

**Management 260 (Spring 2008) Syllabus: 25 August 2008**

**Moravian College**

*Fall 2008*

**Management 260: Operations Management 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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	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
Class Time	8:50 – 2:00		8:50 – 2:00		
Office Hours	10:00 – 10:30	11:30 – 12:00	10:00 – 10:30	11:30 – 12:00 12:30 – 1:30	
	2:00 – 2:30		2:00 – 2:30		

**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:** Econ 152: Principles of Economics **and** Econ 156: Economic and Business Statistics must be **completed**. I assume the Department's calculus requirement and advise you to have Econ 225: Intermediate Microeconomics

**Course Goals:** Operations Management develops students' ability to apply economic theory to unfamiliar problems using graphic, algebraic, and statistical methods. The course uses operations scheduling, inventory, and process improvement problems to extend and develop your ability to use concepts and tools like:

- I. graphs, especially graphic descriptions of time series relationships,
- II. oral and written explanations of operations management problems, and
- III. spreadsheets for algebraic, statistical, and graphic analysis.

**Required Texts, Suggested Text, and Suggested Materials:**

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

Ronen, Boaz. J.S. Pliskin, and S. Pass (2008) *Focused Operations Management in Health Care*. Hoboken, NJ: John Wiley & Sons.

Harvey, Greg (2006) *Excel 2007 Workbook for Dummies*. Hoboken, NJ: John Wiley & Sons.

**Bring a calculator to EVERY class!** 3x5 cards. Colored pencils, straight edge, and graph paper. Graph paper will be provided on exams. Use a calculator on exams.

<b>Course Work:</b>	<b>Points</b>	<b>Includes 50 Points for:</b>	
Prerequisite Pretest / Spreadsheet Proficiency Test	100	10.0%	
Forecasting Project	150	15.0%	
Midterm Exam	200	20.0%	Build the Midterm
Queuing Project	150	15.0%	
Statistical Process Control Project	150	15.0%	
Final Exam	250	25.0%	Build the Final
Attendance	0	0.0%	
<b>Total</b>	<b>1,000</b>	<b>100.0%</b>	

**Course Policies**

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

**Attendance:** I take attendance but, since it does not affect your grade, I do not consider the reason for an absence. Instead, I use attendance to:

1. Attach faces to names,
2. Know who is present and ready to work at the scheduled time,

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3. Assist the Academic Affairs Office when a student withdraws, and
4. Guide benefit-of-the-doubt decisions when course grades are due.

Even so, preparation for and participation in each class matters more than a grade step:

- A. 10% of course points are between two letter grades (B to A, C+ to B+, etc), so your first 99 points or the 1000 available would earn a “J+” if letter grades continued to 0.0% of total points.
- B. A grade step is one-third of a letter grade, or 3.33%.
- C. The 29 scheduled class meetings support the graded projects and exams, so preparation for and participation in each class is implicitly worth 3.4%. Therefore, each class, including preparation and participation, contributes more than one grade step to your course grade.

*Syllabus and Calendar* changes will be distributed before taking effect. You are responsible for using the current version, including due dates.

**Due Dates: *Except by prior approval:*** projects must be turned in by 4:30 pm, problem sets must be submitted in class, and exams must be taken as scheduled or receive a zero.

**Electronics:** You may use a hand-held calculator but must *turn off all other electronic devices, including all portable computers and wireless gear (headsets)*, during classes and exams.

**Email** is like a postcard, so I do not use it to discuss confidential topics like grades.

You may not use email to submit ANYTHING for evaluation without PRIOR permission.

**Exam Aids:** You may use no aids except those listed on review materials.

**Extra Credit** opportunities would be open to all of you but, since there are many opportunities to demonstrate your learning, 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	Percent	Letter	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 as soon as you realize you could use extra help! That's why I'm here!**
- The Department 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. See me **during office hours or by appointment** for questions on any 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 to material that appears to be the work of more than one person.

**Handouts** including this syllabus are at p:/econ/brower/m295 after class distribution.

**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:** Prepare for your first class after an absence by reading the assignment, answering any Questions for Review, and doing assigned Exercises. After a(n):

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- Missed class or two? See a colleague for class notes and assignments, then see me.
- Planned one day or extended absence? *See me in advance* but **there are no make ups or extended due dates for travel** unless College-scheduled.
- Unexpected extended absence? Contact me **and** Learning Services (x1510) **asap**.
- “Build the \_\_\_\_\_” CANNOT be made up, but someone can turn yours in for you.

*Returned Work* is filed by last name in an accordion folder (“Dr Brower's Out Box”) outside my door if you are absent. 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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*Class & Assignment Schedule (25 August 2008):*

<i>Day</i>	<i>Date</i>	<i>Topic</i>
Mon	Aug 25	Statistics & Spreadsheet Review
Wed	Aug 27	Statistics & Spreadsheet Review
Wed	Sep 3	Prerequisite Pretest
Mon	Sep 8	Knight Chapters 1 – 2
Wed	Sep 10	Ronen, Pliskin, Pass Part I
Mon	Sep 15	Forecasting: Scheduling & Inventory; Forecasting Project
Wed	Sep 17	Forecasting Project Workshop
Mon	Sep 22	The Goal: Plot, Characters, and Theory of Constraints
Wed	Sep 24	Ronen, Pliskin, Pass Chapters 4 - 5
Mon	Sep 29	Forecasting Project Workshop
Wed	Oct 1	Ronen, Pliskin, Pass Chapters 6 – 9 & <b>Forecasting Project due in class</b>
Wed	Oct 8	Review for the midterm exam – bring your questions!
Mon	Oct 13	Build the midterm exam: <i>NO MAKEUPS!</i>
Wed	Oct 15	Midterm Exam
Mon	Oct 20	Return & discuss Midterm Exam & Forecasting Project
Wed	Oct 22	Scheduling & Queuing Project
Mon	Oct 27	Inventory Management
Wed	Oct 29	Ronen, Pliskin, Pass Chapters 10 - 12
Mon	Nov 3	Queuing Project Workshop
Wed	Nov 5	Ronen, Pliskin, Pass Chapters 13 – 15
<b>FRI</b>	<b>Nov 7</b>	<b>Queuing Project due at NOON in the wire basket outside my office.</b>
Mon	Nov 10	Ronen, Pliskin, Pass Chapters 16 - 17
Wed	Nov 12	Project Management: Scheduling & Inventory
Mon	Nov 17	Statistical Process Control & SPC Project Assignment
Wed	Nov 19	SPC Project Workshop
Mon	Nov 24	Ronen, Pliskin, Pass Chapters 18 - 20
Mon	Dec 1	SPC Project Workshop
Wed	Dec 3	Review for the final exam – bring your questions!
<b>FRI</b>	<b>Dec 5</b>	<b>SPC Project due at NOON in the wire basket outside my office.</b>
Mon	Dec 8	Build the final exam: <i>NO MAKEUPS!</i>
Wed	Dec 10	Conclusion

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Date/Time TBA Final Exam: 75% material since the midterm + 25% cumulative

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