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 these 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 school of business learning goals:
- Goal 1: Communication Skills: Students demonstrate the ability, via both written and spoken word, to effectively present, critique, and defend ideas in a cogent, persuasive manner.
- Goal 2: Quantitative Fluency: Students demonstrate competency in logical reasoning and data analysis.
- Goal 3: Global and Civic Responsibility. Students will become aware of the current ethical issues associated with corporate use of information and technology, and common corporate policies that address these issues. In addition, students will become aware of a variety of current and emerging “green” technologies, and how companies are leveraging these technologies to accomplish their sustainability initiatives.
- Goal 4: Intellectual Innovation and Creativity. Students demonstrate their resourcefulness and originality in addressing database and worksheet problems in business.
- Goal 5: 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 for their software projects.

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
Go to OAKS Content>Syllabus and Orientation>McGraw-Hill Campus to get access to Connect and the eBook for this class.

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. 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 OAKS Content or OAKS Dropbox, unless specified as McGraw Hill Connect. Most videos are using a PC environment, however, anything done in a PC can be done in a Mac. However, it is highly recommended to use Office 365 that you have free with the CoC account: https://www.office.com/?auth=2
Attendance Policy – COURSE LOAD

Students are expected to participate in all online activities (videos, connect, etc.). A full day of not login in OAKS is considered an absence. If a video is assigned and you don’t watch it by the end of the day, that is considered an absence. The combination of 2 absences (excused or unexcused) 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 (3 or more days of absence in online assignments), excused or unexcused, will result in the student receiving a WA (an equivalent to an “F”) for the course.

It is your responsibility to obtain any missed material from another student or from OAKS (everything I do is posted in OAKS). Do not email the professor asking what was covered during your absence. You are ultimately responsible for information given in class, regardless of whether or not you were physically there. I will not go over given in class, regardless of whether or not you are ultimately responsible for information that was covered during your absence. You must check your Charleston email (g.cofc.edu) regularly; you should also correspond with me through this account only.

Electronic Devices during Exams/Quizzes

The appropriate use of technology for learning purposes is permitted when instructed by the professor. During evaluations (quizzes/exams), students are not allowed to have additional resources, such as books, videos, etc. You must check your Charleston email (g.cofc.edu) regularly; you should also correspond with me through this account only.

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. No additional time is allowed for homework or projects.

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!!! Including section number.
- 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/intb314

This is mandatory! Otherwise you will miss important information!

I will start using it on Day 1!!!

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 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 (50%)

Exams..............................................20%
Connect.........................................20%
Incoterms Quiz.................................10%

EXCEL (50%)

Excel Small Projects...........................25%
Exams..........................................25%
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. This includes emails, discussion postings, etc.

### 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/

Resolve problems promptly. Computer failure/unavailability does not constitute an excuse for not completing assignments by the due date. You must not leave homework/quizzes/exams to the last minute!

The professor won't provide any technical assistance on any computer related problem, you must use Student Computer Support Desk.

### Missing Exams

- Dates for exams are posted in the Calendar at least 2 days in advance. If changes are made, the professor will notify them at least a day in advance.
- There will be NO MAKE UPS under ANY circumstances.

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

### Exam Proctoring

This course will require the use of an exam proctoring service for the course exams. Students are responsible for registering, scheduling, and the cost of the service prior to each exam. Instructions and additional information on proctoring can be found at https://academicaffairs.cofc.edu/distance-education/online-proctoring/index.php

The cost per exam is not to exceed $25. The professor will offer an alternative, which is to login to Zoom at a specified time. Please understand that it is hard to accommodate everybody in the time that they can, so if you are not able to participate in the Zoom with the instructor (at no cost), you will have to use the online proctoring at your own convenient time (fee specified in the link). Most examinations are under 1 hour and the “Live Proctoring” is required if this method is chosen. The professor will hold the Zoom meetings at 9 am on the specified exam dates (Eastern Standard Time). A link to the Zoom meeting will be posted in OAKS under Calendar. You must activate the video on your computer during the exam, if no video is active, the exam will not be accepted. If you don’t want to share video in a Zoom meeting, you will have to use the fee-based online proctoring.