DSCI 304-03
Production and Operations Management

Professor: Tingting Zhou
Office: JC Long 332

Meeting Times: MW 4pm – 5:15pm (Section 03)
Office Hours: T&R: 1:30-3:30pm
Friday: 1pm- 2pm & 3pm-4pm

E-mail: zhout@cofc.edu

E-mail Business Etiquette
Please Follow the guidelines

- 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:
- 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 304-03. 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.

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:**

Sometimes the option of open book is available, therefore I strongly recommend to buy HARD copy not e-book. (ebook is not allowed when the possibility of open book is given, please take this in consideration)

**ATTENDANCE POLICY**
Reports show that class attendance is the number 1 variable that leads to successful grades. At the same time, failure to attend class is the leading cause of students dropping out of college. If you miss a lecture, because of illness or have a personal issue, please notify your instructor. Health Services will provide you with a documentation of illness upon request. In the event of a prolonged illness or injury, the Office of Academic Services should be contacted.

- Students are expected to attend classes. You cannot expect to have a thorough grasp of the material if you miss class. You are responsible for all material or assignments that are covered in class.
- Students are allowed to miss only two classes without any penalty. If you miss more than two sessions, your will lose 5 point per absence.
- Attendance will be taken randomly in different time periods of the class. If you are absent at the time of attendance signing, it is considered absence. If you come in late and the attendance has already been passed, you will be considered absent. Don’t bother to justify your absence since both justified and unjustified absences count for this rule.
- If you miss a session, the professor WON’T repeat the missed material on office hours, it is your responsibility to read on your own and ask your classmates for missing concepts

**Missing Exams**
- No makeup exams/quizzes will be given. (because the attendance police)
- Dates for exams will be posted in the Calendar.
- There will be NO MAKE UPS under ANY circumstances.
- EXAMS AND QUizzes ARE CLOSeD BOOKS/CLOSED ADDITIONAL MATERIALS AND ARE INDIVIDUAL WORK. THE

**HONOR CODE WILL APPLY!!!! At least any other indication is given.**

*Professor: Tingting Zhou*
Grading and Evaluation:

<table>
<thead>
<tr>
<th>LETTER GRADE</th>
<th>%</th>
<th>Chapters</th>
<th>Test Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>&gt; 94</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>90-93.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>87-89.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>83-86.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>80-82.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>76-79.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>73-75.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>70-72.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>66-69.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>63-65.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D-</td>
<td>60-62.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>&lt; 60</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tentative schedule of the tests:

<table>
<thead>
<tr>
<th>%</th>
<th>Chapters</th>
<th>Test Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>2,3,4,5</td>
<td>Feb. 18</td>
</tr>
<tr>
<td>30</td>
<td>7,9,10</td>
<td>Mar. 25</td>
</tr>
<tr>
<td>30</td>
<td>11,12,13</td>
<td>April 22</td>
</tr>
<tr>
<td>15</td>
<td>Random</td>
<td></td>
</tr>
</tbody>
</table>

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 regular class time (in which the examination will be given) (you must start the exam to the time of the rest of the class in the SNAP computer lab). 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 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. *This syllabus is subject to change. Changes, if any, will be announced in class. Students will be held responsible for all changes.

• 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.
• The professor has the right to disable OAKS 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.
• Quizzes are individual work, and should be completed only by the student taking the course!!! No late quizzes 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 2 DAYS 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 and videos, assigned reading, hands-on exercises, and problems.
• The official computer hardware is PC-windows based. All videos are using a windows environment. ALL QUIZZES ARE TO BE COMPLETED IN A WINDOWS ENVIRONMENT!!
• Quizzes and exams are time restricted, no additional time is allowed.