This course teaches students how to use 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 utilizing emerging technologies to optimize business process and supply chains. Students use a variety of software packages to solve business problems. In addition, the latest theories of technology and knowledge management are used to place technological innovation in a strategic and global perspective.

**Course pre-requisites**

In order to receive a grade in the course, you must have successfully completed the following pre-requisites BEFORE the course starts:

- Junior standing; DSCI 232, MGMT 301, MATH 104 or MATH 250, MATH 105 or MATH 120.

Failure to comply with this pre-requisites before the start of the course will result in a grade of F. It is the student’s responsibility to verify that you have SUCCESSFULLY completed all pre-requisites.

This course addresses the following **Course student learning goals:**

- Understand the historical development of the field of operations and technology management, within the framework of management theory and history.
- Describe the dimensions of quality and quality management philosophies and terms, and apply them to specific situations in global businesses.
- Generate and use quality control charts and capability ratios for production processes.
- Demonstrate understanding of 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.
- Describe and perform demand inventory calculations.
- 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.

**Course Materials**

McGraw-Hill CUSTOM e-book (link in OAKS)

Install Office 365 (free of charge using your CofC Credentials). Make sure to install Microsoft Access:


**Course Organization**

There are two parts in this course: theory and software.

**Theory**

This course will require a great deal of reading on your part. It is critical that you read and study the material in the assigned chapter before completing any chapter activities or exercises. No late assignments are accepted (no exceptions).

**Software**

Excel is required for the class. It is the student’s responsibility to have a computer with the appropriate software completely installed on the computer. Otherwise, you will have to use the computers in the Library. The instructor is not your technician, you have helpdesk to help with software issues.

There will be MANDATORY videos and assignments for Excel. Your routine will be to read, watch software videos, replicate the videos, or solve assignments and submit work in OAKS dropbox. All videos and assignments are either in Content or Dropbox.
**Attendance Policy – COURSE LOAD**

Students are expected to attend all classes. Participation in college-sponsored activities, where students are official representative of the College (such as intercollegiate academic or athletic teach competition, or academic program sanctioned research presentation or artistic performance) are excused absences and although they still show as absences, they don’t count towards the absence penalty.

Please be on time, coming late is highly disruptive to everyone. The combination of 3 absences (excused or unexcused, except for absences mentioned above in which students are official representatives of the College) will result in the reduction of the final course grade to the next lowest grade (i.e. from B- to C+). This policy is non-negotiable. Do not waste your allowed absences, keep them for when you really need them, i.e. sickness, family emergencies, etc.

Excessive absences (6 or more in a 3-day class schedule), excused or unexcused, will result in the student receiving a WA (an equivalent to an “F”) for the course.

Electronic Devices during class

The appropriate use of technology for learning purposes is permitted when instructed by the professor.

Students who are using cell phones at ANY time during class will be asked to leave and it will count as absence for the class. DO NOT GET ANGRY, OR SHOW DISRESPECT FOR SOMETHING THAT IS YOUR FAULT. Just leave the class quietly and do not do the same the following classes. Same rule applies if you behave rudely or are inconsiderate to any participants in class. If you are caught doing any of these more than once, not only you will have to leave class with an absence, but your course grade will fall by one letter grade (e.g. B to B-).

Typing is distracted while material is being presented, therefore, laptops or tablets are not allowed for note taking. You are welcome to record the class, which is less disturbing or write notes the old fashion way. You must check your Charleston email (g.cofc.edu) regularly; you should also correspond with me through this account only. As part of the FERPA privacy laws, we are expected to communicate through the college’s email system, so following this policy is ultimately in your best interests.

**SNAP Students/Special Accommodations/Athletes**

The College will make reasonable accommodations for persons with documented disabilities. Students should apply for services at the Center for Disability Services/SNAP located on the first floor of the Lightsey Center, Suite 104. Students approved for SNAP services or athletes are required to present official letters to the professor within the first 2 days of class. Failure to do this means the student waives the right for special accommodations for the remaining of the semester.

No additional time will be given for quizzes. We measure in quizzes the ability of the student to respond within a specific time what is being tested, additional to answering the question correctly.

For all other tests, the student is required to remind the professor a week prior to each test so she can make the appropriate accommodations.

You must start the exam at the same time as the rest of the class in the SNAP center.

**E-mail Business Etiquette**

E-mail will be responded in 24 hours (except on Weekends).

Do not abandon business etiquette in your use of e-mail! I will not respond to emails if you do not follow the below guidelines:

- Business-like writing style (Dear Dr. Quesada, sincerely etc.)
- Be concise and to the point.
- E-mail alias so recipient sees your full name, or your full name with @g.cofc.edu, in his/her e-mail inbox.
- Subject line meaningful to recipient (identify your class INTB-314). Always include this as your subject line!!!

Content clearly states the purpose of the e-mail including any action to be taken from the professor.

Be careful about including quotations and sayings in your signature block. Obviously don’t include anything that has potential to be offensive or misunderstood. Think about the impression your message sends to someone who doesn't know you, and be judicious.

**Remind 101**

Etiquette

I use an app “Remind” that allows us to text without knowing our real phone numbers. I can text to the whole class, which is great so I can send reminders on what is due or what you should be working on. This will be my best way to keep you up with the material you should be working on. Use this link to sign up: https://www.remind.com/join/intb31

This is mandatory! Otherwise you will miss important information!

I will start using it on Day 1, week 2!!!!

- Short messages (similar to Tweeter, about 100 characters!)
- If you have more to tell me, write me an email and send the following via remind “please check your email”.
- Less formal than email, just like texting, but don’t use too many abbreviations, because I am not part of your generation! I am an oldie using current technology LOL
- You can send messages any time/day, however, I will have an automatic “do not disturb” mode between 5 pm and 9 am during working days and all day during weekends. During this time, it will not allow me to get your messages until the next open times. Therefore, do not expect immediate response if it is outside working hours (9 am to 5 pm weekdays).

2
Grading Structure
Business is measured by performance. Efforts are important to get you to your desired performance, but just the effort is not good enough. Your grade is not determined by how much time you put in or how “hard” you feel you worked. It is actually on what you produce, the quality of your assignments and tests. Grades are yours to earn, not mine to give!

THEORY (65%)
Quizzes.............................................20%
Activities/HW....................................15%
Exams.............................................30%

EXCEL (35%)
Excel Small Projects.........................20%
Exam.............................................15%

HYBRID TIMES/DATES
The dates that will be online require mandatory videos/assignments instead of the class. Those will be determined depending on the speed of the class. There are no fixed days of the week, it will be posted in OAKS. You must assume that we have face to face class every assigned day of the week.

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<th>B</th>
<th>B-</th>
<th>C+</th>
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An “A” is reserved for truly excellent work. If you earn an “A”, you went above and beyond the call of duty not just with your efforts but also with your performance. A “B” indicates very good work. You did not just do the minimum requirements but you made an extra effort to show your skills, and your effort showed. A “C” means you did average work, you did what was asked and you did it satisfactorily - nothing less, nothing more. A “D” means you need to improve – you did below the minimum requirements. An “F” is guaranteed if you turn very poor work or you rarely participate in class.

CofC Honor Code
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.

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 an XF in the course, indicating failure of the course due to academic dishonesty. 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.

Students can find the complete Honor Code and all related processes in the Student Handbook. Code and all related processes in the Student Handbook. Each student is expected to complete their own work in assignments/quizzes/exams without additional help.

Technical Support
If you have technical problems, please contact the Student Computing Support Desk at 843.953.5457 or email StudentComputingSupport@cofc.edu. Check for computing downloads and tutorials at blogs.cofc/scs/

Exams and Quizzes and Small Projects are Individual Work. The Honor Code Will Apply!!!!

TOPICS COVERED
- Process analysis and improvement
- Lean Operations
- Quality and Statistical process control
- Inventories
- Supply Chain Management
- Forecasting
- Enabling the organization with decision making
- Customer Relationship Management
- Enterprise Resource Planning
- Exporting/Importing concepts

Small Projects (ESPs)
The professor will randomly choose which ESPs she will grade, but they all must be turned in as if they were going to be graded. You cannot ask the professor to replace a 0 with a project that you submitted, all projects should be submitted with your best work!!!
- It is essential that you stay on top of the course assignments. I will post due dates and reminders, but it is on you to make sure that you don’t get behind. Do not make the mistake of thinking this is an easy class because we’re meeting online. The material is quite difficult, and will take a lot of effort on your part to master.
- Students are expected to be polite and respectful in ANY communication with others in our course community.