

# Moravian College

Spring 2008

## Management 260: Operations Management (Sections A & B) Syllabus

SYLLABUS *n* 1: a compendium or summary outline of a discourse, treatise, course of study, or examination requirements : a series of abstracts. (Webster's Third New International Dictionary (1966))

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	Mon	Tue	Wed	Thu	Fri
<b>Section A</b>		8:50 – 10:00 a.m.		8:50 – 10:00 a.m.	
<b>Section B</b>		10:20 – 11:30 a.m.		10:20 – 11:30 a.m.	
<b>Office Hours</b>		11:30 – 12:00 a.m.		11:30 – 12:00 a.m.	
		1:00 – 2:00 p.m.		1:00 – 2:00 p.m.	
		3:50 – 4:20 p.m.		3:50 – 4:20 p.m.	

**You are welcome to an appointment at other mutually convenient times.**

Ask in person, email, or telephone, including some times that would work for you.

*These hours and any changes to them will be posted on my office door.*

**Course Prerequisites:** Students enrolled in MGMT 260 **must have completed** Econ 152: Principles of Economics **and** Econ 156: Economic and Business Statistics. Although not a prerequisite, I assume you have completed the Department's calculus requirement. You are advised to have completed Econ 225: Intermediate Microeconomics.

**Course Goals:** Operations Management develops students' ability to apply economic theory to unfamiliar problems using graphic and analytic (algebra and statistical) methods. The course uses operations scheduling, inventory, and process improvement problems to:

- I. extend your ability to use concepts and tools introduced in Principles of Economics:
  - A. graphic analysis and
  - B. elasticities and
- II. develop your ability to use additional concepts and tools, including:
  - A. interpreting and drawing graphic descriptions of time series relationships including distances along the axes and areas below or between the curves.
  - B. explaining operations management problems orally and in writing, and
  - C. using spreadsheets and other tools for algebraic, statistical, and graphic analysis.

### **Required Text and Suggested Materials:**

Goldratt, Eliyahu (2004) *The Goal*. Great Barrington, MA: North River Press.

Knight, Gerald (2006) *Analyzing Business Data with Excel*. Sebastapol, CA: O'Reilly.

Ronen, Boaz and Shimeon Pass (2008) *Focused Operations Management*. Hoboken, NH: John Wiley & Sons.

APICS () The APICS Dictionary. : <http://www.apics.com/>....

3x5 cards for vocabulary. Colored pencils, straight edge for class and exams, and graph paper for class, as there are many graphs. Graph paper will be provided on exams.

**Bring a calculator to class** and use one on exams.

<b>Course Work:</b>	<b>Points</b>		<b>Days &amp; Dates</b>
Prerequisite Pretest / Spreadsheet Proficiency Test	100	10.0%	Tuesday, Jan 22
Forecasting Projec	150	15.0%	Tuesday, Feb 19
Build the Midterm Exam	50	5.0%	Tuesday, Feb 26
Midterm Exam	150	15.0%	Thursday, Feb 28
Queuing Project	150	15.0%	Tuesday, Apr 1
Statistical Process Control Project	150	15.0%	Tuesday, Apr 29
Build the Final Exam	50	5.0%	Thursday, May 1
Final Exam	200	20.0%	T.B.A.
Attendance	0	0.00%	
<b>Total</b>	<b>1,000</b>	<b>100.0%</b>	

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## Course Policies

**Academic Honesty:** Students are responsible for abiding by the College's Academic Honesty policy in the [Moravian College Student Handbook](#)

**Attendance:** I take attendance at the beginning of each class to:

1. Attach faces to names,
2. Know who is present and ready to work at the scheduled time,
3. Assist the Academic Affairs Office when a student withdraws, and
4. Guide benefit-of-the-doubt decisions when course grades are due.

*I do not consider the reason for an absence.*

Even so, your preparation for and performance during each class period contributes more than the difference between grade steps (~3.333%). Preparation, attendance, and participation matter to you!

**Changes** to the syllabus or calendar will be distributed before they take effect. You are responsible for using the current version, including any changes in due dates, to prepare assignments and exams.

**Due Dates:** Vocabulary quizzes **cannot** be made up. Problem sets **must be delivered in class when due**.

Students who **miss an exam without prior approval will receive a zero**.

**Electronics:** You may use any hand-held calculator in class and on exams but you must turn off all other electronic devices, including all portable computers and wireless gear, during classes and exams.

**Email:** I do not discuss confidential topics (grades) in email because email is like a postcard.

**Exam Aids:** You may use no aids during an exam except colored pens or pencils, a straight edge, a hand-held calculator, and graph paper; graph paper will be provided.

**Extra Credit** opportunities, if available, are open to all students. Since there are many opportunities to demonstrate your learning in this course, there are none. If you find a topic more interesting than class time allows and your GPA is at least 2.7, see me about independent study.

Grades:	Points Earned	Percent	Letter Grade	Grade Points	Minimum Cumulative GPA for:
	1,000	100.00%			
	933	93.33%	A	4.00	
	900	90.00%	A-	3.67	
	867	86.67%	B+	3.33	
	833	83.33%	B	3.00	Honors Program
	800	80.00%	B-	2.67	2.70 for Field & Independent Study
	767	76.67%	C+	2.33	
	733	73.33%	C	2.00	Major and Graduation
	700	70.00%	C-	1.67	
	667	66.67%	D+	1.33	
	633	63.33%	D	1.00	
	600	60.00%	D-	0.67	
	<600	<60.00%	F	0.00	

- **See me about extra help as soon as you realize that you could use it! That's why I'm here!**
- The Economics & Business Dept and Learning Center (x1510) will help you find a tutor for extra help.
- Record your grades to help you know if you need extra help.
- Grading requires qualitative judgments that are not easily translated to a numeric scale. **Please see me during office hours or by appointment** for questions on assignment, exam, or course grades.

**Group Study** is a great way to learn, but *all material you turn in for evaluation must be your individual work unless the assignment specifically authorizes group work*. Do not let enthusiasm lead you to turn in material that appears to be the work of more than one person.

**Handouts** including this syllabus are available on the [p-drive](#) after distribution in class.

**Learning and Other Disabilities:** Any student who wishes to disclose a disability and request accommodations under the Americans with Disabilities Act (ADA) **must first** meet with Mrs. Laurie Roth (x1510) in the Office of Learning Services (learning disabilities or ADD/ADHD) or Dr. Ronald Kline (x1510) in the Counseling Center (all other disabilities).

**Make Up Work:** In general, prepare for the first class after an absence by doing the reading assignment, answering the Questions for Review, and doing the Exercises assigned in class. After a(n):

- Missed class or two, contact a colleague for class notes and assignments, and see me.
- Planned extended absence, see me in advance.
- Unexpected extended absence, contact me and the Office of Learning Services (x1510) asap.

**Returned Work** distributed when you are absent is filed by last name in an accordion folder ("Dr Brower's Out Box"). The folder's contents are shredded 48 hours after the Registrar's deadline for grade submissions.

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A copy of this syllabus is on file in the Moravian College Academic Affairs Office (Monocacy Hall, 2nd Floor) and available [on line, on campus](#) during the current semester.

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Day	Month	Date	MGMT 260
Tue	Jan	15	Statistics & Spreadsheet Review
Thu	Jan	17	Statistics & Spreadsheet Review
Tue	Jan	22	Prerequisite Pretest
Thu	Jan	24	Knight Chapters 1 – 2
Tue	Jan	29	Ronen & Pass Part I
Thu	Jan	31	Forecasting: Scheduling & Inventory
Tue	Feb	5	Knight Chapter 3 & Forecasting Project
Thu	Feb	7	The Goal
Tue	Feb	12	Ronen & Pass Chapters 4 - 5
Thu	Feb	14	Forecasting Project Workshop
Tue	Feb	19	Ronen & Pass Chapters 6 – 9 & <b>Forecasting Project Due</b>
Thu	Feb	21	Review for the midterm exam – bring your questions!
Tue	Feb	26	Build the midterm exam
Thu	Feb	28	Midterm Exam
Tue	Mar	11	Return Midterm Exam & Forecasting Project
Thu	Mar	13	Scheduling
Tue	Mar	18	Knight Chapter 7 & Queuing Project
Thu	Mar	20	Inventory Management
Tue	Mar	25	Ronen & Pass Chapters 10 - 12
Thu	Mar	27	Queuing Project Workshop
Tue	Apr	1	Ronen & Pass Chapters 13 – 15 & <b>Queuing Project Due</b>
Thu	Apr	3	Ronen & Pass Chapters 16 - 17
Tue	Apr	8	Ronen & Pass Chapters 18 - 19
Thu	Apr	10	Project Management: Scheduling & Inventory
Tue	Apr	15	Knight Chapter 5 & SPC Project Assignment
Thu	Apr	17	Ronen & Pass Chapters 20 - 21
Tue	Apr	22	Ronen & Pass Chapter 22 – 23
Thu	Apr	24	SPC Project Workshop
Tue	Apr	29	Review for the final exam – bring your questions! & <b>SPC Project Due</b>
Thu	May	1	Build the final exam
	Final Exam: Date, Time TBA		75% on material since the midterm + 25% cumulative

### NOTES

- 1 “Build the \_\_\_\_ exam” CANNOT be made up, but you may ask someone to turn in your material.
- 2 You may not submit ANYTHING by email for evaluation without PRIOR permission.
- 3 The difference between two letter grades (A and B or A- and B-, say) is 10%.  
The difference between two grade steps is 3.33%.  
*Each class meeting contributes more than one grade step to your course grade.*  
(A class meeting includes class time and preparation.)  
A “Build the \_\_\_\_ exam” contributes almost two grade steps to your course grade.

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Dates TBA	<b>"Moving Beyond Borders" Series</b> – Dinner & Dialogue. Primary Contact – Sharon Brown
January 17	<b>Don't Be Clueless: 7 Keys to the Real World</b> - (6 p.m. UBC) Pat Breslin (co-author with Gary Cobb, former NFL player) Build a powerful vision for your future by helping you find your passion, and helping you put together a plan to achieve your goals and enjoy your life.
January 21	<b>Interfaith MLK Day Service</b> – (4:00 p.m. HUB) Commemorating the life, courage, and calling of Dr. Martin Luther King.
Postponed	<b>Tunnel of Oppression</b> – Students, faculty, and staff, individuals & groups: design a scene around any issue of oppression. Participants travel the scenes, discuss their experiences.
January 30	<b>MLK Lecture by Dr. Cheryl Dugan</b> – (7 p.m. Prosser) "The Corrosive Cancer of Hate and the Compelling Call to Compassion."
February 5	<b>Race, Culture, and Identity Lecture</b> – (HUB; 7 p.m. Prosser) Art exhibit and lecture that explore multiculturalism and race.
February 6	<b>Shakti Butler Program</b> - (4 p.m. Prosser Lecture, 7 p.m. Prosser Video): make white visible.
February 9	<b>Interfaith Bus Trip to NYC</b> - Interfaith tour of St. John of Divine, St. Patrick's Cathedral, New York Mosque of Third Ave., Fifth Ave. Synagogue. Primary Contact – Dave Bennett
February 12	<b>MySpace/Facebook Lecture</b> – (8 p.m. Prosser) Atty C. L. Lindsay on how using online communities (MySpace, Facebook, etc) can haunt you on campus and in the job market, plagiarism and intellectual property online, how predators obtain your personal information.
February 28	<b>Movies on the Monocacy: "Ave Montaigne"</b> - (7 p.m. Prosser) French film that focuses on the fortunes of artists from different mediums who await dates with destiny.
March TBA	<b>Know your World...Value Others: According to the OFFICE</b> - (HUB) Clips from the popular TV show, <i>The Office</i> , open discussion about leadership and life. humor touches topics like personal leadership, diversity, communication, and more.
March 1	<b>Conservation Film: On the Road to Mandalay</b> - (7:30 p.m. Dana Lecture Hall) A breathtaking film reveals vibrant culture, unspoiled ecology, land of golden pagodas & fortune.
March 2-8	<b>Habitat Spring Break Trip</b> – Hounds for Homes College Build in North and South Carolina. Primary Contacts – Phyllis Walsh, Dave Bennett
March 13-16	<b>The Laramie Project</b> – "Fighting Gay Panic and the Culture of Hate."
March 18	<b>For the Bible Tells Me So</b> - 7:30 Prosser Documentary Film) Does God really condemn loving homosexual relationships? Is the chasm separating Christianity from gays and lesbians too wide to cross? Is the Bible an excuse? An award-winning documentary reconciles homosexuality and Biblical scripture, showing that religious anti-gay bias is based almost solely on misinterpretation.
March 19	<b>"Take Back the Night Rally" featuring Jackson Katz</b> – (7 p.m. Foy Hall) "Stopping Violence in Society" – Education and activism to end violence against women.
March 26	<b>Racial Profiling:</b> its Consequences and effect on the rights of U.S. citizens (7:30 p.m. tentative) Deborah Ramirez discusses her research relating to the impact of racial profiling.
March 27	<b>Movies on the Monocacy: "Nobody Knows"</b> - (7 p.m. Prosser) Japanese film by Kore-Eda Hirokazu based on abandoned siblings that shocked Japan about.
March 30	<b>Med Expo</b> – (11 a.m.-4 p.m. (HUB) ) The Moravian College Career Center and Kaplan Testing Services give science and pre-med students time to explore professional options.
April TBA	<b>An Evening with the Apprentice</b> – (Prosser) Lecture by Dr. Randal Pinkett, who won the 4 <sup>th</sup> <i>Donald Trump's Apprentice</i> on race, social change, entrepreneurship, moral intelligence.
April 5	<b>Moving Beyond Borders</b> trip to Queens, NY – (Saturday) led by alumnus Fred Rooney.
April 5	<b>The Real World of New Zealand</b> - (7:30 p.m. Dana Lecture Hall) Film explores "the most beautiful place on Earth."
April 8	<b>Careers in the Non-Profit Sector</b> – (HUB) Seminar & workshops on the call to service through leadership for the common good with organizations searching many skills.
April 17	<b>Rally: For a Hate-Free America</b> – (4 p.m. Peace Pole) Primary Contact
April 26	<b>Tunes at Noon</b> – (HUB) The fabulous MC Jazz Band, directed by Neil Wetzel.