Introduction to Operations and Supply Chain Management – BA 360

Contact Information

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Email:  fred.raafat@sdsu.edu - please reserve the use of email for individual and personal questions only. Questions concerning and related to the class SHOULD be posted on the Blackboard’s Discussion tab.

When sending an email, also include the Teaching Assistant (TA) on the cc line and ADD “360-Sec__” as a part of the Subject of the email. We will respond to your email as soon as possible, but it may take as long as 24 hours as we are also working on other projects. Please re-contact us if you do not receive a response within 24 hours.

You can reach me during my office hours without an appointment. I am also happy to meet by appointment, just email me to set up a time

TA:  TA’s contact information and office hours will be posted on Blackboard.

Class Days:  Mondays
Class Times:  4:00 – 6:40
Class Location:  EBA 437
Office Hours:  Mondays – 2:15 – 3:45; other times by appointment
Office Location:  Student Services Building East 3361

Course Description and Objectives

This course provides an overview of tools, techniques, problems and topics associated with the management of operations and the delivery of products or services. A well-trained manager must be familiar and conversant with the many issues and concepts that arise within the field of operations and supply chain (OSC) management. Moreover, global issues as well as social, regulatory, environmental and technological issues as related to OSC management will be integrated in the discussions of various topics. Additionally, this course will cover the applications of a number of quantitative and computer-based tools for managerial decision making. Topics considered include operations strategy and competitiveness, productivity, modeling and decision analysis, capacity planning, project scheduling, quality assurance, lean operations/JIT, forecasting, inventory management and materials requirement planning.
Prerequisites

Must be an admitted upper division business student. Students are expected to be comfortable with basic algebra, statistics and spreadsheet modeling, which mean completion, ECON 201, STAT 119 or equivalent, and MIS 180. MATH 120 is also recommended.

Course Materials


  Several copies of this text are made available at the Love Library Reserve Desk for a limited checkout time - the Call # is: TS155.H3725 RBR 2014 and they can be checked out for four hours. (Previous or international edition of the text are acceptable, but the student is responsible to check for any changes).

- **MyOMLab:** This is an on-line system by the text publisher. It provides students with learning aids, problem exercises, quizzes for each chapter, and video tutorials (free access with text purchase and free 14 days trial for others). You can access to it through the link on blackboard initially and then directly through the browser.

- **Scantron:** Purchase three (3) *Red ParScore Test Form (F-289-PAR-L)* and bring one to each of the three scheduled tests along with number 2 pencils and a calculator.

- **Any calculator** is sufficient for this class as long that it has a square root function.

- **Computer and Internet Access:** A reliable connection to the Internet from home or office.

- **Blackboard** (BB): This website can only be accessed by those who are officially enrolled in the course and it requires username and password, which are the same as your RedID and University PIN you use to access WebPortal and other SDSU services. BB will be used to post announcement, assignments, lecture slides and other relevant information. You are responsible for all announcements posted on Blackboard. Be sure to regularly check for updates.

- **Software:** Microsoft Word and Excel with Solver add-on are needed to complete homework assignments. Excel templates are available on Blackboard.

- **Lecture Notes:** Copies of slides and handouts are available or will be made available on Blackboard

- **Recommended Materials:** *Wall Street Journal*
BSBA Program Goals

Students graduating being:
- Effective Communicators
- Critical Thinkers
- Able to Analyze Ethical Problems
- Global in their perspective
- Knowledgeable about the essentials of business

Student Learning Outcomes (SLOs)

BA 360 contributes to the Bachelor Degree Program goals through its SLOs. The primary SLOs for this course are:

- 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 a project and its management.
- List and apply lean operations principles.
- Identify supply chain’s strategic impacts on global business.

Expectations and Instructional Approach

- **Conduct of Course:** Classes will include lectures slide presentations, discussions, and problem solving. Lecture slides are intended to compliment the text along with problems that you are expected to review and try to solve. Blackboard (BB) will serve as the access site for all course materials (e.g., pdf and online readings, webpages, etc.).

- **Classroom Behavior:** In order to foster a climate conducive to learning please joins me in treating your classmates with respect. Please refrain from personal conversation or disruptive behavior during class as they may be distracting to other students and your instructor. **All phones must be turned-off or set to the silent mode during class. You may use** laptop, iPad or other mobile devices, but the usage is limited to class related contents. You should not be surfing the internet, check e-mail, play games, etc. or conduct any activities that are not related to this course.

- **Punctuality:** Punctuality is as important in the classroom as in business. Latecomers miss the initial thrust of the lecture and disturb others. Students should make every effort to be at class on time and, if late, find a seat quickly and disturb the class as little as possible.
Students are expected to stay in class for the duration of class, but if there is a need to leave early, please sit close to an exit door if at all possible and inform the instructor beforehand.

- **Attendance:** Attendance while not compulsory is strongly encouraged. Attendance and participation are vital to the learning experience. Consequently, I expect students to be at each class having read the material and ready to participate in the day's discussions and exercises. I understand that other demands may require you sometimes to miss class; if you do so, make sure to check with classmates for missed information. **It is not the responsibility of the instructor to provide make-up classes for those who miss them.**

- **Study Groups:** I strongly encourage you to **form a study group** for this course and organize yourselves accordingly by finding other compatible students to work with during the semester since good managers must learn to work effectively and efficiently with other people. Students interested in forming a study group should try to do so during the first two class meetings. The key word is “compatibility” – check class schedules, work schedules, grade aspirations, personalities, etc. before joining or creating a group. Make sure each group member has all the contact information (name, phone number, community in which s/he lives). For this class, it is recommended that group size be limited to 3-4 persons. The name of each team member who actively works on an assignment should be listed on the assignment cover page and all group members will receive an identical grade for the particular assignment/project. **It is considered to be unethical to have your name listed on an assignment that you have not contributed substantially.**

- **Assignments** consist of reading the text, articles, watching videos, exploring web sites or solving specific problems. These assignments are integral part of the course and are fair-game on quizzes and exams! **Read and study** all assigned material prior to class. The class time will be used to reinforce and clarify the text material and lecture slides. Use TA’s or my office hours for additional clarification should you need assistance. **Homework and quiz questions are made available to you for practice on MyOMLab, as we have limited number of TA time for this class.**

- **Assignments/Projects to be turned in for grade** should be treated as a business report, i.e., be done neatly and in a professional manner with writing on only one side of a loose-leaf paper (use graph paper and staple pages when appropriate). **You are expected to respond to questions in sentences and provide pertinent commentary when appropriate.** Be sure to go beyond simply solving the problems – **interpret your results thoroughly.** Your score will be based on accuracy, insight, effort, creativity, neatness and professionalism in presenting your results. **Assignments to be turned-in have specific due dates - late assignments will not be given full credit (if accepted) – they are DUE prior to the class meeting or AT THE BEGINNING OF CLASS (the first 5 minutes).**
To reduce errors in recording grades, regardless on how you decide to prepare an assignment, you **MUST** include a typed written cover page. Use the template that is on Blackboard for all assignments that are to be turned in.

**Assessment and Grading Policy**

**Course grade will be based on tests, homework/mini-projects, and quizzes.** Quizzes and Assignments are intended to increase your proficiency and will be added up in one category at the end of the course – by doing a good job on these you are likely to affect your course grade positively. Each test constitutes approximately 25% of the course grade. Your letter grade for each test and the course in this class is based on the scale in the Table provided (e.g., 76.9% is a C+ or 89.1% is an A`). The final course grade is based on the percentage of total accumulated points.

<table>
<thead>
<tr>
<th>Percent</th>
<th>Grade</th>
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<tr>
<td>93 - 100</td>
<td>A</td>
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<tr>
<td>89 - 92.9</td>
<td>A-</td>
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<tr>
<td>85 - 88.9</td>
<td>B+</td>
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<td>81 - 84.9</td>
<td>B</td>
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<tr>
<td>77 - 80.9</td>
<td>B-</td>
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<tr>
<td>73 - 76.9</td>
<td>C+</td>
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<td>69 - 72.9</td>
<td>C</td>
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<td>65 - 68.9</td>
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<td>61 - 64.9</td>
<td>D+</td>
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<td>57 - 60.9</td>
<td>D</td>
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<tr>
<td>53 - 56.9</td>
<td>D-</td>
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<tr>
<td>Below 53</td>
<td>F</td>
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**Tests:** Tests will cover material from the textbook and lectures. The number of questions may vary on each test depending on the nature of topics that are covered and will be given in multiple-choice, true/false format. All tests are non-comprehensive and will be CLOSED BOOK, CLOSED NOTES; however, you may bring one (8 ½ x 11 inches) **original hand-written note sheet** (writing allowed on one side only), **written by yourself**, for your own reference. The note sheet must be turned in at the end of the test, so make an extra copy for yourself prior to test if you would like to have it for your records. Each student is expected to have his/her own calculator (phones, iPods, etc... are NOT permitted) for the test and you are **not allowed** to borrow or share books, notes, calculators, or thoughts during the tests or quizzes.

During the in-class tests, **TALKING OR DISCUSSIONS ARE NOT PERMITTED** EXCEPT WITH THE INSTRUCTOR/MONITORS! Bring soft lead pencils (#2) along with the appropriate SCANTRON Form for the objective tests. **You must** show all your work on the test packet and only then mark your answer sheet. **Should there be any questions regarding your TEST, your grade will be based only on those problems in the Test packet that you have clearly marked and have shown how the answer was derived with the respective calculations.**

**YOU MUST BRING YOUR VALID STUDENT ID AND BE READY TO SHOW WHEN ASKED BY THE MONITORS. THOSE WITHOUT A VALID ID MAY BE ASKED TO LEAVE THE CLASSROOM IMMEDIATELY.**

**ALL TESTS WILL BE RETAINED,** therefore, you are encouraged to come by during office hours (mine or TA’s) and review your own answers on the tests in the office. **Please note,** that you may do so **up to two weeks** from the date of posting of the test grades unless other arrangements are made with the instructor. All tests and quizzes will be subsequently shredded.
• **Makeup Test: Tests** at other than the scheduled times will be given only when there is a good cause. They will be given at the instructor’s convenience, *if at all*. Advanced arrangements must be given when possible, and appropriate written documentation must be provided before the make-up test is to take place. The instructor may require the make-up test, if it were to be given, to be oral as well as written and or comprehensive.

• **Quizzes:** Throughout the term a number online quizzes are expected to be completed by the date stated on the Class Schedule and over the time-window stated in the Quiz tabs on Blackboard. Their primary purpose is to ensure that students are “keeping up” with the course material and to give a preliminary look at what the test questions are like. A missed quiz will result in a zero for that quiz.

  **Errors and omissions regarding test, quizzes, and assignments should be reported ASAP and no later than two weeks from the posting date.**

**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 I cannot provide accommodations based upon disability until I have received an accommodation letter from Student Disability Services.

**Writing Center**

The Writing Center is intended to "help students improve their writing within specific disciplinary contexts and to help faculty develop meaningful, effective writing assignments.” Services provided include individualized sessions, group sessions for graduate students on thesis/dissertation writing and consultations for international and multilingual students. The Writing Center is now located in the Love Library, Room LA 1103, which is next to the Circulation Desk. It is open from 9 a.m. to 5 p.m. weekdays, and its free services are available to all students. Appointments can be made online; drop-in appointments are also available. Additional information can be found and online appointments can be made at [www.writingcenter.sdsu.edu](http://www.writingcenter.sdsu.edu).

**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.
Academic Honesty Policy

It is expected that in all matters relating to this course you will act in an ethical and professional manner. Cheating or plagiarisms undermine the learning objectives of a paper, exam, quiz or any other graded work. Acts of cheating, plagiarism and dishonesty are not acceptable behavior and are not tolerated. For your information the following definition of academic dishonesty is being applied:

Academic dishonesty includes, but is not limited to, plagiarism (submission of an assignment purporting to be the student’s original work which is wholly or in part the work of another person) or dishonest conduct during an examination (including possession of tests or notes not authorized by the instructor, or of devices prepared specifically for the purpose of cheating; communication with another person other than the instructor by any means; looking at another person’s paper; violation of procedures prescribed to protect the integrity of an examination). Other examples 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

Plagiarism and cheating are serious offenses. Those caught will be reported to the Center for Student Rights and Responsibilities, which may lead to suspension, expulsion, and probation. For more information refer to: [http://its.sdsu.edu/docs/TURN_Plagiarism_AcadSen.pdf](http://its.sdsu.edu/docs/TURN_Plagiarism_AcadSen.pdf)

(In one notable case, an international student writing a report for a class copied and pasted passages from books and websites. Although he included some citations (he did not intend to “plagiarize”, the passages were incorrectly presented (e.g., without proper quotations and attributions). The course instructor considered the report to be plagiarized and referred the case to the University authorities, which resulted in him graduating six months later, and the loss of his internship with a prestigious company that he had worked hard to obtain!)
<table>
<thead>
<tr>
<th>Wk #</th>
<th>Date</th>
<th>Topic</th>
<th>Reading Assignment</th>
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<tbody>
<tr>
<td>1</td>
<td>Aug 24</td>
<td><strong>First Day of Fall Classes</strong></td>
<td>Syllabus Chapter 1</td>
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<td>Administrative, Introduction Historical Review, Global Issues &amp; Trends</td>
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<td>Performance Measurement &amp; Productivity</td>
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<td>2</td>
<td>Aug 31</td>
<td>Productivity (Cont.)</td>
<td>Chapter 2; Skip 45-46</td>
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<td></td>
<td>Business &amp; Operations Strategy</td>
<td>Quiz 1 – Intro-Strategy-Productivity</td>
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<td>3</td>
<td>Sep 07</td>
<td><strong>Labor Day Holiday</strong></td>
<td>Campus Closed</td>
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<td>Project Management</td>
<td>Chapter 3 – Read the chapter and be prepared to discuss in class next week</td>
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<td>4</td>
<td>Sep 14</td>
<td>Project Management</td>
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<td>5</td>
<td>Sep 21</td>
<td>Forecasting</td>
<td>Quiz 2 – Project Management</td>
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<td>Chapter 4</td>
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<td>6</td>
<td>Sep 28</td>
<td>Forecasting (Cont.)</td>
<td>Skip 117-119</td>
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<td>Quality Management</td>
<td>Chapter 6</td>
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<td>7</td>
<td>Oct 05</td>
<td>Statistical Quality Control (Acceptance Sampling and Process Control Charts)</td>
<td>Quiz 3 – Forecasting Supplement 6 T1-1 &amp; T2-1 (Online tutorials)</td>
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<td></td>
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<td>Capacity Management (Skip 308-314)</td>
<td>Supplement 7</td>
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<td>Review</td>
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<td>8</td>
<td>Oct 12</td>
<td><strong>Test 1: Chapters 1, 2, 3, &amp; 4</strong></td>
<td>Assignment 1 Due Red ParScore Test Form (F-289-PAR-L)</td>
</tr>
<tr>
<td>9</td>
<td>Oct 19</td>
<td>Modeling/Decision Making</td>
<td>Quiz 4 – Quality Module A; Also, pp. 45-46 –Factor Rating</td>
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<td>Quiz 5 – Capacity</td>
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<tr>
<td>Wk #</td>
<td>Date</td>
<td>Topic</td>
<td>Reading Assignment</td>
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<td>10</td>
<td>Oct 26</td>
<td>Resource Allocation – Linear Programming (LP)</td>
<td>Quiz 6 – Decision Analysis Module B</td>
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<td>11</td>
<td>Nov 02</td>
<td>LP (Cont.) &amp; Review</td>
<td>Quiz 7 - LP</td>
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<tr>
<td>12</td>
<td>Nov 09</td>
<td><strong>Test 2: Chapters 6, 6S, 7S, Module A &amp; Module B</strong></td>
<td>Assignment 2 Due Red ParScore Test Form (F-289-PAR-L)</td>
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<tr>
<td>13</td>
<td>Nov 16</td>
<td>Supply Chain Management</td>
<td>Chapter 11</td>
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<td>JIT &amp; Lean Operations</td>
<td>Chapter 16</td>
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<td>14</td>
<td>Nov 23</td>
<td>Inventory Management</td>
<td>Chapter 12</td>
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<td>Quiz 8 – Supply Chain, Lean &amp; JIT</td>
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<tr>
<td>15</td>
<td>Nov 30</td>
<td>Resource Management – MRP/ERP</td>
<td>Chapter 14</td>
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<tr>
<td>15</td>
<td>Dec 7</td>
<td>MRP (Cont.) /Review</td>
<td>Quiz 9 – Inventory &amp; MRP</td>
</tr>
<tr>
<td>16</td>
<td>Dec 14</td>
<td><strong>Test 3: Chapters 11, 12, 14, 16</strong></td>
<td>Red ParScore Test Form (F-289-PAR-L)</td>
</tr>
</tbody>
</table>

Note: Every effort will be made to adhere to the schedule of topics, but changes are also inevitable and this schedule may be revised at the instructor’s discretion. Students are responsible with keeping up with any changes announced in class or posted on Blackboard.

**Additional Assignments/Projects** may be assigned – they will be posted on Blackboard.