



## **SYLLABUS**

### **MIS 373 – Basic Operations Management**

**2018/06/04 - 2018/07/05 (2018 Summer Session I)**

**MTWRF 11:00am to 12:45pm**

**McClelland Hall 129**

#### **Description of Course**

Operations Management is concerned with designing, controlling, and improving the processes used to produce goods and/or provide services. MIS 373 serves as an introduction to Operations Management. The course will provide you with an understanding of the implications of many decisions faced by operations managers and will introduce you to qualitative and quantitative tools used to facilitate the decision-making process.

#### **Course Prerequisites or Co-requisites**

This course is only available to Eller College of Management students with professional admission status.

#### **Instructor and Contact Information**

Name: Hongyi Zhu  
Office: McClelland Hall 430  
Office Hours: By appointment  
Phone: (520)-447-0525  
Email: [zhuhy@email.arizona.edu](mailto:zhuhy@email.arizona.edu)  
Website: <https://d2l.arizona.edu>

The information contained on the pages of the course website is an integral part of this class. Check the website daily before each class session.

#### **Course Format and Teaching Methods**

This course has a hybrid design, incorporating online and in-person learning opportunities. The online contents, including course-related reading, short video, and self-evaluation quizzes, help you to prepare for the in-person meeting. During the in-person lecture, you will participate in small-group activities such as think-pair-share, jigsaw presentation, peer teaching. In-class exercises/practices will be provided for all qualitative and quantitative tools introduced in this course. All materials used in the in-person meeting will also be accessible on D2L after the class begins.

#### **Course Objectives and Expected Learning Outcomes**

- Describe the role Operations play in an organization
- Explain how Operations can strategically improve an organization's competitive advantage
- Identify key Operations issues and opportunities for improvement
- Examine the tradeoffs that must be made in operations
- Apply appropriate analytical tools (qualitative and quantitative) to make Operations decisions
- Evaluate Operations Management practices

## **Course Communications**

Course related updates and announcements would be posted on D2L and sent to your Catmail account. If you have any questions, you can post and discuss in the discussion thread on D2L. You are welcome to ask questions during or after class, by email or during office hours. Additional interaction can be scheduled by making an appointment and can be in person or online.

## **Textbook**

William J. Stevenson. Operations Management, Twelfth Edition, McGraw-Hill, 2015. ISBN: 978-0-07-802410-8

## **Class Participation**

You will get the most out of this course if you attend class sessions. You are expected to come to class prepared after reading the chapter in the textbook (see course schedule). Sharing your opinion and experience with the other students will greatly enrich everyone's learning experience. Evaluation criteria will be polled in class.

## **Assignments**

At the end of each week (except 6/15), you will have an assignment related to the topics discussed during the week. Please submit all your assignments (soft copies) to the D2L drop box or hard copies to me by 10:59 am MST (Tucson Time) the following Monday before class. No delayed submission will be accepted.

To create a soft copy from your hand written assignments, you can use either a scanner or Microsoft Office Lens application (free app available on Windows Phones/Android/iOS) or other equivalent mobile apps on your smart phone. Please find detailed Office Lens tutorials on D2L course site. Please make sure the soft copies are legible.

It is fine to discuss the problem with your classmates. However, you are still required to write your answer individually. If the answers from two students are identical, both will get zero points. The final evaluation will count on the best two (2) assignment grades.

## **Midterm and Final Examination**

Midterm and final account 15% and 25% of your final grade. You are allowed to take a double-sided cheat sheet with you in the exams. Your final exam will be held on the last day of schedule. This is a cumulative exam. All topics we have discussed will be covered in the final. There will be no early or make-up exams. The only excused absence of an exam will be a Dean's Excuse or due to a documented medical or personal emergency. Rescheduling exams for those reasons will be at the discretion of the instructor. Exam re-scheduling requests must be done no later than 24 hours after the exam (before the exam if possible).

For Final Exam Regulations, please visit <https://www.registrar.arizona.edu/courses/final-examination-regulations-and-information>.

## **Group Projects**

Four to five students form a group at the beginning of the semester. As a group, you should work together to investigate an industry using the topics/concepts/tools/models we have discussed in the class. Submitting your group name, group member information and two (2) industries of interest is your Milestone 0.

There are two major group project milestones. Group project Milestone 1 requires you to determine the industry and to provide a brief background introduction. Group project Milestone 2 requires you to identify analysis methods, i.e., what are the major components in your analysis? For example, competitiveness analysis, supply chain analysis, inventory management analysis etc. You need to explain the reason why you choose these methods. Full instructions is on D2L.

At the end of the semester, we will have a class for group presentation. All groups should be prepared to present their investigation findings. If no presentation is given at the scheduled time, a zero will be given for the group project.

A group project document (10-15 pages report) with presentation slides will be due on July 5 at 11:59pm, Tucson time. Please include group members' project contributions in the final report.

### **Make-up OM News Review**

You have the option to improve your grade 1 to 5 scores by writing a short papers relating the topics covered in class to contemporary events in the business world. You should summarize one article published in any reputable online business news source (e.g., wsj.com) and relate it to a topic covered in class.

Generally, the paper should have at least 3 paragraphs. The first should introduce the concept covered in class that you are about to discuss. The second should briefly summarize the content of the article. Finally, the third paragraph should tie the previous two by explaining how the article relates to the concept chosen.

You must include the URL of the articles you use. Papers without a full and correct URL will NOT be graded.

You may only use recent articles published after 03/01/2018.

A paper should not exceed 500 words.

All papers must be individual and original work.

Papers are due on July 5th at 11:59pm. Late submissions will NOT be accepted.

### **Grading Scale and Policies**

Your performance in this course will be evaluated in four areas: class participation, assignment and quiz, group project, and final exam. Each will be weighted as follows:

Class participation:		10%
Assignments (best 2/3):		20%
Midterm:		15%
Final Exam:		25%
Group project:		30%
Milestone 0:	2%	
Milestone 1:	4%	
Milestone 2:	6%	
Presentation:	8%	
Final Report:	10%	
Make-up OM news review		5%

Letter grades will be awarded based on your total course score: A=90% and above, B=80% and above, C=70% and above, D=60% and above, E=below 60%. The grading policies outlined in the University of Arizona catalog will be followed.

All the grades will be posted on D2L and a notification email will be sent to your Catmail when a grading is posted. If you have any question on the grading, please contact me within 24 hours after the grade is posted.

### **Scheduled Topics/Activities**

<b>Date</b>	<b>Topics/Activities</b>	<b>Book Chapter(s)</b>	<b>What is due?</b>
-------------	--------------------------	------------------------	---------------------

<b>Week 1: Business Organization, Market, and Operations</b>			
<b>6/4</b>	Syllabus, <b>group formation</b> , introduction to OM	1	
<b>6/5</b>	Competitiveness, Strategy, and Productivity	2	
<b>6/6</b>	Forecasting	3	
<b>6/7</b>	Forecasting, Product and Service Design	3, 4	
<b>6/8</b>	Product and Service Design	4	<b>Group Project Milestone 0</b>
<b>Week 2: Production Planning and Management</b>			
<b>6/11</b>	Capacity Planning	5	<b>Assignment 1</b>
<b>6/12</b>	Capacity Planning	5	
<b>6/13</b>	Decision Theory	5s	
<b>6/14</b>	Decision Theory, Process Selection	5s, 6	
<b>6/15</b>	Process Selection, <b>Midterm review</b>	6	
<b>Week 3: Resource/Inventory Planning and Management</b>			
<b>6/18</b>	<b>Midterm</b>		<b>Group Project Milestone 1</b>
<b>6/19</b>	MRP and ERP	12	
<b>6/20</b>	MRP and ERP	12	
<b>6/21</b>	Inventory Management (EOQ)	13	
<b>6/22</b>	Inventory Management (EOQ)	13	
<b>Week 4: Miscellaneous Topics</b>			
<b>6/25</b>	Lean Operations	14	<b>Assignment 2</b>
<b>6/26</b>	Beer Game, Supply Chain Management	15	
<b>6/27</b>	Supply Chain Management	15	
<b>6/28</b>	Project Management	17	
<b>6/29</b>	<b>Final Review</b>		
<b>Week 5: Semester Wrap-up</b>			
<b>7/2</b>	<b>TBD</b>		<b>Assignment 3</b> <b>Group Project Milestone 2</b>
<b>7/3</b>	<b>Group Project Presentation</b>		
<b>7/4</b>	<b>Independence Day (no class)</b>		
<b>7/5</b>	<b>Final Exam</b>		<b>Group Project Report</b> <b>Presentation Slides</b>

## **Absence and Class Participation Policy**

The UA's policy concerning Class Attendance, Participation, and Administrative Drops is available at: <http://catalog.arizona.edu/policy/class-attendance-participation-and-administrative-drop>

The UA policy regarding absences for any sincerely held religious belief, observance or practice will be accommodated where reasonable, <http://policy.arizona.edu/human-resources/religious-accommodation-policy>.

Absences pre-approved by the UA Dean of Students (or Dean Designee) will be honored. See: <https://deanofstudents.arizona.edu/absences>

Participating in the course and attending lectures and other course events are vital to the learning process. As such, attendance is required at all lectures and discussion section meetings. Students who miss class due to illness or emergency are required to bring documentation from their health-care

provider or other relevant, professional third parties. Failure to submit third-party documentation will result in unexcused absences.

## **Classroom Behavior Policy**

To foster a positive learning environment, students and instructors have a shared responsibility. We want a safe, welcoming, and inclusive environment where all of us feel comfortable with each other and where we can challenge ourselves to succeed. To that end, our focus is on the tasks at hand and not on extraneous activities (e.g., texting, chatting, reading a newspaper, making phone calls, web surfing, etc.).

Students are asked to refrain from disruptive conversations with people sitting around them during lecture. Students observed engaging in disruptive activity will be asked to cease this behavior. Those who continue to disrupt the class will be asked to leave lecture or discussion and may be reported to the Dean of Students.

## **Threatening Behavior Policy**

The UA Threatening Behavior by Students Policy prohibits threats of physical harm to any member of the University community, including to oneself. See <http://policy.arizona.edu/education-and-student-affairs/threatening-behavior-students>.

## **Accessibility and Accommodations**

At the University of Arizona we strive to make learning experiences as accessible as possible. If you anticipate or experience physical or academic barriers based on disability or pregnancy, you are welcome to let me know so that we can discuss options. You are also encouraged to contact Disability Resources (520-621-3268) to explore reasonable accommodation.

## **Code of Academic Integrity**

Students are encouraged to share intellectual views and discuss freely the principles and applications of course materials. However, graded work/exercises must be the product of independent effort unless otherwise instructed. Students are expected to adhere to the UA Code of Academic Integrity as described in the UA General Catalog. See: <http://deanofstudents.arizona.edu/academic-integrity/students/academic-integrity>.

The University Libraries have some excellent tips for avoiding plagiarism, available at <http://new.library.arizona.edu/research/citing/plagiarism>.

Selling class notes and/or other course materials to other students or to a third party for resale is not permitted without the instructor's express written consent. Violations to this and other course rules are subject to the Code of Academic Integrity and may result in course sanctions. Additionally, students who use D2L or UA e-mail to sell or buy these copyrighted materials are subject to Code of Conduct Violations for misuse of student e-mail addresses. This conduct may also constitute copyright infringement.

## **UA Nondiscrimination and Anti-harassment Policy**

The University is committed to creating and maintaining an environment free of discrimination; see <http://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy>

Our classroom is a place where everyone is encouraged to express well-formed opinions and their reasons for those opinions. We also want to create a tolerant and open environment where such opinions can be expressed without resorting to bullying or discrimination of others.

## **Additional Resources for Students**

UA Academic policies and procedures are available at <http://catalog.arizona.edu/policies>

Student Assistance and Advocacy information is available at <http://deanofstudents.arizona.edu/student-assistance/students/student-assistance>

## **Confidentiality of Student Records**

<http://www.registrar.arizona.edu/personal-information/family-educational-rights-and-privacy-act-1974-ferpa?topic=ferpa>

## **Subject to Change Statement**

Information contained in the course syllabus, other than the grade and absence policy, may be subject to change with advance notice, as deemed appropriate by the instructor.