MIS 302: Introduction to Operations and Supply Chain Management, Summer 2013

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College of Business Administration
San Diego State University
5500 Campanile Drive
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Phone: 619-594-6847 (Please spell out your name, course section, and let me know the best time and number to reach you.)
Fax: 619-594-3675 (Please write my name and your contact information on the cover sheet.)
E-mail: Professor Yang (hyang@mail.sdsu.edu) and
On your e-mail subject line, use MIS302. You shall also indicate your name and Red ID. Email without required information will not receive reply.
Class Time: T/Th 18:00-21:40 at EBA347
Office Location: SSE 3359

COURSE OVERVIEW
This class provides an overview of the introductory managerial concepts and quantitative methods associated with the design, execution, and management of operations and supply chain systems. Global impacts as well as the influence of political, social, legal and regulatory, environmental and technological issues will be integrated in discussion on various topics.

PRIMARY LEARNING OUTCOMES
• Define the role of operations and supply chain in an organization and its interactions with business functions such as accounting, finance, and marketing.
• Develop the basic business and operations strategies for increased productivity and competitiveness for service and manufacturing.
• Use descriptive and optimization models and incorporate cost drivers to improve general business decision making.
• Design quality management strategies, techniques and tools for improved customer satisfaction.
• Identify issues in inventories and resources for an organization and use basic models to improve its management.
• Plan the basic scheduling for project and its management.
• List lean operations principles.

PREREQUISITES
Mathematics 120, Economics 201 or Mathematics 119. A solid knowledge of all explicit and implicit prerequisites is assumed and required.

COURSE MATERIALS
Technology: • Connect, registration code by McGraw-Hill
• SDSU Blackboard
• Microsoft Excel
Materials: • Lecture notes, available at Cal Copy
• Four red ParScore Scantrons (Form # F-289-PAR-L)

GRADING POLICY
Exam: 70%
Quiz/Assignment: 20%
Homework: 5%
Attendance: 5%

All exams are closed book and closed notes. However, you may bring a letter size information sheet (one side only) to attend each exam. The information sheet that you use for the exams must be turned in at the exam. You also need to bring a valid picture ID and a numerical calculator. Laptop, smart devices, or cell phone cannot be used during the exams.

Quiz and assignment will be conducted online, in-class, or out-of-class; each has a specific due date. Homework questions are assigned using Connect and the link is provided in Blackboard. You need to purchase a Connect access code.
**Note 1:** There will be no makeup exam or quiz/assignment unless you suffer from documented severe illness/grave circumstances. Students shall contact the professor immediately when such incident occurs. Documentation is required.

**Note 2:** Assessment scores are updated on Blackboard periodically. You are welcome to review your exam/quiz/assignment in my office within two weeks after the exam/quiz/assignment due date. All exam papers, quizzes, online data, and other assignments may be shredded two weeks after the review period.

**ATTENDANCE POLICY**
I expect full attendance (i.e. attending each class to its full length throughout the semester). Student who misses a significant part of the class will be considered absent. Attendance will be taken in class regularly. Signing the attendance sheet without actually attending the full length of the class is considered a dishonest behavior. Signing the attendance sheet for other students is considered fraud.

Arriving late or leaving early in the middle of the class will cause disturbance. Similarly conversing with each other during lecture is distracting to other students and to the professor. As a good citizen of the class, such behaviors shall be discouraged.

Absence due to illness/grave circumstances can be excused only if proper documentation are submitted. I require advanced notification (in person or by email/phone) of all absences. If you are absent, it is your responsibility to get course materials from other students and catch up with the class.

**LAPTOP/CELL PHONE/SMART DEVICE POLICY**
You shall not use cellular phone or smart device during class time. Laptop is generally NOT allowed in class. If you must use it to take notes for this class, you need to get a laptop pass from me. Internet connection shall be turned off during class so you shall not surf on the internet, check e-mail, play games, chat on line, or conduct any activities that are not related to this class. I may ask student to close the laptop if the use of a laptop during class is distracting the user, fellow students, or the instructor.

**ACADEMIC HONESTY POLICY**
Any academic misconduct, including cheating, fraud, plagiarism and unethical conduct are not acceptable behavior, and will be handled according to the judicial procedures. Executive Order 969, issued by the Office of the Chancellor, requires all instructors to report any incident of academic dishonesty to the Center of Student Rights and Responsibilities and you will be contacted. If it happens twice during your time at SDSU, you could be expelled. In addition, the College of Business Administration may remove the student on the first offense from a business major for such activities. The penalty for any form of academic dishonesty is an F of this course.

I have the copyrights on all course materials, including lecture notes, quizzes, assignments, online data, and exams. Duplications or posting of course materials without my approval are illegal. Cheating behavior undermines the learning objectives of a quiz, exam, assignment or any other graded work. For example, cheating is working with someone else on an individual quiz, passing information to others during an exam, or using other’s work from a former semester. Such behaviors are prohibited in this class.

The SDSU definition of plagiarism (in section 2.2 (page 17) of the SDSU policy file) is stated as follows: “Plagiarism shall be defined as the act of incorporating ideas, words, or specific substance of another, whether purchased, borrowed, or otherwise obtained, and submitting same to the university as one’s own work to fulfill academic requirements without giving credit to the appropriate source. Plagiarism shall include but not be limited to (a) submitting work, either in part or in whole, completed by another; (b) omitting footnotes for ideas, statements, facts, or conclusions that belong to another; (c) omitting quotation marks when quoting directly from another, whether it be a paragraph, sentence, or part thereof; (d) close and lengthy paraphrasing of the writings of another; (e) submitting another person’s artistic works, such as musical compositions, photographs, paintings, drawings, or sculptures; and (f) submitting as one’s own work papers purchased from research companies.”

**Quiz 1 on Policy Confirmation**
The first quiz posted on Blackboard is for you to accept the terms and various policies on this syllabus and to confirm that you will comply with all policies. **This quiz is due at 5pm on 5/28/2013.**
### COURSE SCHEDULE, READINGS, HOMEWORK, AND PRESENTATION

Every effort is made to adhere to the schedule of topics, but some changes are also inevitable. Additional assignments, exercises, and readings may be assigned in class. I reserve the right to change course requirements to optimize the student learning experience. Students will be notified in advance of any such changes, and students are responsible for keeping up with any changes announced in class.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
<th>READING (You shall finish reading prior to attending classes.)</th>
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<tbody>
<tr>
<td>5/23</td>
<td>Introduction to Operations Management</td>
<td>Syllabus, Ch. 1, 2, 13</td>
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<tr>
<td></td>
<td>Supply Chains Strategies and Sustainability</td>
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<td>Global Sourcing and Procurement</td>
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<td>5/28</td>
<td>Resource Allocation using Linear Programming</td>
<td>Appendix A</td>
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<td>5/30</td>
<td>Demand Management and Forecasting</td>
<td>Ch. 3</td>
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<tr>
<td>6/4</td>
<td>EXAM I (30%)</td>
<td>Chapters 1, 2, 3, 13, Appendix A</td>
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<td>6/4, 6</td>
<td>Quality Management and Six Sigma</td>
<td>Ch. 10</td>
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<tr>
<td>6/11</td>
<td>Service Processes and Waiting Line Models</td>
<td>Ch. 7 (skip pp. 230-231)</td>
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<td>6/13</td>
<td>Production Processes</td>
<td>Ch. 6 (skip pp. 185-189) and Appendix 6A</td>
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<td>6/18</td>
<td>EXAM II (30%)</td>
<td>Chapters 6, 7, 10</td>
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<td>6/18, 20</td>
<td>Inventory Management</td>
<td>Ch. 11</td>
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<td>6/25</td>
<td>Material Requirements Planning</td>
<td>Ch. 9 (skip pp. 289-292)</td>
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<td>6/25</td>
<td>Lean Principles</td>
<td>Ch. 12</td>
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<td>6/27</td>
<td>Project Management</td>
<td>Ch. 5 (skip pp. 138-142)</td>
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<td>7/2</td>
<td>EXAM III (40%)</td>
<td>Chapters 5, 9, 11, 12</td>
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