

MGT 303 – Zohar – Operations Management – Summer B Intersession 2018

Syllabus

Class meeting dates: July 2-6, July 9-13, excluding July 4th
Class meeting times: 10:00am-2:30pm including short break
Classroom location: TBD

TEXT: Operations Management Heizer, Render, & Munson, 12th edition

INSTRUCTOR: Dr. Dahlia Zohar

INSTRUCTOR'S OFFICE: KE 414

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Instructor background: My name is Dr. Dahlia Zohar. I have been teaching at the University of Miami since Fall 2000, and have been teaching at UM's business school since Fall 2003. I have lived my whole life in Miami, minus the 4 freezing years I spent in New York while earning my Bachelors in Mathematics and my Masters in Secondary Mathematics Education, both from Queens College, CUNY. I received my doctorate in Mathematics with a concentration in Higher Education from University of Miami in 2012. I love math, care about my students, and enjoy teaching mathematical applications to business situations. I have 4 gorgeous and intelligent children, ages ranging from 8 to 12 years old.

COURSE DESCRIPTION

Operations Management (OM) plans and coordinates all activities in the process of producing and delivering products (goods and services). Effective operations management is a key ingredient of success in most industries. Achieving operations excellence is one of the most essential strategies for improving efficiency and to gain a competitive advantage. This course will cover a mix of qualitative and quantitative methods that provide the necessary tools to make intelligent decisions in operations. Producing and delivering products (goods and services).

COURSE OBJECTIVES

The objectives of this course are to provide the student with:

1. An understanding of the role of operations management in individual companies and in a global business environment;
2. An exposure to a variety of operations problems and issues that commonly concern operations managers;
3. The ability to use appropriate analytical models, techniques, and frameworks to identify problem issues and solutions through problems embedded within exams and homework.

To achieve this goal, the course will use a combination of lectures, illustrative games, and problem solving exercises (both in-class and homework). The course will measure these learning objectives by several in-class exercises, quizzes, midterms, and one final exam.

Attendance policy: Attendance is mandatory and part of your grade. Instructor will excuse absences only in cases of officially documented serious illness, religious observance, civic obligation or participation in an activity approved by the Academic Deans Policy Council. No absence will be excused without supporting documentation provided by the student to the instructor in a timely manner. Student must submit documentation to the instructor; simply giving instructor permission to call the student health center will not suffice. **Instructor will not make calls to the health center to verify student illness.** Students are responsible for material missed even in the case of an excused absence.

Attendance and participation grade: (30 points) Each student begins the semester with 30 points for attendance and participation. Each unexcused absence will deduct 4 points from the grade. The lowest possible attendance and participation grade is zero. Excessive lateness and leaving class excessively early are both considered absences. Students who are not engaged in the lesson, are disruptive, or are distracted by their cell phones or other devices, may suffer an attendance/participation grade penalty.

Homework policy: Homework is mandatory. Although the material is introduced and the skills practiced in class, *mastery* of a subject like operations management generally happens *outside class*, through practice with the homework. The homework assignments are listed at the end of this syllabus and are found inside the textbook. The answers to the even numbered textbook exercises are found in the back of the textbook. In general, the homework will not be collected. If/when there is an exception, an announcement will be made.

Reading Responses: (20 points) There will be six Reading Response assignments that are posted on and submitted through blackboard. They are worth 4 points each, and your best 5 will count as your total Reading Response grade.

Quizzes: (100 points) There will be 6 quizzes, which take place at the very beginning of each class meeting. The quizzes will be closed notes, closed book, and a formula sheet will be provided to the students by the instructor. Each quiz is worth 20 points and the sum of your best 5 quiz scores will count as your total quiz grade.

Exams: (350 points) There will be one midterm exam worth 150 points, and one final exam worth 200 points.

Make-up policy: There are no make-up quizzes and no make-up exams.

Disability Services: Disabilities accommodations are provided only to students who have provided the instructor with proper documentation from the Office of Disability Services, and who follow the appropriate protocol required by that office. *Students with extra time accommodations should speak to the instructor as soon as possible to discuss the protocol for accommodations.*

Calculator: You *must* bring a calculator with you to every class meeting as some of the topics include many computations. Scientific calculators are sufficient, but if you have a graphing calculator, I recommend and allow them. *Calculators may not be shared during tests or quizzes.* Students may not use their cell-phones or similar devices as calculators during tests or quizzes. *The instructor does not lend calculators* to students who did not bring theirs or whose calculators are malfunctioning or need batteries, nor does the instructor provide "tech support" for calculator questions during a quiz or exam. However, I am happy to help you with your calculator issues during or outside of class.

Extra Credit: Some extra credit opportunities may be made available throughout the semester, but only to the class as a whole and never to particular individuals, as per departmental policy.

Honor Code: The University's honor code, and the consequences of breaking it, will be strictly enforced.

Cellphones, tablets, laptops, etc: Students do not have the permission of the instructor to use any electronics during class, other than their calculator, and may not use a calculator app of their phone or tablet in class, especially during quizzes or exams. Please leave your phone on silent or vibrate and leave the room if you need to use it urgently. This includes reading or writing text messages. Students inappropriately using their cellphone, laptops, tablets or other electronics, or disrupting or disrespecting the class in any way may be asked to leave the classroom and incur an unexcused absence and/or grade penalty. A visible cell phone during a quiz or exam is prohibited and is grounds for an automatic fail for that quiz or exam.

Blackboard (courses.miami.edu): Exam grades, the syllabus, this document, announcements, course assignments, and course documents will be on blackboard (accessible from the CaneLink homepage under “Online Resources”). Emails are sent by the instructor through blackboard, and it the student’s responsibility to make sure they get those emails and check them regularly. *Most importantly, students are responsible to print out the class notes which are on blackboard, and bring them to class.* For blackboard support: blackboardhelp@miami.edu or 305 284 3949.

Graded Assignments: Take-home assignments (if any) that are not submitted directly through blackboard must be handed in on paper and not electronically unless otherwise noted by the instructor. Instructor reserves the right to refuse to accept an assignment that is late, sloppy, disorganized, not stapled, missing a name, or otherwise unfit to be considered a college level final draft assignment. **If** accepted, a late assignment carries a “late-fee” of 10% of the grade or more.

Collaboration on Graded Assignments: Students may not work together on graded assignments unless the instructor gives express permission. Even when such permission is granted, students must take great care to remain in the realm of collaboration, and out of the realm of academic dishonesty, cheating or copying.

GRADING: As outlined above, there are 500 points to be earned: 100 from the best 5 quizzes; 350 total from the exams, 30 from attendance/participation, and 20 from Reading Responses. Your final grade will be assigned based on the percentage you have earned out of the 500 points, with the following scale used as a *loose* guide. Pluses/minuses assigned at the discretion of the instructor:

90-100%	A
80-89%	B
70-79%	C
60-69%	D
below 60%	F

EXAM TOPICS:

Midterm: Chapters 3, 4, 6/S6

Final: Chapters 7/S7 and 12 and Module D

COURSE SCHEDULE, ASSIGNMENTS, ASSESSMENTS

The following table outlines the material we will cover, and the corresponding homework assignments. The schedule estimates our pace but in fact the class may go faster or slower than the schedule here indicates. It is your responsibility to know where in this schedule the class actually is at any time.

CLASS DATES	MATERIAL COVERED	HOMEWORK ASSIGNMENT (due following class meeting)	ASSESSMENT
Before classes start		Get the textbook, read through this syllabus, print the Chapter 3 notes from blackboard, and complete the Chapter 3 Reading Response on blackboard; Assignments	
Monday, July 2	Project Management: Chapter 3	Chapter 3 homework: 3.8, 3.20, 3.22, 3.32 Chapter 4 Reading Response (blackboard)	
Tuesday, July 3	Forecasting: Chapter 4	Chapter 4 homework: 4.4(a,b), 4.6(b,c), 4.8, 4.12, 4.14, 4.18, 4.24, “Solved Problem 4.6” Chapter 6 Reading Response (blackboard)	Quiz Chapter 3
Thursday, July 5	Quality Management and Statistical Process Control: Chapter 6 and Supplement 6	Supplement 6 homework: S6.2, S6.6, S6.10, S6.12, S6.16, S6.18a, S6.40, S6.42, S6.45 Chapter 7 Reading Response (blackboard)	Quiz Chapter 4
Friday, July 6	Process Strategy and Capacity Planning: Chapter 7 and Supplement 7	Chapter 7 homework: 7.6, 7.8, 7.10, 7.12	Quiz Chapter 6/S6
Monday, July 9	Chapter 7 and Supplement 7 continued	Supplement 7 homework: S7.1, S7.2, S7.6, S7.8, S7.12, S7.14, S7.16, S7.20, S7.26 Chapter 12 Reading Response (blackboard)	Midterm Exam: Chapters 3, 4, 6, S6
Tuesday, July 10	Inventory Management: Chapter 12	Chapter 12 homework: 12.1, 12.4, 12.8, 12.12, 12.14, 12.18(a,b), 12.22, 12.26, 12.42, 12.44, 12.46, 12.48, 12.52	Quiz Chapter 7/S7
Wednesday, July 11	Chapter 12 continued	Module D Reading Response (blackboard)	Quiz Chapter 12 (first half)
Thursday, July 13	Waiting Line Models: Module D	Module D homework: D.2, D.4, D.8, D.12	Quiz Chapter 12 (second half)
Friday, July 13	Supply Chain Management: Chapter 11		Final Exam: Chapters 7, S7, 12, and Module D

Note: This schedule is approximate and subject to change according to the needs of the class.