BA360 Section 1
Introduction to Operations and Supply Chain Management
Spring 2016
Professor Y. Helio Yang, Ph.D.
Management of Information Systems Department
College of Business Administration
San Diego State University

COURSE INFORMATION

Class Days: M/W
Class Times: 14:00-15:15
Class Location: SSW1500

Office Hours Times (and by appointment): W 15:15-16:30
Office Hours Location: SSE 3433
Units: 3

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.

Student 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

BA 360 contributes to the 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.

Enrollment Information

MIS 180, ECON 201 or STAT 119. Recommended: MATH 120. A solid knowledge of all explicit and implicit prerequisites is assumed and required.

Course Materials

Textbook:

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)

Course Structure and Conduct

This is a hybrid class, designed using “flipped classroom” concept. Students shall study recorded lectures posted on Blackboard and do homework on MyOMLab before attending classes. The class meeting dates with an asterisk (on page 3 of the syllabus) dedicate flexible self-learning study periods. In-class face-to-face meetings are used for applying managerial concepts, reviewing homework, doing hands-on exercises, and taking assessments. Students shall bring laptops/smart device and my lecture notebook to the in-class sessions, except the exam dates. Seats are assigned in the classroom.

COMMUNICATION POLICY

You may see me without an appointment during my regular office hours on Wednesdays 15:15-16:30. I am also available in my office on the dates of the flexible learning periods. For email, please send it to both my GA and myself. Please use BA360 in the subject line. You shall also include name and Red ID. Email without required information will not receive a reply.

ATTENDANCE POLICY

This class’s success depends on the active and effective participations of the students. Students shall finish reading book chapters and homework before attending class. For the in-class session, I expect full attendance (i.e. attending class to its full length throughout the semester) and attention.

Arriving late or leaving early in the middle of the class will cause disturbance. Similarly side conversing with each other during class, use of cell phone, browsing online, and checking email are 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.

Students with Disabilities

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact Student Disability Services at (619) 594-6473. To avoid any delay in the receipt of your accommodations, you should contact Student Disability Services as soon as possible. Please note that accommodations are not retroactive, and that accommodations based upon disability cannot be provided until you have presented your instructor with an accommodation letter from Student Disability Services. Your cooperation is appreciated.

Academic Honesty

The University adheres to a strict policy regarding cheating and plagiarism. These activities will not be tolerated in this class. Become familiar with the policy (http://www.sa.sdsu.edu/srr/conduct1.html). Any cheating or plagiarism will result in an F in BA360.

Any academic misconduct will be handled according to the judicial procedures. Executive Order 969 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. The SDSU Standards for Student Conduct includes the following unacceptable misconduct: cheating, fraud, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantages (http://studentaffairs.sdsu.edu/srr/conduct1.html). 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.

Examples of Plagiarism include but are not limited to:
- Using sources verbatim or paraphrasing without giving proper attribution (this can include phrases, sentences, paragraphs and/or pages of work)
- Copying and pasting work from an online or offline source directly and calling it your own
Using information you find from an online or offline source without giving the author credit
Replacing words or phrases from another source and inserting your own words or phrases
Submitting a piece of work you did for one class to another class

If you have questions on what is plagiarism, please consult the policy and this helpful guide from the Library.

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. Furthermore, all course materials are for your use in this class only. It is a violation of the student conduct policy to share with others outside of the class for now and in the future.

**Turnitin**

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. You may submit your papers in such a way that no identifying information about you is included. Another option is that you may request, in writing, that your papers not be submitted to Turnitin.com. However, if you choose this option you will be required to provide documentation to substantiate that the papers are your original work and do not include any plagiarized material.

**Assessments and Grading**

Course grades will be assigned in accordance with San Diego State University policy (see General Catalog, pp. 468-470). Undergraduate grades shall be: A (outstanding achievement, available only for the highest accomplishment), B (praiseworthy performance, definitely above average), C (average, awarded for satisfactory performance, the most common undergraduate grade), D (minimally passing, less than the typical undergraduate achievement), F (failing).

**Table 1. Your course grade will be based on the following weighted components**

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams</td>
<td>70%</td>
</tr>
<tr>
<td>Quiz/Assignment</td>
<td>20%</td>
</tr>
<tr>
<td>Homework</td>
<td>5%</td>
</tr>
<tr>
<td>Attendance</td>
<td>5%</td>
</tr>
</tbody>
</table>

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 used for the exams must be turned in with your exam papers. 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: Make-up assignment, quiz, and exam is not allowed unless you suffer from documented illness/grave circumstances. Students shall contact the professor immediately when such incident occurs. Proper documentation is required. Having multiple exams on the same date is not a legitimate reason for a make-up.

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.

**Grade of Incomplete.** A grade of Incomplete (I) indicates that a portion of required coursework has not been completed and evaluated in the prescribed time period due to unforeseen, but fully justified, reasons and that there is still a possibility of earning credit. It is your responsibility to bring pertinent information to the instructor and to reach agreement on the means by which the remaining course requirements will be satisfied. The conditions for removal of the Incomplete shall be reduced to writing by the instructor and given to you with a copy placed on file with the department chair until the Incomplete is removed or the time limit for removal has passed. A final grade is assigned when the work agreed upon has been completed and
evaluated. An Incomplete shall not be assigned when the only way you could make up the work would be to attend a major portion of the class when it is next offered. Contract forms for Incomplete grades are available at the Office of the Registrar website.

**Tentative Course Schedule**

This hybrid class is designed using “flipped classroom” concept. Students shall study recorded lectures posted on Blackboard and do homework on MyOMLab **before** attending classes. The class meeting dates with an asterisk dedicate flexible self-learning study periods. In-class face-to-face meetings are used for applying managerial concepts, reviewing homework, doing hands-on exercises, and taking assessments. Students shall bring laptops/smart device and my lecture notebook to the in-class sessions, except the exam dates.

Every effort is made to adhere to the schedule of topics, but some changes are also inevitable. Additional materials may be assigned in class. I reserve the right to change course schedule or 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 or on Blackboard.

Table 2. The course schedule, including topics and reading assignments, is presented in the following table.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Textbook Chapters</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/20</td>
<td>Introduction Operations and Productivity</td>
<td>Syllabus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ch. 1</td>
</tr>
<tr>
<td>1/25*</td>
<td>Operations Strategies in a Global Environment</td>
<td>Ch. 2</td>
</tr>
<tr>
<td>1/27*, 2/1, 2/3*</td>
<td>Sales Forecast</td>
<td>Ch. 4</td>
</tr>
<tr>
<td>2/8</td>
<td>Process Strategy</td>
<td>Ch. 7</td>
</tr>
<tr>
<td>2/10 (Wed)</td>
<td>EXAM I (14:00-15:15)</td>
<td>Chapters 1, 2, 4, 7</td>
</tr>
<tr>
<td>2/15, 2/17*</td>
<td>Project Management</td>
<td>Ch. 3</td>
</tr>
<tr>
<td>2/22*, 2/24, 2/29</td>
<td>Quality Management and Six Sigma</td>
<td>Ch. 6 and Supplement 6 (skip pp. 251-254)</td>
</tr>
<tr>
<td>3/2 (Wed)</td>
<td>EXAM II (14:00-15:15)</td>
<td>Chapters 3, 6, S6</td>
</tr>
<tr>
<td>3/7*, 3/9</td>
<td>Location Strategy</td>
<td>Ch. 8</td>
</tr>
<tr>
<td>3/23</td>
<td>Supply Chain Management</td>
<td>Ch. 11 and Supplement 11</td>
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<tr>
<td>3/28, 3/30</td>
<td>Spring Break</td>
<td></td>
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<tr>
<td>4/4 (Mon)</td>
<td>EXAM III (14:00-15:15)</td>
<td>Chapters 8, 11, S11, Module B</td>
</tr>
<tr>
<td>4/6*, 4/11, 4/13</td>
<td>MRP and ERP, SAP ERP Exercise</td>
<td>Ch. 14 (skip pp. 564-567)</td>
</tr>
<tr>
<td></td>
<td>Class meets in library computer lab</td>
<td></td>
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<tr>
<td>4/18*, 4/20, 4/25</td>
<td>Inventory Management</td>
<td>Ch. 12 (skip pp. 492-494, 499)</td>
</tr>
<tr>
<td>4/27*, 5/2</td>
<td>Lean Operations</td>
<td>Ch. 16</td>
</tr>
<tr>
<td>5/4 (Wed)</td>
<td>EXAM IV (14:00-15:15)</td>
<td>Chapters 12, 14, 16</td>
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