, and technology. These decisions often deal with the planning, controlling, organizing, or staffing of a firm's operations and involve multiple sources of information and conflicting goals. The purpose of this course is to provide you with the knowledge and tools that will help you make those decisions.

This course is an introductory survey course and is designed to provide you with an understanding of the basic functions of management; and create an awareness of how the design, operations, and control of production/operations systems that can most effectively provide goods and services. The course will provide you with basic managerial principles, tools with which to solve operations problems and knowledge of current managerial practices and issues.

At the end of the course you should be able to:

- 1) Understand the processes of a business and the role that managers play in managing those processes.
- 2) Apply tools and decision-making techniques to solve inventory, planning, layout, and quality problems.
- 3) Understand the concepts of productivity and total quality and their importance to U.S. industry.
- 4) Make decisions that will improve the competitiveness of U.S. manufacturing and service firms.
- 5) Improve your present and future performance as a manager.

**PREREQUISITES:**

Pre-business (or the instructor's consent).

The course co-requisite is Management Science ISDS 361A. (If a student is unqualified, he/she must drop this class immediately, according to the standard procedure).

**REQUIRED TEXTS:**

Principles of Management and Operations: Management 339 (Stevenson, Bateman, and Snell), 2012, McGraw-Hill Irwin - Custom printing for this course (Orange colored cover).

**CLASS FORMAT:** Topics will be discussed in lecture format combined with case discussion, class exercises, and video clips. PowerPoints, other materials will be posted on the class TITANium site.

## GRADING POLICY

Midterm Exam 1	20%
Midterm Exam 2	20%
Final Exam	30%
2 Quizzes (5% each)	10%
Group Assignment (Paper 5%, Presentation 5%)	10%
Individual Assignment - Current Issue Presentation	5%
Participation (2.5%) + Attendance (2.5%)	5%
<b>Total</b>	<b>100%</b>

## EXAMS (Scantron #1712)

- Exams will cover both the assigned textbook material and class lecture content.
- Exams are composed of multiple-choice questions on concepts and calculations.
- Exams will be closed-book, closed-notes.
- There will be no make-up exams except for acceptable family emergencies or health reasons with backing documents.

## QUIZZES

- Both quizzes will be given in class when each class starts (10:00am – 10:10am) and **NO MAKE UPS** will be given after 10:10am.
- **If you miss the quiz you will receive no (zero) points for that quiz** (unless you have a doctor's note or police report). Scores will be posted on Titanium.

*Note: You will need a **plain business calculator** or **basic scientific calculator**. Cell phone calculators may **NOT** be used for quizzes or exams.*

## GROUP ASSIGNMENT

- Group assignment will be done in groups of five students.
- Each group will submit one copy of the completed work. **All group members' names** should be on the first page of the submitted work.
- Final Paper: Due Dec/13, 9:30am.

## CURRENT ISSUE PAPER/PRESENTATION

Starting on the 2<sup>nd</sup> week of the semester, each day 2-3 students will give a presentation on a current **HOT** issue related to the topic of the class for that day. In addition to the presentation, you will be required to submit the original article in Titanium. You should find an article in the popular press or on-line (e.g. New York Times, USA Today, Economist, CNN, Forbes, WSJ, etc.) that deals with the topic.

- **Online submissions:**  
Submit a word document (copy and paste the article) electronically **with the article and web-page attachment** to the Drop Box on Titanium **by 10:00am one day before the designated class.**
- **Presentation:**  
You will be asked to give a brief oral report (**2-3 minutes**) on the article during class (we will have 2-3 students present per day).

## **PARTICIPATION/ATTENDANCE**

Active student participation in class is essential to the learning process and to the success of the class. Our goal is to create a positive, courteous, and respectful environment that is conducive to learning. The professionalism grade is subjective and will reflect your constructive participation and professional manners in lectures, e.g. being on time and **NO** excessive talking, sleeping, newspaper-reading, texting or walking in and out of the room when class is session.

**No cell phones, laptops/iPads (except for note taking and ppt slide viewing), iPods, PDAs, or other devices will be permissible for use during class.**

Participation in class discussion is very important. You are expected to have read all of the assigned materials prior to the class and actively contribute to class discussions. Also, please share your own experiences with the class. Your grade for class participation will be based on my judgment of the consistency with which you *participate constructively* and *show leadership* in class discussion and activity. Please note that class discussion includes interacting with your classmates. When I am leading case discussions, I may “cold call.” Please be prepared for this. Keep in mind that if you aren’t in class, you aren’t participating.

## **CLASSROOM ETIQUETTE**

**Cell Phones** When you are in the classroom, please turn your phone off.

**Late Arrivals, Early Departures** Please try to minimize late arrivals. The classroom environment is a perfect opportunity to hone your business skills and manners. If you plan to leave the classroom before the class session is complete, please let me know before the class begins and, if possible, sit near the exit door.

## **LATE WORK**

My experience with teaching university students suggests that, on average, 10 to 15 percent of the class will attempt to turn in assignments later than the time specified. Many reasons are given for late work (e.g., flat tires, printer problems, illness, oversleeping, internet connection, etc.). No matter what the reason, the bottom line is that either (a) the work was completed and turned in when required or (b) the assignment was not completed and turned in when required. There is NO PROVISION for late work on any assignment. I strongly suggest that you plan and schedule your work early (and not wait until the “last minute”). Late submissions are NOT ACCEPTED. Partial credit will NOT be given for late work.

## **EVALUATION**

**The instructor does not round partial points to whole numbers.**

The grading scale for this class is:

A	90%-100%	Excellent
B	80%-89.99%	Good
C	70%-79.99%	Average or satisfactory competence
D	60%-69.99%	Unsatisfactory
F	below 60%	

## **ACADEMIC INTEGRITY/ DISHONESTY**

Academic dishonesty includes such things as cheating, inventing false information or citations, plagiarism, and helping someone else commit an act of academic dishonesty. For additional information, refer to the University policy in the current CSUF catalog. If you are looking at notes, books, etc during an exam, you will receive a “0” for the quiz or exam score and possibly a F for the course plus additional University-level disciplinary action by Judicial Affairs. If you are looking at another student’s exam or answer sheet while you are taking a quiz or exam, I will

collect the quizzes or exams and give **both** students a “0” for the quiz or exam score and possibly a F for the course plus additional University-level disciplinary action by Judicial Affairs.

### **DROPS / WITHDRAWALS/ INCOMPLETES**

The following University policy on drops will be followed:

Instructional Week 1 through Week 2: you may drop the course at any time and there will be no record of your enrollment in the class. Students absent from the first meeting without notification to the instructor or departmental office within 24 hours after class may be denied admission to the class.

Week 3 through Week 12: you may withdraw from the class and receive a “W” which is NOT included in your GPA calculation IF you have ‘serious and compelling’ physical, medical, or emotional problems that can be documented. If you do not receive permission to withdraw but stop attending classes anyway, you will receive a ‘WU’ which is treated as a “F” for calculating your GPA. See University Regulations – Grading Policies in the CSUF Catalog for more details.

### **SPECIAL NEEDS**

During the first week of classes, please inform me of any disabilities or special needs that you have that may require special arrangements related to attending class sessions, carrying out writing assignments or learning components, or taking exams. Students with disabilities need to document the disability at the Disabled Students Services office in UH 101.

### **ASSESSMENT ACTIVITIES**

The programs offered in Mihaylo College of Business and Economics (MCBE) at Cal State Fullerton are designed to provide every student with the knowledge and skills essential for a successful career in business. Since assessment plays a vital role in Mihaylo College’s drive to offer the best, several assessment tools are implemented to constantly evaluate our program as well as our students’ progress. Students, faculty, and staff should expect to participate in MCBE assessment activities. In doing so, Mihaylo College is able to measure its strengths and weaknesses, and continue to cultivate a climate of excellence in its students and programs.

### **EMERGENCY INFORMATION**

Campus emergency procedures can be found at this link:

[http://www.fullerton.edu/emergencypreparedness/ep\\_students.html](http://www.fullerton.edu/emergencypreparedness/ep_students.html)

## TOPIC COVERAGE SCHEDULE

Week	Dates	Topic	Dates	Topic
1	08/23	B1 Introduction	08/25	B1 Managing
2	08/30	B1 Managing	09/01	B4 Planning and Strategic Management
3	09/06	B16 Managerial Control	09/08	S1 Intro to OM
4	09/13	S2 Competitiveness, Strategy & Productivity	09/15	S4 <b>QUIZ#1 (B1, B4, B16, S1)</b> Product & Service Design
5	09/20	S4 Product & Service Design, <b>REVIEW (EXAM 1)</b>	09/22	<b>Midterm Exam 1</b> <b>B1, B4, B16, S1, S2, S4</b>
6	09/27	S5 Strategic Capacity Planning	09/29	S6 Process Selection & Facility Layout
7	10/04	S9 Quality Management	10/06	S9 Quality Management
8	10/11	S9 <b>(GROUP ASSIGNMENT)</b> Quality Management	10/13	S10 Quality Control
9	10/18	S10 Quality Control, <b>REVIEW (EXAM 2)</b>	10/20	<b>Midterm Exam 2</b> <b>S5, S6, S9, S10</b>
10	10/25	S13 Inventory Management	10/27	S13 Inventory Management
11	11/01	S11 Aggregate Planning	11/03	S12 MRP
12	11/08	S15 Supply Chain Management (SCM)	11/10	S15 Supply Chain Management (SCM)
13	11/15	S17 Project Management	11/17	S17 Project Management
14	11/22	<b>FALL RECESS</b>	11/24	<b>FALL RECESS</b>
15	11/29	S14 <b>QUIZ#2 (S11, S12, S13, 15)</b> Just-in-Time systems	12/01	S14 Just-in-Time systems, <b>REVIEW (FINAL EXAM)</b>
16	12/06	<b>GROUP PRESENTATION</b>	12/08	<b>GROUP PRESENTATION</b>

**Final Exam Schedule: Dec/13, 9:30-10:30 - Covers S11, S12, S13, S14, S15, S17**

THIS SCHEDULE IS SUBJECT TO CHANGE