DSCI 304-02 Production and Operations Management

Professor: Dr. Marvin Gonzalez (Dr. G)
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Meeting Times: ONLINE
E-mail: gonzalezm@cofc.edu
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Office Hours: By Appointment (via skype)
(Skype: drgonzalez2013) **Do not leave voice messages; instead send me an email, I don’t check voice messages!

E-mail Business Etiquette

• Do not abandon business etiquette in your use of e-mail! I will not respond to e-mails if you do not follow the below guidelines:
• Business-like writing style (Dear Dr. Gonzalez, Dr.G, 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 (consider identifying your class DSCI 304-ONLINE). Always include this as your subject line!!! Including section number.
• Content clear states the purpose of the e-mail including any action to be taken from the professor.
• Clear signature block with your full name, postal mailing address and return e-mail address (obviously there is no handwritten signature, nor do I require a digital signature).
• 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.

YOU NEED FLASH IN YOUR COMPUTER TO SEE THE VIDEOS

Course Description:
The planning and control of production and service operations with emphasis on Total Quality Management, demand forecasting, design of production systems, aggregate planning, and inventory management. Additional topics will include just-in-time production, cellular manufacturing, flexible manufacturing systems, robotics, computer-aided design and manufacturing and quality circles. Students will use appropriate computer software to gain experience with several decision techniques.

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

This course addresses the following SB learning goal:

Communication Skills
Students will be introduced to contemporary business concepts, terminology (e.g., JIT, MRP, SAP, LSS) and provided an understanding of the differences between various types of business processes. Students will also gain valuable experience writing and presenting individual and group projects on information technology in the workplace.

Quantitative Fluency
Students will gain experience and training on advanced functionality in Microsoft Excel to support information management and decision making.

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 learn about the role of enterprise IT architecture in managing distributed business processes across the global enterprise.
Intellectual Innovation and Creativity

After gaining training and exposure to database systems and decision support systems (Excel), both of these systems will then be used to solve structured and unstructured business problems. In addition, students will become aware of a variety of emerging technologies, and how companies are/should be leveraging these technologies for competitive advantage.

Synthesis

By combining OPM and business principles, students will be gain experience integrating knowledge from complementary disciplines and applying this knowledge to the development, evaluation, and improvement of any business process.

Course Goals and objectives:

- Students will be able to categorize areas of operations management and describe his or her role in the operations situation using current information in the field.
- Students will be able to demonstrate the use of quantitative tools and decision making processes in the scheduling, inventory, capacity, work force, and quality functions of operations management.
- Students will be able to examine the role of an operating system in a firm, and then use OM principles to examine those value-added activities that create the goods and services it supplies to customers.

Text and Course Materials:

Practical Operations Management: Simpson, N. & Hancock, P. 2017 Hercher Publishing Inc. ISBN: 978-1-939297-00-6 (BOOK is MANDATORY and Edition 2017 is the professor’s Book!!!!!!!)

SPECIAL NOTE:

PLEASE READ IT BEFORE YOU CONTINUE IN THIS SUMMER CLASS

There are quizzes every week. The quizzes are available only between 8 pm and 10 pm (quizzes are schedule after a chapter is finished), so please plan ahead. The time allowed to complete the quiz is no more than 20 minutes no additional time other than the specified on the quiz clock (TIME VARIES, BUT IT WON’T BE MORE THAN 20 MINUTES, SO YOU CAN PLAN). If you don’t submit the quiz in the allowed time after you start it, you will get 0 in the quiz. The clock is displayed during your quiz, so be aware that late quizzes result in a grade of zero, no excuses. The material covered in the quizzes is from the assigned videos, lectures or chapters from the book. Quizzes are not proctored, but you are required to take them with closed books/internet, etc. The honor code is applied here, I trust that you will act as a professional business student and follow these guidelines, as a future ethical business person. Again, please know in advance that the days indicated you will need to be in a computer for a period of at most 30 minutes between 8 pm and 10 pm to complete your quiz, plan ahead! No make ups will be given.

OAKS will be disable 4 hours before any quiz or test!!!!. You still have your book to study last minute concepts. However, plan accordingly that you will have no access to data or videos or any other material in OAKS. EXAM AND QUIZZES ARE CLOSE BOOK

It is suggested to use INTERNET EXPLORER when taking quizzes or exams, some other browsers won’t show symbols correctly.

If you are SNAP student you need to take that in consideration, at 10 PM the quiz is close FOR ALL students. Try to do your quiz as soon as the quiz is open (8pm),
For all, after the time allowed per evaluation you will receive a penalization per minute (10 points deduction per additional minute used).

Remember that we have some sessions that are synchronized (TEST days/time) when you signed for the class you agree to be at the time and day shown in the table (below). Please make your plan and be ready to do the test at the same time as is indicated in the table.

### Rules Specific to Online Learning

- **The ONLINE format** allows self-motivated, task-driven students the flexibility to complete coursework over the internet. If you are not self-motivated/task-driven, it might not be a good idea to take this course online!
- Because we don’t meet face-to-face, it’s essential that you maintain an active presence in the class, checking OAKS regularly and viewing the assigned lectures/videos as soon as they are posted, before the next videos/lectures come! Remember that I can see when you log onto OAKS and monitor your progress through the class.
- Online is NOT easier than a physical class environment. On the contrary, if you don’t have the discipline and organization to keep up with the class on your own, online can be more difficult than regular physical environments.
- Much of the class will be run like a traditional course, except that the online format should encourage more exchanges between students than you might be accustomed to in a physical classroom. You will be expected to do the same sorts of activities that you do in a regular class such as reading and writing, guided by feedback from me, and heavy video watching and practicing on your own.
- 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. A regular physical class normally entails 2.5 hours of classroom time per day of class (class in this section is 3 days a week plus quizzes/homework), plus minimum of 7 hours per week of study time. The workload for this class will be the same for you to succeed.
- Weekends! Although I expect you to be working on the course during weekends, you should not expect me to answer emails during Weekends or night time. My times to answer emails are 8:30 am to 5 pm. Every now and then I answer emails outside the set time, however, do not expect me to do so on a regular basis. Maximum time for me to respond emails during the week is 24 hours. If I have not responded to your email within this time, please send the email again, and make sure you do not send it to “gonzalez@g.cofc.edu”. My email address is “gonzalez@g.cofc.edu”.
- **Students are expected to be polite and respectful in ANY communication with others in our course community.** This includes emails, discussion postings, etc.

### Required Technology (MANDATORY AND YOUR RESPONSIBILITY)

- Hardware:
- Computer with high-speed internet access.
- Software:
If you have a Mac, you can still use it for everything we do in class, but you will have to learn it on your own, if they happen to be different from the Windows version. If you are a Mac User, you must install Stat Plus (for free) and learn how to use it on your own!

- Adobe Flash Player
- Adobe Reader
- Browser

- Skype for online office hours: drgonzalez2013 (you must make an appointment since I don’t have it active all the time)

- For help with basic Excel material that is not covered in the class:
  - The Student is expected to have some Excel knowledge. If you lack this knowledge, please all videos posted under CONTENT-VIDEOS/TUTORIALS-EXCEL BASICS, in OAKS.

- These videos/tutorials are mandatory, and students should be able to duplicate all the material learned in those videos after the first week of class. The professor will assume the topics explained in these videos/tutorials are the base knowledge of all students after the first week of class!!!

**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 connect or any computer related problem, you must use either Connect technical support or Student Computer Support Desk.
Missing Exams

• No makeup exams/quizzes will be given.
• Dates for exams are posted in the Calendar a week in advance class starts.
• There will be NO MAKE UPS under ANY circumstances.
• A dropbox in OAKS will be opened to submit files during exams.
• EXAMS AND QUIZZES ARE CLOSED BOOKS/CLOSED ADDITIONAL MATERIALS AND ARE INDIVIDUAL WORK. THE HONOR CODE WILL APPLY!!!!

Grading and Evaluation:

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SNAP Students/Special Accommodations/Athletes (ONLY APPLY in COFC facility)

Students needing special accommodations should present official letters to the professor within the first week of class.
• No additional time will be given for homework/quizzes. We measure in homework/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, students will get the extended time, but within the window in which the examination will be opened (you must start the exam close to the time of the rest of the class in the SNAP computer lab). If I open the EXAM or homework window for 24 hours or 3 hours, SNAP students must also complete the exam/homework in that window, no additional time outside this window will be allowed under any circumstances. Please consider the additional time you have for your special accommodation in order to prevent from finishing the homework/exam after the window closes.
• The College will make reasonable accommodations for persons with documented disabilities. Students should apply at the Center for Disability Services / SNAP, located on the first floor of the Lightsey Center, Suite 104. Students approved for accommodations are responsibility for notifying me as soon as possible and for contacting me one week before accommodation is needed.

College of Charleston 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.
• 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 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

Miscellaneous Policies:

Although I will try to maintain the class schedule and objectives, I may need to make adjustments. You are responsible to check OAKS schedule for the most recent calendar of activities and dates. Don’t ask the professor about exams dates, since he/she will not give you as accurate information as the OAKS schedule.

- The professor does not give additional projects to increase students' grades before or after the exam(s). The professor does not round grades; a 59.9 total grade is an F.
- No food or drinks allowed in the lab. This is a School-wide policy, non-negotiable!
- The professor has the right to disable OAKS 4.5 hours before the test. You still have your book to study last-minute concepts. However, plan accordingly that you will have no access to data or videos or any other material in OAKS.
- Homework is individual work and should be completed only by the student taking the course!!! Students will be able to obtain feedback 1 hour after the due date of the homework. No late EVALUATIONS will be accepted under any circumstances.

Complaints about Exams Grading

- The professor encourages students to review in detail when exams/quizzes are returned. You have 1 DAY after the graded evaluation is turned back to you to make any questions or complaints about it. If that time is passed, it means you have accepted the grade given and no further complaints are accepted.
- No complaints are accepted for any reason if the two-day period has passed (non-negotiable).

Teaching Method

- Lecture (videos), assigned reading, hands-on exercises, and problems. We will use e-learning as a support tool in the course, therefore, students should have the responsibility to learn how to use Excel (use the videos in Microsoft website to review Excel
- ALL the tasks practiced in the videos posted in OAKS under Excel Basics). Any detailed questions about excel, should be done outside the classroom to avoid distracting class objectives.

- All assignments, videos, assigned readings should be completed by 2 pm (EST-Eastern Standard Time) on the assigned date. No late assignments will be accepted under any circumstances!!! Solutions to assignments are usually posted right after due date. All students are expected to have access to their account on OAKS and are responsible for keeping their email account active and check it frequently. I will have to use the official g.cofc.edu email account. Course materials and links to each module will be placed in OAKS and you should regularly check-in for announcements and updates, CHECK THE CALENDAR REGULARLY TOO. Make sure you update your oaks profile to reflect your active email account otherwise you will not get my e-mails.

- The official computer hardware is PC-windows based. If you are a Mac user, you must learn on your own how to use StatPlus, which pretty much takes care of everything (except for histograms). All videos are using a windows environment. ALL EXAMS ARE TO BE COMPLETED IN A WINDOWS ENVIRONMENT!!!
• **Quizzes and exams are time restricted, no additional time is allowed.**

• **Quizzes and Exams that require you to submit the "hard copy" means that you must scan, take a picture, etc, of the work and submit it to the professor using the Dropbox no later than 2 pm on the due date. Failure to show the "hard copy" will result in a grade of 0.**

• **Computer failure/unavailability does not constitute an excuse for not completing assignments by the due date. The recommendation is to start homework as soon as it is posted, in that case, if you have a computer problem, you will have time to fix it before the due date/time.**

• **ALL VIDEOS ARE MANDATORY from start to finish!!!!**

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**Calendar of Quizzes, Tests****

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<thead>
<tr>
<th>Session</th>
<th>Day</th>
<th>Special Instruction</th>
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<tbody>
<tr>
<td>1</td>
<td>20-Aug</td>
<td>Syllabus and Instruction to OM</td>
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<tr>
<td>2</td>
<td>22-Aug</td>
<td>Introduction to Operations Management, Ch 1</td>
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<tr>
<td>3</td>
<td>27-Aug</td>
<td>Introduction to Operations Management, Ch 1</td>
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<tr>
<td>4</td>
<td>29-Aug</td>
<td>Providing Goods and Services, Ch 2</td>
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<td>5</td>
<td>3-Sep</td>
<td>Providing Goods and Services, Ch 2</td>
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<td>6</td>
<td>5-Sep</td>
<td>Product Quality and Development, Ch 3</td>
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<td>7</td>
<td>10-Sep</td>
<td>Product Quality and Development, Ch 3</td>
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<td>8</td>
<td>12-Sep</td>
<td>Forecasting, Ch 4</td>
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<td>9</td>
<td>17-Sep</td>
<td>Forecasting, Ch 4</td>
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<td>10</td>
<td>19-Sep</td>
<td>Forecasting, Ch 4</td>
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<tr>
<td>11</td>
<td>24-Sep</td>
<td><strong>TEST 1 (Chapter 1, 2, 3, 4)</strong></td>
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<td>12</td>
<td>26-Sep</td>
<td>Capacity and Waiting, Ch 5</td>
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<td>13</td>
<td>1-Oct</td>
<td>Capacity and Waiting, Ch 5</td>
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<tr>
<td>14</td>
<td>3-Oct</td>
<td>Project Management, Ch 7</td>
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<td>15</td>
<td>8-Oct</td>
<td>Project Management, Ch 7</td>
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<td>16</td>
<td>10-Oct</td>
<td>Project Management, Ch 7</td>
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<td>17</td>
<td>15-Oct</td>
<td><strong>Fall Break. No Class</strong></td>
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<td>18</td>
<td>17-Oct</td>
<td>Purchasing and Supply Chain Partnering, Ch 9</td>
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<td>20</td>
<td>24-Oct</td>
<td><strong>TEST 2 (Chapter 5, 7, 9)</strong></td>
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<td>21</td>
<td>29-Oct</td>
<td>Inventory Management, Ch 10</td>
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<td>31-Oct</td>
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<td>24</td>
<td>7-Nov</td>
<td>Lean Operations, Ch 12</td>
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<td>14-Nov</td>
<td>Quality Control, Ch 13</td>
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<td>21-Nov</td>
<td>Quality Control, Ch 13</td>
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<td>29</td>
<td>26-Nov</td>
<td><strong>TEST 3 (Chapter 10,12, 13)</strong></td>
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<td>30</td>
<td>28-Nov</td>
<td><strong>Thanksgiving Holiday. No Class. College Closed.</strong></td>
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****The professor reserves the right to make any changes to this calendar. Any changes will be notified with at least 1 days in advance. Exams are not going to change!!!!