



## MIS 373 – Basic Operations Management

Course Logistics
------------------

### Class Information

Date: 2018/06/03 - 2018/07/04 (2019 Summer Session I)  
Time: MTWRF 11:00am to 12:45pm  
Location: McClelland Hall 130

### Instructor:

Name: Xuan Wei  
Office: 16, Cubicle B, McClelland Hall 430  
Office Hours: By appointment (weekend is also available)  
Phone: (520)245-1356  
Email: weix@email.arizona.edu

### Description of Course

Operations Management (OM) is concerned with designing, controlling and improving the processes used to produce goods and/or provide services. MIS 373 serves as an introduction to the field of Operations Management. The course will provide you with an understanding of the implications of the many decisions faced by operations managers and will introduce you to quantitative and qualitative tools used to facilitate the decision-making process.

### Course Objectives and Expected Learning Outcomes

- Describe the role Operations play in an organization
- Explain how operations can be used for strategic competitive advantage
- Summarize best-practices, tools, and techniques that may be applied to improve operations
- Identify key Operations issues and opportunities for improvement
- Examine the nature of tradeoffs that must be made in operations
- Apply analytical tools useful in managing manufacturing, service and administrative operations
- Evaluate Operations Management practices

### Course Prerequisites or Co-requisites

This course is only available to Eller College of Management students with professional admission status.

### Course Materials

Textbook: William J. Stevenson. *Operations Management*, Twelfth Edition, McGraw-Hill, 2015. ISBN: 978-0078024108  
William J. Stevenson. *Operations Management*, Thirteenth Edition, McGraw-Hill, 2017. ISBN: 978-1259667473

Website: <https://d2l.arizona.edu>

The information contained on the pages of the course website is an integral part of

this class. Check the website daily before each class session.

### **Course Communication, Discussion, and Questions**

Course-related updates and announcements would be posted on D2L and sent to your Catmail account. If you have any questions, you can post and discuss in the discussion thread on D2L. You are welcome to ask questions during or after class, by email or during office hours. Additional interaction can be scheduled by making an appointment and can be in person or online.

### **Course Format and Teaching Methods**

This course consists of in-class lectures, hands-on practices, in-class discussions, and group activities. The assessment will be homework, exams, group project, and individual reflection.

<b>Learning and Practicing Opportunities</b>
--

### **Class Participation**

You will get the most out of this course if you attend class sessions. It's recommended to come to class prepared after (briefly) reading the corresponding chapter(s) of the text book (see course schedule). Sharing your opinion and experience with the other students will greatly enrich everyone's learning experience. Also, the hands-on practices during the in-class session will help with your homework.

### **Homework**

The weekly homework is related to the topics we have discussed during the week. Only the first three homework assignments will be graded and the 4<sup>th</sup> homework is released for the purpose of preparing for the final exam. The homework consists of true/false questions, multiple choice questions, short answer questions, and calculation questions. The major purpose of the homework is to help you consolidate what you have learned.

The homework will be assigned before Wednesday of each week. The deadlines are listed in the course schedule. Late submission is discounted 10% per day late. Each on-time submission earns 0.5% bonus point. Handwritten, typewritten, or their combinations are all acceptable. It's fine to discuss the problem with your classmates. But you are still required to write the answer individually. If the answers from two students are the same, both will get zero points. The homework should be submitted through D2L.

### **Exams**

Midterm and final account for 20% and 25% of your final grade respectively. The midterm covers the content in the first two weeks while the final covers the rest. You are allowed to take a double-sided cheat sheet with you in the exams. There will be no early or make-up exams. The only excused absence of an exam will be a Dean's Excuse or due to a documented medical or personal emergency. Rescheduling exams for those reasons will be at the discretion of the instructor. Exam re-scheduling requests must be done no later than 24 hours after the exam (before the exam if possible).

### **Group Project**

Being able to understand and analyze the best Operations Management practices of companies demonstrates your learning. Three to four students form a group at the beginning of the semester. As a group, you should work together to investigate an industry/company/organization using the topics/concepts/tools/models we have discussed in the class. Submitting your group name, group member information and two industries of interest is your milestone 0.

There are two major group project milestones. Group project milestone 1 requires you to determine the industry and to provide a brief background introduction. Group project milestone 2 requires you to identify analysis methods (i.e., what are the major components in your analysis). For example, competitiveness analysis, supply chain analysis, inventory management analysis, etc. You need to explain the reason why you choose these methods. Full instruction is on d2l.

At the end of the semester, we will have a class for a group presentation. All groups should be prepared to present their investigation findings. If no presentation is given at the scheduled time, a zero will be given for the group project. A group project document with presentation slides will be due on July 5<sup>th</sup> at 11:59pm, Tucson time. Though the entire team will receive the same grade, please include group members' project contributions in the final slide deliverable.

To submit group-related files, please directly send me email and cc all group members.

### Final Course Reflection

Self-reflection offers learners an opportunity to think about what works and what doesn't in the learning process. By self-reflection, the learner can perform better in future learning. You have the option to improve your grade by up to 2.5 points by writing a short course reflection. Full instruction is on d2l.

### Evaluations

Your performance in this course will be evaluated in four areas: class participation, homework, exam, and group project. Each will be weighted as follows:

Class Participation	10%
▪ Attendance (3 times, 1% each)	▪ 3%
▪ Participation	▪ 7%
Homework (5% × 3)	15%
Exam	45%
▪ Midterm	▪ 20%
▪ Final	▪ 25%
Group Project	30%
▪ Milestone 0	▪ 2%
▪ Milestone 1	▪ 3%
▪ Milestone 2	▪ 3%
▪ Presentation	▪ 15%
▪ Slide and Document:	▪ 7%
Bonus Points	5%
▪ TCE Completion Rate $\geq 85\%$	▪ 1%
▪ On-time Submission (0.5% each)	▪ 1.5%
▪ Final Course Reflection	▪ 2.5%
Total	100% + 5% (Bonus)

Letter grades will be awarded based on your total course score: A=90% and above, B=80% and above, C=70% and above, D=60% and above, E=below 60%. The grading policies outlined in the University of Arizona catalog will be followed.

## Course Schedule

Date	Topics/Activities	Book Chapter(s)	What is due? (by 11:59pm)
Week 1:			
	<ul style="list-style-type: none"><li>Organizations, Competitiveness, Strategy, and Productivity: An Operations Perspective</li><li>Understand the Market: Forecasting and Product/Service Design</li></ul>		
6/3	Syllabus, course introductions, group formation		
6/4	Introduction to OM	1	
6/5	Competitiveness, strategy, and productivity	2	Group Project: <i>Milestone 0</i>
6/6	Forecasting	3	
6/7	Forecasting, product and service design	3, 4	
6/8	–		
6/9	–		Homework 1
Week 2:			
	<ul style="list-style-type: none"><li>Make Your Decisions: Capacity Planning, Decision Theory</li><li>Make Your Decisions: Process Selection, Facility Layout</li></ul>		
6/10	Capacity planning	5	
6/11	Capacity planning, decision theory	5, 5s	
6/12	Decision Theory, process selection	5s, 6	
6/13	Process selection and facility layout	6	Group Project: <i>Milestone 1</i>
6/14	In-class practice, midterm review		
6/15	–		Homework 2
6/16	–		
Week 3:			
	<ul style="list-style-type: none"><li>Prepare Your Materials: MRP and ERP</li><li>Manage Your Warehouse: Inventory Management</li></ul>		
6/17	Midterm Exam		
6/18	MRP and ERP	12	
6/29	MRP and ERP	12	
6/20	Inventory management	13	
6/21	Inventory management, in-class practice	13	
6/22	–		
6/23	–		Homework 3
Week 4:			
	<ul style="list-style-type: none"><li>Optimize Your Operation: Lean Operations</li><li>Manage Your External Environment: Supply Chain Management</li><li>Manage Your Internal Projects: Project Management</li></ul>		
6/24	JIT and lean operations	14	
6/23	Supply chain management	15	
6/26	Supply chain management	15	
6/27	Project management	17	
6/28	In-class practice, final exam review		Group Project: <i>Milestone 2</i>
6/29	–		
6/30	–		
Week 5:			
	<ul style="list-style-type: none"><li>Wrap Up the Semester</li></ul>		
7/1	Final Exam		
7/2	Group Project Presentation		
7/3	TBD		
7/4	Independence Day (no class)		Enjoy your day off :)
7/5			Group Project: <i>Slides and Document</i> Final Course Reflection (optional)

## Other Course Requirements and Policies

### Absence and Class

### Participation Policy

The UA's policy concerning Class Attendance, Participation, and Administrative Drops is available at: <http://catalog.arizona.edu/policy/class-attendance-participation-and-administrative-drop>

The UA policy regarding absences for any sincerely held religious belief, observance or practice will be accommodated where reasonable. See: <http://policy.arizona.edu/human-resources/religious-accommodation-policy>.

Absences pre-approved by the UA Dean of Students (or Dean Designee) will be honored. See: <https://deanofstudents.arizona.edu/absences>

Participating in the course and attending lectures and other course events are vital to the learning process. As such, attendance is required at all lectures and discussion section meetings. Students who miss class due to illness or emergency are required to bring documentation from their health-care provider or other relevant, professional third parties. Failure to submit third-party documentation will result in unexcused absences.

### Classroom Behavior Policy

To foster a positive learning environment, students and instructors have a shared responsibility. We want a safe, welcoming, and inclusive environment where all of us feel comfortable with each other and where we can challenge ourselves to succeed. To that end, our focus is on the tasks at hand and not on extraneous activities (e.g., texting, chatting, reading a newspaper, making phone calls, web surfing, etc.).

Students are asked to refrain from disruptive conversations with people sitting around them during lecture. Students observed engaging in disruptive activity will be asked to cease this behavior. Those who continue to disrupt the class will be asked to leave lecture or discussion and may be reported to the Dean of Students.

### Threatening Behavior Policy

The UA Threatening Behavior by Students Policy prohibits threats of physical harm to any member of the University community, including to oneself. See <http://policy.arizona.edu/education-and-student-affairs/threatening-behavior-students>.

### Accessibility and Accommodations

Our goal in this classroom is that learning experiences be as accessible as possible. If you anticipate or experience physical or academic barriers based on disability, please let me know immediately so that we can discuss options. You are also welcome to contact the Disability Resource Center (520-621-3268) to establish reasonable accommodations. For additional information on the Disability Resource Center and reasonable accommodations, please visit <http://drc.arizona.edu>.

If you have reasonable accommodations, please plan to meet with me by appointment or during office hours to discuss accommodations and how my course requirements and activities may impact your ability to fully participate.

Please be aware that the accessible table and chairs in this room should remain available for students who find that standard classroom seating is not usable.

## **Code of Academic Integrity**

Students are encouraged to share intellectual views and discuss freely the principles and applications of course materials. However, graded work/exercises must be the product of independent effort unless otherwise instructed. Students are expected to adhere to the UA Code of Academic Integrity as described in the UA General Catalog. See: <http://deanofstudents.arizona.edu/academic-integrity/students/academic-integrity>.

The University Libraries have some excellent tips for avoiding plagiarism, available at <http://www.library.arizona.edu/help/tutorials/plagiarism/index.html>.

*Selling class notes and/or other course materials to other students or to a third party for resale is not permitted without the instructor's express written consent.* Violations to this and other course rules are subject to the Code of Academic Integrity and may result in course sanctions. Additionally, students who use D2L or UA e-mail to sell or buy these copyrighted materials are subject to Code of Conduct Violations for misuse of student e-mail addresses. This conduct may also constitute copyright infringement.

## **UA Nondiscrimination and Anti-harassment Policy**

The University is committed to creating and maintaining an environment free of discrimination; see <http://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy>

Our classroom is a place where everyone is encouraged to express well-formed opinions and their reasons for those opinions. We also want to create a tolerant and open environment where such opinions can be expressed without resorting to bullying or discrimination of others.

## **Additional Resources for Students**

UA Academic policies and procedures are available at <http://catalog.arizona.edu/policies>

Student Assistance and Advocacy information is available at <http://deanofstudents.arizona.edu/student-assistance/students/student-assistance>

## **Confidentiality of Student Records**

<http://www.registrar.arizona.edu/Individual-information/family-educational-rights-and-privacy-act-1974-ferpa?topic=ferpa>

## **Subject to Change Statement**

Information contained in the course syllabus, other than the grade and absence policy, may be subject to change with advance notice, as deemed appropriate by the instructor.