

Management 260: Operations Management Syllabus (Spring 2009): 19 January 2009

Moravian College

SYLLABUS *n* 1: a compendium or summary outline of a discourse, treatise, course of study, or examination requirements : a series of abstracts. (Webster's 3d New International Dictionary (1966))

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	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
8:50 – 10:00	MGMT260A		MGMT260A		
10:00 – 10:40	Office Hours		Office Hours		
12:50 – 2:00	MGMT260B	WRIT100H	MGMT260B	WRIT100H	
2:00 – 2:40	Office Hours	Office Hours	Office Hours	Office Hours	

Office Hours: No appointments! You can “Walk right in, sit right down”¹ (FCFS, of course)

Appointments: You are welcome to appointments at other, mutually convenient times.

Just ask, in person, by email or telephone; include some times that work for you.

Friday meetings may be possible! Please ask!

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

Prerequisites: Econ 152: Principles of Economics **and** Econ 156: Economic and Business Statistics must be **completed**. Although not a formal prerequisite, I assume you have completed the Department's calculus requirement.

Goals: Operations Management will develop your ability to write about management applications of economic theory. The course uses scheduling, inventory, and process improvement to extend and develop your ability to use concepts and tools:

- I. statistics and graphs,
- II. spreadsheets for algebraic, statistical, and graphic analysis, and
- III. written explanations of operations management problems.

Required & Suggested Text, 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: JWiley & Sons.

A calculator (EVERY class!), 3x5 cards, colored pencils, straight edge, graph paper.

Course Work:	Points	Incl 50 Pts for:
Prerequisites & Spreadsheet Proficiency Test	100 10.0%	
Forecasting Project	200 20.0%	
Midterm Exam	200 20.0%	Build the Midterm
Statistical Process Control Project	200 20.0%	
Final Exam	300 30.0%	Build the Final
Attendance	0 0.0%	
Total	1,000 100.0%	

Policies:

Academic Honesty: The policy² in the current Moravian College Student Handbook³ applies.

Attendance: I use attendance 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.

Attendance does not affect your grade, so I do not consider the reason for absences.

Even so, preparation and participation matters more than a grade step per class:

- A. The step between letter grades is 10% of course points (B to A, C+ to B+, etc), so the first 99 points of the 1000 available would earn a “J+” if letter grades kept going.
- B. A grade step is one-third of a letter grade, or 3.33% of the total available.
- C. Class meetings support graded projects and exams, so preparation for and participation in each one is implicitly worth 3.4% (100%/28), a bit more than a grade step.

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Computers: Laptop, netbook, etc. lids **must be closed** except for assigned activities.

Confidentiality: The Buckley Amendment (FERPA, 1974) forbids posting grades or discussing them (and other confidential matters) by email.

Due Dates: **Except by prior approval** assignments must be turned in before their deadline. Problem sets must be submitted in class. Exams must be taken as scheduled.

Else, you will receive zero points for that activity (20% or more of the course grade).

Electronics: Bring a calculator to every class, but **turn off all other electronics, including wireless gear (headsets)**. See “Computers,” above.

Email Do not submit ANYTHING for evaluation by email without PRIOR permission.

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

Extra Credit There are many ways to show your learning, so there are none. If you want to know more about a topic and your GPA is 2.7+, ask 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 suspect you could use extra help! That's why I'm here!**
- The Economics and Business Dept & Learning Center (1510) will help find a tutor.
- 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 great, 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 will be at **p/econ/brower/m260** after class distribution.

Learning and Other Disabilities: If you wish to disclose a disability and request accommodations under the Americans with Disabilities Act (ADA), you must **first** meet with Mrs. Laurie Roth (1510; Office of Learning Services for learning disabilities or ADD/ADHD) or Dr. Ronald Kline (1510; the Counseling Center for all other disabilities).

Make Up After Absence: Read the assignment(s) and do any assignment(s). If you:

- Miss a class or two, see a colleague for notes, download any handouts, then see me.
- For a planned absence, *see me in advance*. **There are no make ups or extended due dates for travel** except College-scheduled trips.
- For unexpected extended absences, contact me **and** Learning Services (x1510) **asap**.
- “Build the _____” **CANNOT be made up**, but a colleague can turn yours in for you.

Returned Work is filed by last name in an accordion folder (“Dr Brower's Out Box”) outside my office door if you are absent. The folder's contents are shredded 48 hours after the Registrar's deadline for faculty to submit course grades.

Syllabus and Calendar changes are distributed in advance; use the current version!

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Class & Assignment Schedule (19 January 2009):

<i>Day</i>	<i>Date</i>	<i>Topic</i>
Mon	Jan 19	Statistics & Spreadsheet Review
Wed	Jan 21	Statistics & Spreadsheet Review
Mon	Jan 26	Prerequisite Pretest
Wed	Jan 28	Spreadsheets 201: First Round
Mon	Feb 2	Ronen, Pliskin, Pass: Part I
Wed	Feb 4	Forecasting: Scheduling & Inventory; Forecasting Project
Mon	Feb 9	Forecasting Project Workshop
Wed	Feb 11	The Goal: Plot, Characters, and Theory of Constraints
Mon	Feb 16	Ronen, Pliskin, Pass Chapters 4 - 5
Wed	Feb 18	Forecasting Project Workshop
Mon	Feb 23	Ronen, Pliskin, Pass Chapters 6 – 9 & Forecasting Project due in class
Wed	Feb 25	Review for the midterm exam – bring your questions!
Mon	Mar 9	Build the midterm exam: NO MAKEUPS!
Wed	Mar 11	Midterm Exam
Mon	Mar 16	Return & discuss Midterm Exam & Forecasting Project
Wed	Mar 18	Introduction to Inventory Management
Mon	Mar 23	Inventory Management Exercises
Wed	Mar 25	Ronen, Pliskin, Pass Chapters 10 - 12
Mon	Mar 30	Introduction to Queuing: Introduction and Exercises
Wed	Apr 1	Project Management: Scheduling & Inventory
Mon	Apr 6	Project Management Exercises
Wed	Apr 8	Ronen, Pliskin, Pass Chapters 13 – 15
Wed	Apr 15	Statistical Process Control & SPC Project Assignment
Mon	Apr 20	SPC Project Workshop
Wed	Apr 22	Ronen, Pliskin, Pass Chapters 16 – 20
Mon	Apr 27	Review for the final exam – bring your questions!
Wed	Apr 29	Conclusion and Build the final exam: NO MAKEUPS!
FRI	May 1	SPC Project due at NOON in the wire basket outside my office.
Tue	May 5	Final Exam: 75% material since the midterm + 25% cumulative

This syllabus is available in the Academic Affairs Office (Monocacy Hall) and on-line⁴.

Notes:

1. "Walk Right In," The Rooftop Singers (1962), by [Gus Cannon & Hosie Woods](#) was also recorded by Cannon's Jug Stompers in the late 1920s. Citation based on information downloaded 15 January 2009 from http://en.wikipedia.org/wiki/Walk_Right_In and http://en.wikipedia.org/wiki/Gus_Cannon 15 Jan 2009.
2. The Academic Honesty Policy is available at:
<http://www.moravian.edu/studentLife/handbook/academic2.htm>
3. The current *Moravian College Student Handbook* is on-line at:
<http://www.moravian.edu/studentLife/handbook/index.htm>
4. This semester's syllabi are on-line at:
<http://home.moravian.edu/public/regis/spring09syllabi.htm>
but you may find last semester's syllabi for the first few days of the semester.