Fall 2015

MANG 3402

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University of New Orleans

UNIVERSITY OF NEW ORLEANS
COLLEGE OF BUSINESS ADMINISTRATION

Operations and Systems Management (MANG 3402) 001 & 002
Fall 2015

Class: (001) Tu/Th 11:00 in KH 222, (002) Tu/Th 3:30 in KH 210
Professor: Dr. Woohyun Cho
Office hour: 1:30~4:30 (M), 1:30~3:30 and 5:00~6:00 (Tu/Th) or by appointment
Contact: 280-7140 (Office: KH350), wcho@uno.edu / Department: 280- 6482 (KH 359)
                Email is the best way to reach me (I response usually within 2 days)

Syllabus and Enrollment:
By enrolling in this course, you agree to the policies and requirements set forth in this syllabus.

1. Course Learning Outcome (Objectives)
   This course involves the study of complex organizations -- service and manufacturing, from the viewpoint of the productive function. The focus is on planning, design, analysis, and control of the productive function with the emphasis of applying quality and quantitative methods in the decision making process (analytical skills).

   Students completing this course should:

   1) be familiar with management philosophy in operations (managerial implication, globalization, quality issues, product development, process selection, supply chain management)

   2) understand and be able to use basic decision tools (analytical skills)* (decision tree, linear programing, layout line balancing, location selection, project management, inventory management) in operations management
      * This course is highly mathematic oriented. Prerequisites are strictly required.

2. Prerequisites
   MANG 3401, and Math 2785 (or Math 2314)

3. Textbook and Learning Resource
   1) **J. Heizer and B. Render, Operations Management, 10th Ed., Prentice Hall, (ISBN 978-0-13-611941-8).**
      Students also can use **eTextbook**.
      - Students are responsible for missing pages and different page numbers if they use other versions or editions as following
        o Student Value Edition
        o Other versions such as "Flexible" version, "International" version and etc.
        o Previous editions such as 9th edition and etc.

   2) MyOMLab is a website provided by Pearson for you to do assignments online. Check 'Study Guideline' for a complete list of assignments that will be assigned periodically.
      - How to buy MyOMLab

- o Students can get the access code via the MyOMLab site with a credit card purchase of $55. If you buy a new text from our bookstore, you should have an access code shrink-wrap with the text. If not, student should return new text and pick up the one with access code because it costs the same with or without the code if the text is new.
- o If you purchase a used copy, you must get the code online in addition to the text. Some previous students purchased used books and bought the code for $55. Students also can buy the ebook and code via the site.

- How to register for MyOMLab? (see MyOMLab Registration Guideline on Moodle)
  - o Do not use mobile devices when you register. Students reported that they caused a problem.
  - o If you register successfully, the course name displayed on the top of your screen should be same as the Course Name listed in the guideline.
  - o When you register, ensure to enter **your last name and School ID (your student ID)** number as appeared on Moodle. Without Student ID #, the assignments will not be graded.

4. Grading

Class Attendance	5%
Quiz	5%
In-class Contribution	5%
Assignments	21%
Mid Exam1 (20%), 2 (22%) and Final (22%) on campus	64%
	Total: 100%

The final course grade will be based on the scale below.

90% - 100%	A
80% - 89%	B
70% - 79%	C
60% - 69%	D
below 60%	F

5. Class Attendance Policy
1) You are expected to attend class (students are allowed to miss a maximum of 2 classes), by arriving on-time and staying until the end of class. You will lose one point when you fail to attend a class with no valid excuse document.

2) You are required to turn in a legible letter size copy of your student picture ID (the same size as the ID, not enlarged) along with your row # & seat #, MANG 3402, and section number written on it. If you have an occupation, please indicate your job title, a company name and business and experience years. This is due by the second class. If you do not turn in a copy of your student ID, you will not receive attendance grade.

6. Quiz
There are five quizzes (one for each analytical chapter: see Tentative schedule in Syllabus (last page) and Study Guideline for analytical chapters). Each accounts for 1 points of the total grade (5 points in total). Quiz will be given at the beginning of the classes. You can prepare by practicing the examples in Quiz Guideline. Makeup quiz will be given only with a valid excuse document (e.g., a doctor's note, police report and etc.) and has to be completed before the next class. Please make sure to bring a letter size piece of paper.

7. In-class Contribution

Contribution is graded by my subjective assessment of your contribution (depending on **how Significantly and frequently** helps class discussion). You are expected to come to class prepared by completing the reading with sufficient attention (study guideline will guide you what to read) and completing any homework. You are also expected to participate in the class discussion, by answering questions correctly, making insightful comments, and participating actively in in-class exercises.

8. Assignments
   1) Online assignments via MyOMLab: For each assignment, you are allowed to have multiple attempts and only the one with the highest score will be kept. Assignment due is midnight (Central time) on the 5th day starting from the date when each analytical chapter is finished in class. (Tentative schedule in Syllabus (last page) and Study Guideline for dates and chapters).

   2) After each due, assignments that are submitted late still can be accepted but late submission penalty (10 % per day) will be deducted from final score. After these 10 days, no late assignments will be accepted.

   3) Please do not wait until the last minute. IT website can go wrong anytime.
      - Print a hard copy of your work on MyOMLab each time you finish an assignment. It is an evidence document in case there is an error on a grading page of MyOMLab.
      - For a technical problem in accessing Pearson site, contact Pearson to solve the issue and obtain an incident # in case you need to report the case to the instructor. (Instructors don't have any control for technical problems). Contact information is provided at the site

9. Exams
   1) Each exam has two types of questions: multiple-choice and analytical problems. You have to show your work (key intermediate steps) for the problems. No credit will be given if you do not show your work.

   2) When a curve is given to the exams, the maximum score is still 100 that a student can receive even if his or her curved up score is higher than 100.

   3) The exams are not cumulative. Please check the class schedule for the material that you are responsible for. You can bring a (1) single, (2) handwritten, (3) 4" by 6" info card/sheet (front & back) for the exams with (4) your name on it (right hand upper corner). You need Scantron (blue) and a calculator

   4) How to study for the exams:
      The study guideline (will be provided separately on Moodle) and PowerPoint (PP) slides tell you what to focus on. For computational problems, read the examples in the text and practice the assignments until you fully understand the logic behind each type of computation. For concepts (multiple-choice questions), read and understand the PP slides (taking in-class note is very helpful). Read the corresponding sections in the text. Please remember that not every section in the text is covered in PP slides.

10. Class Policy
    1) Student code of Conduct (http://www.uno.edu/student-affairs-enrollment-management/documents/Student_Handbook_14-15_rv_8_19_2014.pdf)

    2) Violations of the University's academic integrity code include, but are not limited to: possession of, or use of unauthorized materials during exams; or providing information to any student. Violations may result in academic penalties. You can refer to the UNO Judicial Code for Academic Integrity for further information (http://www.uno.edu/student-affairs-enrollment-management/documents/academic-dishonesty-policy-

rev2014.pdf)

3) <u>Special accommodation</u> will be given to students with certain learning disabilities. Student must register with UNO Disability Services (http://www.ods.uno.edu/ods_pdfs/ld_packet.pdf)

4) You are required to download class documents from Moodle. You need to check the Announcements and your UNO email frequently (at least once per day). If your email address has recently changed, you should update your email address (your responsibility). Failure to update your email address now may result in missed communications in the future.

5) All assignments are individual assignments. Thus, both the person who copies and the person who lets other copy his work will not get any credit for the assignment.

6) The exams are required. I reserve the right to retest (or assign additional work to) the whole class or any individual in the class if I believe an exam or homework has been compromised.

7) Any exam absence not covered by a valid excuse (per University policy) may result in a grade of zero for the exam and probable failure for the class. Make-ups can be given with a valid excuse document within 3 days counted from the date when your excuse occasion is no longer effective. Missed exams without a valid documented excuse may be made up by completion of a 30 page long ESSAY on a topic provided by the instructor. Due is one week after it is assigned. Late entering for exam would not give any extension of exam time.

8) In cases of prolonged absence, it may be best to contact the Undergraduate Office so that a member of the staff, such as your advisor, can email all your professors simultaneously.

9) If you do not understand any of the material, seek help immediately. Email your questions or concerns to me at wcho@uno.edu. Be as specific as possible, e.g. give me the page number in the text, problem number, or the figures used in a problem. Please do not wait until the day before an assignment due or an exam.

10) <u>Politeness and professional conduct are expected</u>

- Please do your absolute best to arrive at class on time, just as you would expect me to be on time. This is critical because being late may cost you the opportunity to take the day's quiz.
- Please stay until the class is dismissed, or if you cannot, please speak with the professor before or after class. Please avoid leaving and re-entering class. This distracts other students.
- Treat others with respect. This includes providing others with constructive feedback, using appropriate language, and avoiding side discussions while your peers and professor are addressing the class.
- Don't study for other courses, do homework, or go to sleep in class.
- Please ensure that cell phones and other devices that might provide a distraction to the class are turned off.
- Fairness among students is top priority. Please avoid asking for anything that may be argued by those who work hard to follow the rules in the syllabus.
- Please be familiar with Syllabus and avoid asking the questions that are already answered by the syllabus.

11. Tentative Class Schedule

[A] indicates Analytical chapter and each analytical chapter has **quiz and homework**

Week	Date	Subject	Textbook Chapter
1	8/20	Course Introduction	Syllabus (Attendance starts)
	8/25	OM Intro	Ch1
2	8/27	Decision Tree (DT) 1	Module A
	9/1	Decision Tree (DT) 2	
3	9/3	Linear Programming (LP) 1	Module B
	9/8	Linear Programming (LP) 2	
4	9/10	Strategy 1	Ch2
	9/15	Strategy 2	
5	9/17	Managing Quality 1	Ch6
	9/22	Managing Quality 2	
6	9/24	**Mid Exam 1**	
	9/29	Forecasting (FC) 1	Ch4
7	10/1	Forecasting (FC) 2	
	10/6	Layout and Line Balancing 1	Ch9
8	10/8	Layout and Line Balancing 2	
	10/13	Process 1	Ch7
9	10/15	**No Class**	**Mid semester Break**
	10/20	Process 2	
10	10/22	Design 1	Ch5
	10/27	Design 2	
12	10/29	**Mid Exam 2**	
	11/3	Project Management 1	Ch3
13	11/5	Project Management 2	
	11/10	Inventory 1	Ch12
14	11/12	Inventory 2	
	11/17	Location 1	Ch8
15	11/19	Location 2	
	11/24	**No Class**	scheduled conference attendance
16	11/26	**No Class**	**Thanksgiving**
	12/1	SCM 1	Ch11
17	12/3	SCM 2	

- Final Exam: