MIS 302: Introduction to Operations and Supply Chain Management, Summer 2014

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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
BSBA students will graduate being:
• Effective Communicators
• Critical Thinkers
• Able to Analyze Ethical Problems
• Global in their perspective
• Knowledgeable about the essentials of business

MIS 302 contributes to these goals through the following student 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.
• Identify supply chain’s strategic impacts on global business.

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

COURSE MATERIALS
Technology: • MyOMLab, registration code by Pearson Publishing
• SDSU Blackboard
• Microsoft Excel
• SAP ERP
Materials:   • Lecture notes, available at Cal Copy
• Red ParScore Scantrons (Form # F-289-PAR-L)

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

All exams are closed book and closed notes. However, you may bring an information sheet (letter size, 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, cell phone, Google glasses, and other smart devices cannot be used during the exams.

Quiz and assignment are conducted online or in-class; each has a specific due date. Homework questions are assigned using Pearson’s MyOMLab and you shall access the homework link via Blackboard. Do not go to Pearson’s web site directly.

Note 1: All assessments will not be rescheduled unless you suffer from documented 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.

COMMUNICATION POLICY
You may see me during my regular office hours on Wednesdays 5:00-6:00pm and by appointment at SSE3433. Please use MIS302 in the subject line on your email. You shall also include your name and Red ID. Email without required information will not receive a reply.

ATTENDANCE POLICY
I expect full attendance and active participation on class activities. Student who misses a significant part of the class will be considered absent. Attendance will be taken in class randomly.

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 documentations 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.”
## COURSE SCHEDULE, READINGS, AND HOMEWORK

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.

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<tr>
<th>Date</th>
<th>Topic</th>
<th>Textbook Chapters</th>
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<td>5/21</td>
<td>Introduction to Operations Management</td>
<td>Ch. 1, 2</td>
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<td>Operations Strategies</td>
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<td>5/26</td>
<td>Memorial Day (no class)</td>
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<td>5/28</td>
<td>Demand Management and Forecasting</td>
<td>Ch. 4</td>
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<td>Resource Allocation using Linear Programming</td>
<td>Module B(skip pp. 692-696)</td>
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<td>6/4</td>
<td>EXAM I</td>
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<td>Project Management</td>
<td>Ch. 3</td>
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<td>6/11</td>
<td>Quality Management and Six Sigma</td>
<td>Ch. 6, S6 (skip pp. 251-254)</td>
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<td>Process Strategies &amp; Location Strategies</td>
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<td>6/23</td>
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<td>Material Requirements Planning</td>
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<td>Lean Principles &amp; Supply Chain Management</td>
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<td>EXAM III</td>
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