

LOM 3320 Introduction to Operations Management

Instructor: John Earls

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Office Hours: By arrangement

Section: E02

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Class Time(s) – 6:55PM – 9:35PM Wed

Location: 336 SSB

Course Overview - - Decision making in the modern operations environment often requires models that apply quantitative analysis and tools. Operations Management is *scientific management* using quantitative methods. This course is an undergraduate level introduction to Operations Management. Much of what will be covered has practical applications. It studies how a manufacturer or organization converts inputs to outputs in an effective and efficient way. It focuses on quantitative methodologies for all levels of issues in operations and supply chain management: strategic, tactical and operational.

The contents of this course include: operations strategies, product and service design, facility location and layout, supply chain management and related approaches such as JIT and MRP, as well as various quantitative methodologies including fundamental linear programming, decision analysis, project scheduling, inventory control, machine scheduling and queuing models.

Prerequisites - - LOM 3300 Business Statistics

Textbook - - *Introductions to Operations and Supply Chain Management, 4th Edition*, by Cecil Bozarth and Robert Handfield

Course Requirements

1. Course materials will be presented as class lectures. Class participation is essential for effective and efficient learning.
2. There may be homework assignments each week.
3. There are no planned usage of online assignments in MyOMLab at this time
4. Quizzes / Exams
 - a. There will be approximately four quizzes and three exams. Exams are non-cumulative and only cover the chapters recently covered.
 - b. Quizzes and exams are in-classroom and have a mixture of multiple choice and T/F.
 - c. There is a project that will be assigned during class. This will serve as your 'final'. Details to follow.
 - d. There is no final exam for the class.

5. Problem solving questions – If there are problem solving questions on tests, a formula sheet is allowed for an exam, unless there is one provided by the instructor.
6. Make-up exam is only given under special circumstances such as work conflict, medical needs, etc. Signed documents with official letter head are required for a make-up test.
7. Due to the quantitative nature of the course, it is highly recommended that the students read and review relevant chapters before and after class. In addition, working on an adequate number of exercises (examples, solved problems, homework assignments and learning aids in the textbook) is also essential to ensure success in this course.

Grading

Class participation:	10%	Letter Grades
Project:	20%	90 ~ 100 A
Quizzes:	10%	80 ~ 89 B
Exam-1:	20%	70 ~ 79 C
Exam-2:	20%	60 ~ 69 D
Exam-3:	20%	Below 60 F

Note(s):

1. The letter grade ranges may be adjusted based on the performance of the class
2. No plus and minus grades will be used to differentiate performance within a grade range.
3. The grading scheme is subject to change, and any changes will be announced in class.
4. Your grade will be based on the structure above.
5. **Extra credit** – May be made available to all students, on occasion and at the instructors discretion, via problems or assignments. Worth will be specified at the time of the assignment. The intention of extra credit is for students that are on the border between two grades or have really struggled with an assignments, etc.

Exams: Exams consist of both qualitative questions (multiple choice, short answer, etc.) and quantitative (calculation) problems. Preparation for the exams includes: (1) understanding the material presented in class; (2) reading and understanding the text; (3) working the homework problems and asking questions about material you do not understand; and, (4) understanding review materials.

Quizzes: Several short quizzes will be given in class. The quizzes are announced in advance and if you miss a quiz, you will receive a grade of “0” for that quiz.

Suggested Problems: A number of suggested homework problems from the end of the chapters are recommended. These are not to be turned in (or graded). Suggested problems (and solutions) are available under Suggested Problems on MyGateway. The website for the text also includes some good problems for most chapters at the link **“Hypothetical Problems with Worked-Out Solutions”**. **This web site also includes spreadsheets for some of these problems.**

Class Attendance and Preparation: You are expected to come to class on time and prepared. Arriving late and leaving class early is disruptive for the class and disrespectful to your fellow students - and may result in a reduced grade. You should prepare for class by reading the relevant materials before class and working relevant homework problems. Students are responsible for all materials and announcements covered in class.

Tentative Schedule

Month	Day	Event/Lecture Topics
August	22	Semester begins
	24	Class Begins Chapter 1 - Intro to Operations & Supply Chain Management
	31	Class Re-orientation Chapter 2 - Operations and Supply Chain Strategies
September	5	Labor Day
	7	Chapter 4 - Business Processes
	14	Chapter 5 - Managing Quality
	21	Chapter 7 - Supply Management
	28	Test 1 - Chapters 2,4,5,7
October	5	Chapter 8 - Logistics
	12	Chapter 9 - Forecasting
	19	Chapter 10 - Sales & Operations Planning
	26	Test – Chapters 8,9,10 Chapter 11 - Managing Inventory through the supply chain
November	2	Chapter 11 - Managing Inventory through the supply chain
	9	Chapter 12 - Managing Production across the Supply Chain
	16	Chapter 13 - JIT/Lean Production
	19	Fall Break Begins
	28	Classes resume
	30	Chapter 14 - Project Management
December	7	Test – Chapters 11, 12, 13, 14
	9	Project Paper is due (Finals begin)
	12	Finals begin

Note(s):

1. This schedule is tentative. In some cases, adjustments may be made

Drop Policy: If you drop the course on or before the first class after Exam 1 is returned, you will receive a grade of "Excused". If you drop after the first class after Exam 1 is returned, you will receive an "Excused" or "Failing" grade based on your grade at the time the instructor receives written notification that you are dropping the course. The last day to drop for a student may be referenced here:

- http://www.umsl.edu/services/academic/publications/academic_calendar.html
- <http://bulletin.umsl.edu/homepage.pdf>

Academic Honesty: Academic dishonesty includes activities such as cheating, plagiarism, or sabotage. According to the University Standard of Conduct, Section 6.0101, "The Board of Curators recognizes that academic honesty is essential for the intellectual life of the University. Faculty members have a special obligation to expect high standards of academic honesty in all student work. Students have a special obligation to adhere to such standards." Any student who is caught cheating on any exam or assignment will receive a grade of zero for that assignment or exam. Further, a recommendation may be made to the appropriate university officials that additional formal disciplinary action be taken.

Any written assignments should be in your own thoughts and words. Plagiarism, which is presenting the ideas, written work (including material from web sites), or any other information from someone else as your own work, is academic dishonesty. Last year there were over 19 cases of plagiarism among UMSL students, and in all cases the students to be found guilty. (In each case, the students received a failing grade and a sanction from the Office of Academic Affairs.) Any ideas or quotes from other sources (including web sites) that you use in a written assignment should be in quotations and should be properly acknowledged. For a nice discussion of how to properly cite your sources and how to avoid plagiarism, see <http://www.umsl.edu/divisions/artscience/communication/files/plagiarism.pdf>.

Disabilities: This University abides by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) which stipulates that no student shall be denied the benefits of an education solely by reason of a disability. If anyone has a health condition or disability which may require accommodations in order to effectively participate in this class, please contact the Disability Access Services Office in 144 Millennium Student Center at 516-6554.