INTB 314
Global Operations and Technology Management
Fall 2017 Syllabus

Faculty

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Class Schedule

INTB 314.01 TR 1:40 - 2:55 Classroom: ECTR 108.
INTB 314.02 TR 5:30 - 6:45 Classroom: TCFE 130.

Office Hours

Tuesdays and Thursdays, 3:00 - 4:00 and 6:45 - 7:45.

Course Materials

I will provide you with notes for each topic covered in this class. My notes contain theory and problems which will enhance your knowledge of global operations and technology, and allow you to succeed in exams.


Course Description

The use of new technologies to manage the business enterprise and the global supply chain for competitive advantage. The course integrates the control of manufacturing and service operations with the use of emerging technologies to optimize business processes and supply chains. Students use software packages to solve business problems, and the latest theories of operations and technology management are used to place innovation in a strategic and global perspective.
Pre-requisites

MATH 105 or 120, MATH 104 or 250, DSCI 232, MGMT 301. Prerequisites imply that students are able to work with standard deviations, z-scores, probability distributions, statistical tests of means and proportions, and regressions before they start taking this class.

Course Goals and Objectives

The central objective is for students to develop knowledge and skills related to managing global technology and operations management. This unique course integrates global strategy, operations, and information technology to provide the student with an understanding of the increasing importance of the management of processes, information and knowledge. This is an SAP University Alliance course, and SAP ERP software will be used to illustrate business processes in operations and supply chain management.

Specific learning objectives of the course are:

- Understand the historical development of the field of operations and technology management, within the framework of management theory and history.
- Understand the use of Enterprise Resource Planning (ERP) software in business operations. Perform basic Supply Chain Management in SAP ERP.
- Describe dimensions of quality and quality management philosophies and terms, and apply them to specific situations in global business.
- Generate and use quality control charts and capability ratios for production processes.
- Demonstrate understanding the concepts and technologies associated with supply chain management and coordination.
- Use a variety of quantitative and qualitative forecasting methods.
- Use basic independent demand inventory models under uncertainty conditions, including economic order quantities, continuous review systems, periodic review systems, and ABC inventory systems.
- Describe perform dependent demand inventory systems and calculations, including basic material requirement planning, as well as enterprise resource planning.
- Demonstrate knowledge of information systems that facilitate operational problems of global firms, such as e-commerce, customer relationship management, enterprise resource planning, and project management tools. Specifically, in this class we will use SAP ERP software used to execute business operations.
School of Business Learning Goals

- **COMMUNICATION SKILLS**: Students demonstrate the ability, via both written and spoken word, to effectively present, critique, and defend ideas in a cogent, persuasive manner.

- **QUANTITATIVE FLUENCY**: Students demonstrate competency in logical reasoning and data analysis skills.

- **GLOBAL AND CIVIC RESPONSIBILITY**: Students identify and define social, ethical, environmental and economic challenges at local, national and international levels. Students integrate knowledge and skills in addressing these issues.

- **INTELLECTUAL INNOVATION AND CREATIVITY**: Students demonstrate their resourcefulness and originality in addressing extemporaneous problems.

- **SYNTHESIS**: Students demonstrate the ability to integrate knowledge from multiple disciplines incorporating learning from both classroom and non-classroom settings in the completion of complex and comprehensive tasks.
Course Schedule

<table>
<thead>
<tr>
<th>Meeting</th>
<th>% time</th>
<th>Date</th>
<th>Day</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>4%</td>
<td>8/22/17</td>
<td>T</td>
<td>Operations in the Enterprise</td>
</tr>
<tr>
<td>2</td>
<td>7%</td>
<td>8/24/17</td>
<td>R</td>
<td>Enterprise Resource Planning</td>
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<tr>
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<td>8/29/17</td>
<td>T</td>
<td>Quality Management</td>
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<td>8/31/17</td>
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<td>9/5/17</td>
<td>T</td>
<td>Process Capability</td>
</tr>
<tr>
<td>6</td>
<td>21%</td>
<td>9/7/17</td>
<td>R</td>
<td>Control Charts: Variables</td>
</tr>
<tr>
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<td>9/12/17</td>
<td>T</td>
<td>Control Charts: Attributes</td>
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<tr>
<td>8</td>
<td>29%</td>
<td>9/14/17</td>
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<tr>
<td>9</td>
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<td>9/19/17</td>
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<td>9/21/17</td>
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<td>9/28/17</td>
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<td>Forecasting problems</td>
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<td>10/3/17</td>
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<td>11/30/17</td>
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Class Policies

Attendance Policy

Since this is an interactive class with significant student participation, attendance to all class meetings is expected. Students with more than three unexcused absences will be assigned a WA grade.

Important: Do not schedule personal appointments, such as doctor visits or other meetings, during class times. Non-emergency doctor visits are considered unexcused absences. Students are responsible for all announcements and assignments are made in class and all course material distributed
and covered, regardless of their presence or absence for any class. If you have to miss a class for an unavoidable reason, please arrange with a classmate to take notes for you.

Excerpt from the CoC Catalog:

Because class attendance is crucial for any course, students are expected to attend all classes and laboratory meetings of each course in which they enroll. Instructors maintain the authority to determine how absences will be addressed, which should be detailed in their attendance policies. Participation in college-sponsored activities, where students are official representatives of the College of Charleston, may result in absence(s). Instructors will recognize absences in which students are official representatives of the College of Charleston (such as intercollegiate academic or athletic team competition, or academic program sanctioned research presentation or artistic performance) as excused. During the first week of classes, instructors will announce and distribute their attendance policies, including criteria to be used in determining excused absences. Instructors determine whether absences are excused or unexcused for the purposes of participation grades, in-class assignments, and laboratories. Regarding formal graded work (such as exams, presentations, papers), instructors will make “reasonable accommodations” when a student misses class for an event at which s/he is an official representative of the College of Charleston. Examples of reasonable accommodations might include: rescheduling an exam, altering presentation times, or flexibility in assignment submission dates. Students are required to submit documentation of their College representation related commitment from the appropriate College authority at least one week prior to the scheduled absence in order to be eligible for reasonable accommodations by the instructor. Regardless of any accommodation granted, students are responsible for satisfying all academic objectives, requirements, and prerequisites as defined by the instructor and the College. Instructors ascertain whether both excused and unexcused absences count in determining the basis for a grade of “WA,” which stands for “withdrawn excessive absences” and is equivalent to a failing grade. If attendance is used for grading purposes, the instructor is responsible for keeping accurate attendance records. If a student has more than the maximum allowed absences as defined in the course syllabus, the professor may assign a “WA.” Instructors are required to submit an electronic “WA” form to the Registrar on or before the last meeting day of the class. The Registrar will then send an email notification to the student. The student is responsible for keeping personal addresses and contact information current through the Office of the Registrar. All students, whether absent or not, are responsible for all information disseminated in the course.

Performance Expectations

Daily preparation and participation in discussion will be essential for learning and for excelling in the course. Student preparation and participation will be evaluated based upon their sustained efforts to participate in the discussion, to learn from the cases and readings, and to contribute to the learning of the group. A problem solving approach will be taken to teach quantitative aspects of operations management. The textbook will provide students with the main concepts of operations management.

In addition to the class lectures, students will be required to perform exercises and case studies using SAP ERP software. Detailed instructions will be provided for each assignment.

Exam Policy

Exams are your opportunity to score points by showing your knowledge, understanding, and skill. The primary purpose of exams is evaluation. I will assess your skills by taking a representative
sample of your knowledge. Therefore, your expected grade should be an unbiased measure of your level of knowledge only. This means that your grade does not reflect effort, capability, or your personal circumstances.

Examinations can be of various formats, including multiple choice, problems, short answers, and software-based questions. If a student arrives late to an exam or continues working after time is called, the exam will not be accepted for grading. Students cannot leave the classroom while taking an exam. Students are not allowed to use any outside materials or leave the classroom during the exams, unless specifically authorized by the instructor.

Finishing the exam within the allocated time is the responsibility of the student. Make a plan of how you will complete the exam within the allocated time. Answer easy questions first and get the points “in the bag”. Do not spend too much time working on a single question. If you cannot answer a question within a reasonable amount of time, move on and come back to it later if you have time.

All exams are to be taken at the scheduled times. A non-emergency visit to the doctor does not excuse missing an exam. Doctor visits should be scheduled out of class times. Failure to follow this policy will result in a grade of zero for the missed exam.

Homework Policy

Students are expected to read all assigned material prior to class discussion. Homework will be assigned at the end of the class and due at the beginning of the next class. No late homework will be accepted. Students must turn in assigned homework on due date for successful completion of the course.

Studying Tips

I will attempt to conduct this class with the rigor expected from a preeminent institution of higher education. This course covers a substantial amount of material and will be conducted at a demanding pace. Your goal and personal responsibility is to meet the learning objectives of this class. My role is to help you achieve your goal. Remember, I am your friend, not your adversary.

You are expected to keep current with all readings and homework assignments. Do not postpone studying until before the exam. You should plan to spend on average 3 hours of studying outside the class for every hour spent in class. You are advised to take great care in compiling a detailed, clear set of notes on each topic covered in class and the assigned homework. The only way to understand and retain the material is through proactive intellectual engagement, materialized in complete notes of lectures and assignments, and doing the examples and exercises.

Learning from and with peers is an integral part of the collegiate learning process. You are encouraged to discuss the topics covered in this class and the homework with class colleagues. I strongly advise students to form study groups whenever possible.
**Religious obligations**

If a religious observance specifically makes it impossible for you to attend class on a specific day, please let me know at the beginning of the semester and I will try to accommodate your request.

**Classroom behavior**

The Classroom Code of Conduct (from the President’s Advisory Committee) covers specific principles of civil conduct expected in a college classroom:

- Turn off cell phones and all other electronic devices. Do not use computers for tasks unrelated to the class. Using the internet during class is rude, distracting to the professor and other students.
- Never leave during class unless you absolutely must. Leaving for a break and then returning is not acceptable.
- It is rude and unacceptable to talk with classmates while the professor (or another student who has the floor) is talking.
- Visible and noisy signs of restlessness are rude as well as disruptive to others. (Student Handbook, pp. 58-59)

**Honor Code and Academic Integrity**

Lying, cheating, attempted cheating, and plagiarism are violations of our Honor Code that, when identified, are investigated. Each incident will be examined to determine the degree of deception involved.

Incidents where the instructor determines the student’s actions are related more to a misunderstanding will handled by the instructor. A written intervention designed to help prevent the student from repeating the error will be given to the student. The intervention, submitted by form and signed both by the instructor and the student, will be forwarded to the Dean of Students and placed in the student’s file.

Cases of suspected academic dishonesty will be reported directly by the instructor and/or others having knowledge of the incident to the Dean of Students. A student found responsible by the Honor Board for academic dishonesty will receive a XF in the course, indicating failure of the course due to academic dishonesty. This grade will appear on the student’s transcript for two years after which the student may petition for the X to be expunged. The F is permanent. The student may also be placed on disciplinary probation, suspended (temporary removal) or expelled (permanent removal) from the College by the Honor Board.

Students should be aware that unauthorized collaboration—working together without permission—is a form of cheating. Unless the instructor specifies that students can work together on an assignment, quiz and/or test, no collaboration during the completion of the assignment is permitted. Other forms of cheating include possessing or using an unauthorized study aid (which could include
accessing information via a cell phone or computer), copying from others’ exams, fabricating data, and giving unauthorized assistance.

Research conducted and/or papers written for other classes cannot be used in whole or in part for any assignment in this class without obtaining prior permission from the instructor.

Students can find the complete Honor Code and all related processes in the Student Handbook at http://studentaffairs.cofc.edu/honor-system/studenthandbook/index.php

Instructor Responsibilities

- I will treat all students with respect, as responsible adults.
- I will cover all materials, perform problems and answer questions within class time limits
- I will prescribe tasks and exercises that I believe will be instrumental to your success in exams
- I will give you a clear idea of what is expected of you in each exam
- I will be available to help and answer questions during scheduled office hours

Student Responsibilities

- Turn off your cell phones, and refrain from using classroom computers for personal tasks.
- Keep up with the materials covered in class and perform the tasks prescribed by the instructor. The material in each exam is usually required to understand later topics. Stay on schedule.
- Be prepared to show your statistical knowledge and skills in several exams along the class.
- Your grade is your personal and exclusive responsibility and depends on your personal choices. I will not make any value judgments about your personal choices or circumstances.
- Come to class prepared (readings and problems) with questions and a proactive attitude. That will make the class enjoyable.
- Feel free to interrupt me at any time asking to repeat or clarify. You are welcome to use the blackboard and work on problems with me in class. Don’t be afraid to make mistakes.
- Come to my office hours immediately if you still have specific questions after materials have been covered in class. It does not bother me. I love teaching, and I will be happy to help you.

Grading

There will be 4 exams and a take-home final project, which is 10% of the grade. Final grades will be assigned according to the following grading scale:
Students with disabilities

If there is a student in the class who has a documented disability and has been approved to receive accommodations through the Center for Disability Services / SNAP, please come and discuss this with me during my office hours.