

School of Business and Nonprofit Management

Course Syllabus

Course: *BSE 2510, Operations Management and Information Technology, Section 01*
M, W, F from 1:00 – 2:05 pm, Johnson Center Room 209

Academic Year: 2014/15 **Semester/Quad:** *Fall*

Credit Hours: 4

Prerequisites: *BSE 2211, STAT 1490*

Instructor: *Mark Gavor*

Phone: 773-244-5784 – office
203-856-7504 – cell, if you text please include your name and course.

Email: mdgavor@northpark.edu

Availability:

Office: 1st Floor SBNM offices on Spaulding.

Monday: 10-11 am, 5-6 pm

Tuesday: 4 - 6 pm

Wednesday: 4 - 5 pm

Friday: 11:30 – 12:30 am

Course Description:

This course introduces the subject of Operations Management (OM) and Information Technology in the management of complex and global supply chains that are the reality of the modern business world.

Theory is presented and used in simple example problems always relating the realities and complexities young professionals will encounter as they commence their careers. Mathematical models are used to measure and analyze problems dealing with efficiency. Topics include: 1) statistics 2) forecasting 3) linear programming 4) project management and 5) quality. There will be discussion of how modern Enterprise Resource Planning Systems (ERPs) use the models and how people have to manage businesses more effectively.

This quantitative course helps the student to become an agent for change within our society's global or local organizations.

Introductory Comments:

Welcome to BSE 2510.

Operations Management (OM), Supply Chain Management (SCM), and Information Systems excellence is the key to any business that makes or distributes goods and services. OM excellence is more critical if the supply chains, as many are today, are global. It is impossible to compete, in companies large and small, without employing an ERP system. Our goal will be to have the students understand the breadth and scope of OM, understand the scientific/engineering methods used in OM, and the critical role of ERP systems in today's business world in this regard.

Course Materials:

REQUIRED

Textbook: Connect Plus OM w/LearnSmart 1 sem Access Card for Operations Management, 12e, 2015 Stevenson, William J. Stevenson, ISBN-13 0077640357. We will be using an eText and accompanying homework and text reading online as is outlined below.

Articles: To be provided and posted in Moodle by the instructor.

Software: Excel based templates that accompany the text book will be posted in the appropriate week in Moodle

Essential IDEA Objectives:

The essential objectives of this course (per the IDEA framework, a nationally recognized assessment tool used by many higher learning institutions) are:

1. Gaining factual knowledge (terminology, classifications, methods, trends).
2. Learning fundamental principles, generalizations, or theories.
3. Learning to apply course material (to improve thinking, problem solving, and decisions).

Course Competencies and Objectives:

- Understand the basic objectives, constraints and processes associated with the efficient production of goods and services.
- Be aware of the mathematics and statistics that form the basis for OM.
- Use analytical models and applications software, are used to measure and analyze problems dealing with efficiency.
- We will cover 13 Chapters of the textbook
 - A general schedule is provided on page 4 of this syllabus.
 - A more detailed schedule will be provided in Moodle as the course commences.
- Students will gain a general knowledge of
 - Modern Supply Chain Management (SCM) and the critical role of SCM and OM in production and service companies.
 - Complexity
 - Risks
 - The important role of Enterprise Resource Planning Systems in all business and the role of both
 - Data management
 - Process design and improvement
 - Quality and Inventory Management
 - Sale and Operations Planning and Operations Planning
- The general knowledge will be supported with specific problem solving capabilities, using homework and excel assignments, at a macro level in the following areas:
 - Productivity
 - Forecasting
 - Work design and measurement
 - Production planning
 - Inventory planning
 - Quality management and process improvement
 - Constrained optimization

Course Methodology:

The goal of a good management education program should be to give students the opportunity to study and practice the application of management theory. Just studying theory without the opportunity to practice the application of that theory is not very effective. Upon completing their business education, managers will be expected to be able to apply what they've learned to real-world business situations.

Thus, this course stresses the application of core marketing principles via the use of case studies. Why utilize case studies? In short, cases have tremendous educational value. Much can be learned by analyzing real-world business dilemmas and proposing solutions.

This course is combination of lecture, discussion, problem solving using both Excel and calculators, along with papers to bridge what limited methods can be taught in the classroom using a text book and excel and what students will encounter when entering the corporate or NFP world.

Computer Requirements:

In order to effectively participate in and successfully complete this course, each participant will need to have access to a computer and a high-speed internet connection. Please visit

<http://www.northpark.edu/Campus-Life-and-Services/Information-Technology/Network/Minimum-Requirements> for information on computer requirements.

Papers and assignments will be turned in on-line uploaded via Moodle and for reports using MS Word and Excel assignments using both MS Word and Excel.

Technical Skills Required:

We will be using Excel in this course. BSE 2510 is the course where basic Excel skills are learned. Introduction to Statistics 1

Having a good scientific calculator (TI 83/84) is required. As this is the same calculator used in the statistics prerequisite for this course, students should have access to one. Replace the batteries to avoid problems on quizzes and exams.

Schedule of Weekly Assignments:

Week	Dates	Book Chapter	Activity
1	Aug 25, 27	Chapter 1: Intro to OM	Excel 1
2	Sep 3, 5	Chapter 2: Competitiveness Strategy and Productivity	Paper 1
3	Sep 8, 10, 12	Chapter 15: Supply Chain Management	
4	Sep 15, 17, 19	Chapter 3: Forecasting	Excel 2 Exam 1
5	Sep 22, 24, 26	Chapter 3: Forecasting	Paper 2
6	Sep 29, Oct 1, 3	Chapter 19: Linear Programming	
7	Oct 6, 8, 10	Chapter 19: Linear Programming	Excel 3
8	Oct 13, 15, 17	Chapter 5: Strategic Planning for Products and Services	
9	Oct 20, 22, 24	Chapter 6: Process Selection and Facility Layout	Exam 2
10	Oct 27, 29, 31	Chapter 7: Work Design and Measurement	Paper 3
11	Nov 3, 5, 7	Chapter 9: Management of Quality	
12	Nov 10, 12, 14	Chapter 10: Quality Control	Excel 4
13	Nov 17, 19, 21	Chapter 13: Inventory Management	Paper 4
14	Nov 24	Chapter 14: JIT and Lean Operation	Exam 3
15	Dec 1, 3, 5	Chapter 4: Product and Service Design	Excel 5
16	Dec 8, 10, 12	Review on 12/8 Final Exam 10:30 - 12:30 on Friday 12/12	Final Exam

Grading:

	#	Total Points	% of Grade
Online Text	12	150	12%
Online HW	12	200	15%
Exams	3	300	23%
Papers	4	200	15%
Excel	5	250	19%
Final Exam	1	200	15%
		1300	

Grade Mapping:

Grading will be done on a sum-point basis. The percentage of points earned to total points possible will determine your final grade per the table below.

Numeric Grade	Letter Grade	Numeric Grade	Letter Grade	Numeric Grade	Letter Grade
	A (93-100%)		B- (80-82%)		D+ (67-70%)
	A- (90-92%)		C+ (77-79%)		D (63-66%)
	B+ (87-89%)		C (73-76%)		D- (60-63%)
	B (83-86%)		C- (70-72%)		F (<60%)

Assignment Grading Policies:

Assignments will be graded according to the rubrics given. Grades, and instructor feedback, will be posted in Moodle.

Please be aware that late submissions of case analysis assignments will not be accepted because cases will be reviewed and discussed in class immediately after the submission deadline. For other assignments, a late submission which is received within 24-hours of the deadline will be assessed an automatic 10% point deduction, and if received 24-48 hours after the deadline will be assessed an automatic 20% point deduction. No submissions will be accepted over 48-hour past the deadline.

If you have to miss an exam or quiz, you must let me know in advance and must take the exam before the next class meeting or get a zero.

Student Responsibilities:

- [1] Class participation and written assignments are required for this course. You cannot successfully complete this course without completing the weekly readings assignments. It is imperative that students complete the weekly assigned readings before class sessions or before beginning a written assignment.
- [2] Assignments will be posted on-line. You will be asked to retrieve assignments from Moodle.
- [3] For a quick reply, it is best to communicate questions, concerns or issues via email. But, you may also contact me via phone or text. If you text, please state your name and course.

Instructor Responsibilities:

As your instructor, I will:

- Provide updated information on relevant resources for the various topics of interest
- Read and critically assess students' assignments and provide feedback within 7-10 days of receipt
- Facilitate a participant-centered course experience, which focuses on student learning
- Respond to all student e-mails within 48 hours of receipt (target is 24 hours)
- Respond to all student phone calls within 48 hours (target is 24 hours)

ASSIGNMENT SPECIFICATIONS

Text Book Reading and Homework:

- We are using an eText and two online resources that come with your eText.
- Each week there will be a reading and homework assignment you must complete.
- LearnSmart is a text book reading feature that is interactive. It is accompanied with short answer assessments. You will receive points for these assessments and these will be part of your final grade.
- Connect is the online homework feature. Each chapter will have several homework problems.
- We are covering 13 Chapters. Thus there are 13 LearnSmart and Connect assignments. The lowest
- **Here is the online portal for our course:**
<http://connect.mheducation.com/class/m-gavoor-bse-2510-fall-2014>

3 Hour Exams:

- A mock quiz or exam will always be provided that will be a list of homework problems. The problems on the actual quiz or exam will follow the kinds and quantities of problems.
- Problems will include analytic problems where the student performs the calculations, interprets the calculations, or writes a short essay to convey understanding of the subject matter from a managerial perspective.
- Quizzes are generally one-quarter to one-third as long as exams. Exams are designed to take one hour.
- All quizzes and exams, including the final, are comprehensive.
- Quizzes and exams will be on the Thursday of the week in which they are scheduled.
- Quizzes are worth 25 points and exams are worth 100. Each problem on quizzes and exams will 10, 15, or 20 points.

Final Exam:

- A final exam worth 200 points will be given.
- It will be twice the length of an hourly exam.
- It will be comprehensive.

5 Excel Projects

- Each Excel problem is worth 50.
- Excel Projects are different from Homework. The goal of these assignments is to re-enforce competency with a bit of technology.
- These will be posted on Moodle and passed out in class due on certain dates.
- The excel problems will be turned in via Moodle Assignments
- I reserve the right to make some of these group projects. Each member of the group will get the group grade.
- Excel projects may simply be text book problems using technology to solve and interpret the results. Interpretation may involve a short written report.
- Excel projects

4 Papers

- Each paper will be worth 50 points.
- Papers will be assigned to provide a managerial perspective to enhance the technical and problem solving parts of the course covered in homework, Exams, and Excel Projects.
- Papers will cover the following major categories in the following order:
 - Paper 1: Enterprise Resource Planning (SAP, Oracle, etc.)
 - Paper 2: Constrained Optimization
 - Paper 3: Sales and Operations Planning (S&OP)
 - Paper 4: Quality Management

- Everyone wants to know how long the paper has to be. Pretend I am your am the executive to whom you report, which in a way I am. If you asked your boss how long of a report she or he wanted... well it just isn't done. This being said a report should be long enough to answer the points raised in the assignment succinctly and completely. Succinctness and completeness is subjective and made exclusively by the executive reading the report. On the other hand, executives can have notoriously short attention spans and simply do not have the time or the inclination to read a lot of meandering prose.

POLICY STATEMENTS

Academic Honesty

In keeping with our Christian heritage and commitment, North Park University and the School of Business and Nonprofit Management are committed to the highest possible ethical and moral standards. Just as we will constantly strive to live up to these high standards, we expect our students to do the same. To that end, cheating of any sort will not be tolerated. Students who are discovered cheating are subject to discipline up to and including failure of a course and expulsion.

Our definition of cheating includes but is not limited to:

1. Plagiarism – the use of another's work as one's own without giving credit to the individual. This includes using materials from the internet.
2. Copying another's answers on an examination.
3. Deliberately allowing another to copy one's answers or work.
4. Signing an attendance roster for another who is not present.

In the special instance of group work, the instructor will make clear his/her expectations with respect to individual vs. collaborative work. A violation of these expectations may be considered cheating as well. For further information on this subject you may refer to the Academic Dishonesty section of the University's online catalog.

In conclusion, it is our mission to prepare each student for a life of significance and service. Honesty and ethical behavior are the foundation upon which such lives are built. We therefore expect the highest standards of each student in this regard.

Attendance Policy for Graduate Courses

The graduate courses in the SBNM are all 7 weeks in length. Missing one class session is allowed without penalty as long as all readings and assignments are made up by the student within a reasonable time period (the following week). Failing to log into an online course site for an entire week is allowed, but a penalty may be applied at the instructor's discretion. Missing a second class session is allowed only in unusual circumstances by prior arrangement with the instructor. Since this represents almost 30% of the engagement time for the course, the student runs the risk of receiving a lower overall grade for the class. Faculty are encouraged to drop the course grade by a full letter grade in this situation. A student who misses three classes (or the equivalent two weeks for an online class) will automatically fail the course, unless the student drops the course before the seventh week of class. Students who drop a course will be held responsible for tuition, based upon the current North Park University refund policy outlined in the University Catalog.

Attendance Policy for Undergraduate Courses

Attendance and participation are vital. Thus, students are expected to attend every class session, and to arrive on time – tardiness is undesirable and disruptive to your fellow classmates. This course has a strict

requirement of documented, advance notification. If you are unable to attend any class session, you are to inform me (preferably by email) **prior to** that session. You need to provide a reason for your absence. Failure to provide advance notification will result in an unexcused absence. Be advised that poor attendance can affect your grade adversely

APA Requirement

The School of Business and Nonprofit Management (SBNM) has adopted the *Publication Manual of the American Psychological Association* (APA) as the standard and required format for all written assignments in SBNM courses.

Our goal in adopting the *APA Manual* is to enhance student learning by:

- 1) Improving student's writing skills.
- 2) Standardizing the required format of all written assignments in all SBNM courses.
- 3) Emphasizing the importance of paper mechanics, grammatical constructs, and the necessity of proper citations.
- 4) Holding students accountable for high quality written work.

If you are unfamiliar with the requirements of the *APA Manual*, we recommend that you purchase the reference manual and/or that you consult one or more of the suggested resources as listed on the Student Resources section of the SBNM website. ***It is your responsibility to learn and ensure that all written work is formatted according to the standards of the APA Manual.***

Students with Disabilities

Students with disabilities who believe that they may need accommodations in this class are encouraged to contact your program's office (Business: 773-244-6270). Please do so as soon as possible to better ensure that such accommodations are implemented in a timely manner. For further information please review the following website: <http://www.northpark.edu/Campus-Life-and-Services/Disability-Resources>