

San José State University

Business
Global Innovation and Leadership
Bus140 Operations Management Section 4
Spring 2018

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Office Hours: Thursday 2-3:00 pm
Class Days/Time: Thursday 3:00-5:45 pm
Classroom: BC 105

Faculty Web Page and MYSJSU Messaging

Copies of the course materials such as the syllabus, major assignment handouts will be on canvas. You are responsible for regularly checking with the messaging system through MySJSU.

Course Description

An overview of the processes that transform inputs into finished goods and services; helps students understand the importance of operations management and how it interacts with other parts of the organization; develops skills in applying appropriate analytical tools to business operations challenges.

Course Goals and Student Learning Objectives

Upon successful completion of this course, students will be able to:

1. articulate a basic understanding of operations management including practical applications,
2. describe and analyze the operations process in organizations,
3. forecast demand in the future base on historical usage using various analytical techniques.
4. understand the concepts of Total Quality Management, explain the importance of quality to an organization, and construct statistical process control charts
5. explain various inventory control policies including just-in-time and analyze inventory control problems
6. analyze the appropriate operations management facility layout for different types of operations.
7. use the computer to analyze operations management problems

Required Texts/Readings

Textbook

Operations Management by William J. Stevenson, 13th edition

Other articles assigned from the internet

Other Readings

Classroom Protocol

You are expected to be to class on time and ready to take notes. You are also expected to participate in any class discussions.

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drops, academic renewal, etc. Information on add/drops are available at

<http://www.sjsu.edu/advising/faq/index.htm#add>

Information about late drop is available at <http://www.sjsu.edu/sac/advising/latedrops/policy/> .

Students should be aware of the current deadlines and penalties for adding and dropping classes.

Assignments and Grading Policy

Projects:

A project will be given during the semester. The detail of this project will be provided on the handouts distributed during class. This project will give the student the opportunity to analyze real business situations and will require the student to use the computer to analyze data.

Late work will be penalized 20% and only be accepted up to one week late.

Start on the project assignments early and come see me if you are stuck. If you start on it early, it is not that hard. **Do not wait until the last minute.**

Exams:

No makeup exams will be given. If one exam is missed, then a zero will be given. If you must miss an exam, then see me in advance to possibly take it early. The format of the exams will be similar to the homework and will consist mainly of multiple choice questions, problems or short answer questions. Obviously, cheating on the exam will not be tolerated and will result in a zero being given for that exam. You will be able to bring in a one page hand written sheet of notes for the exam which is your original work. If it is not your original work you will lose 10 points.

You will turn in your notes with your test with your name on the notes. Not turning in a page of notes will reduce your grade by 5 points.

Homework, in-class quizzes and online quizzes:

The homework assignments will be problems that are assigned at the end of the chapters. Doing the homework is the best way to prepare for the exams and to do well in the class. The homework problems will be reviewed the next class period after the chapter is discussed. After the homework is reviewed you will occasionally be given an in-class quiz to work through a question or problem similar to the homework. The in-class quizzes are shown on the detailed schedule.

You will also have an online multiple-choice quiz prior to the class discussion of the chapter on most weeks. You will have 30 minutes to complete these quizzes and they must be taken prior to the start of class. These quizzes are shown on the detailed schedule.

Class Participation:

While class participation is not graded, you are expected to be prepared for class and to take an active part in the class discussions. Use the class time to get your questions answered on the homework or concepts that you did not understand.

Course Requirements	% of Grade	Points
Midterm I	20	100
Midterm II	20	100
Final	20	100
Project	12	60
6 In -class quizzes (10 pts. Each)	12	60
10 Online quizzes (8 pts. Each)	16	80
Total	100	500

Grading information:

Grading Percentage Breakdown

93% and above	A
92% - 90%	A-
89% - 88%	B+

87% - 83%	B
82% - 80%	B-
79% - 78%	C+
77% - 73%	C
72% - 70%	C-
69% - 68%	D+
67% - 63%	D
62% - 60%	D-
below 60%	F

No extra credit assignments are currently planned.

Penalty for late or missed work:

Late work will be penalized 20% and only be accepted up to one week late.

University Policies

“University Policies: Office of Graduate and Undergraduate Programs **maintains university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc.”**

You may find all syllabus related University Policies and resources information listed on GUP’s [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>

College of Business Program Goals:

(Not all program learning goals are covered in every course)

1. Business Knowledge

- Understand basic business principles and demonstrate discipline-specific competencies as applied to local and global environments.

2. Communication

- Communicate ideas clearly, logically, and persuasively in oral and written format, using technology appropriately.

3. Ethical Awareness

- Recognize, analyze, and articulate solutions to ethical issues that arise in business.

4. Leadership, Teams and Diversity

- Comprehend the challenges and opportunities of leading and working in diverse teams and environments.

5. Critical Thinking

- Comprehend, analyze, and critically evaluate complex and unstructured qualitative and quantitative business problems, using appropriate tools and technology.

6. Innovation

- Recognize, analyze, and articulate strategies for promoting creativity and innovation.

College of Business Policies:

To ensure that every student, current and future, who takes courses in the Boccardo Business Center has the opportunity to experience an environment that is safe, attractive, and otherwise conducive to learning, the College of Business at San José State has established the following policies:

Eating:

Eating and drinking (except water) are prohibited in the Boccardo Business Center. Students with food will be asked to leave the building. Students who disrupt the course by eating and do not leave the building will be referred to the Judicial Affairs Officer of the University.

Cell Phones:

Students will turn their cell phones off or put them on vibrate mode while in class. They will not answer their phones in class. Students whose phones disrupt the course and do not stop when requested by the instructor will be referred to the Judicial Affairs Officer of the University.

Computer Use:

In the classroom, faculty allow students to use computers only for class-related activities. These include activities such as taking notes on the lecture underway, following the lecture on Web-based PowerPoint slides that the instructor has posted, and finding Web sites to which the instructor directs students at the time of the lecture. Students who use their computers for other activities or who abuse the equipment in any way, at a minimum, will be asked to leave the class and will lose participation points for the day, and, at a maximum, will be referred to the Judicial Affairs Officer of the University for disrupting the course. (Such referral can lead to suspension from the University.) Students are urged to report to their instructors computer use that they regard as inappropriate (i.e., used for activities that are not class related).

Academic Honesty:

Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.

Bus140 Operations Management

Spring 2018

The schedule is subject to change with fair notice which will be announced in class.

Date	Chapters	M/C Quiz	Homework (will be reviewed in the next class) D= discussion P = Problems
1/25	Production & Operations Mgmt (1)		D10,11,14
	Productivity, Competitiveness & Strategy (2)		D9,10,11,14 P 2,3
2/1	Process Selection & Facilities Layout (6)	Yes	D11,12 P 2,12,14a
2/8	Quality Control (10)	Yes	D5,10 P 4,9,18,24 In-class quiz on Ch. 6
2/15	Introduction to Quality (9)	Yes	D8,9,11 P 2,5,8 In-class quiz on Ch. 10
2/22	Review and Midterm I		
3/1	Product & Service Design (4)	Yes	D4, 11,14,15 P 3,7
3/8	Forecasting (3)	Yes	D2,4,9,10 P 2,5,10,20 (just MAD)
3/15	Material Requirements Planning & ERP (12)	Yes	D3,12 P 1,5a,8 In-class quiz on Ch. 3
3/22	Inventory Management (13)	Yes	D3,12 P2,25,31,34 In-class quiz on Ch.12
3/29	Spring Break		
4/5	Review and Midterm II		
4/12	JIT & Lean Operations (14)		D2,8,10 P 1,4
	Supply Chain Management (15)		D5,9,16 P 2
4/19	Project Management (17)	Yes	D 6,13 P 2, 5b, 16
4/26	Waiting Lines (18)	Yes	D3,9 P 1,2,7a In-class quiz on 17
5/3	Strategic Capacity Planning (5)	Yes	D1, 7 16 P 1,4,7,10 In-class quiz on 18
5/10	Location Planning (8) & Review		D 5 P 9 15
Fri 5/18	Final 2:45-5:00		