DSCI 304 OPERATIONS MANAGEMENT  
SPRING SEMESTER, 2020

Professor:  Dr. Mark F. Hartley
Office:  The J.C. Long Building, 9 Liberty Street, #312

Class Hours:
DSCI 232-04 T/TH, 9:25 – 10:40AM, Tate 130
DSCI 304-02: M/W/F, 11:00 – 11:50AM, Beatty 218
MKTG 333-01: M/W/F, 12:00 – 12:50PM, Tate 315
DSCI 304-03: M/W, 3:25 – 4:40PM, Beatty 218

Office Hours:  T/TH: 11:00AM – 12:00 noon and M/W: 12:30PM – 3:00PM and by appointment.

EMail:  
hartleym@cofc.edu  (school, put DSCI304 in subject box)
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Text Web Site:  www.mhhe.com/stevenson12e

Course Catalog Description:  The planning and control of production and service operations with emphasis on demand forecasting, design of production systems, aggregate planning, inventory management, and quality assurance. Additional topics will include just-in-time production, cellular manufacturing, flexible systems, computer-aided design.

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


Grading Scale:
A (4.0) 93-100   A- (3.7) 90-92.99   B+ (3.3) 88-89.99
B (3.0) 83-87.99   B- (2.7) 80-82.99   C+ (2.3) 78-79.99
C (2.0) 73-77.99   C- (1.7) 70-72.99   D+ (1.3) 68-69.99
D (1.0) 63-67.99   D- (0.7) 60-62.99   F (0.0) 0-59.99

Approximate Grade Composition:  EXAMS (3) 60% (equal weight)
SAP Material 10%
Course Service Project 20%
Other 10%

Course Learning 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.
There are three (3) regular exams during the semester, and will cover outlined material from the text as well as any talks by guest speakers, and/or required readings and handouts. The exams are of equal weight, and the last exam is NOT comprehensive. Typical exams will be comprised of approximately the following: 30% objective multiple choice questions covering the reading material in the text’s chapters, 60% problems covering the various quantitative techniques in the text, and 10% essay covering a special topic in the course material. The essay portion will be assigned as a take-home prior to exam day to allow Internet and/or library research, and is to be turned in with your in-class exam for credit.

Note: For each exam, you may prepare a 3x5” note card (single side) to use during the exam. Put whatever you want to on it.

We will incorporate the SAP enterprise resources planning software system into the course to familiarize you with this powerful tool used by 335,000 corporate customers in organizations in 190 countries worldwide. 75% of the world’s transactions are managed on SAP, and most of our School of Business employers want you to be SAP capable when you graduate.

The exam portion will be assigned as a take-home prior to exam day to allow Internet and/or library research, and is to be turned in with your in-class exam for credit.

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Plagiarism is also NOT allowed on any assignment. This is VERY serious business, and I cannot impress upon you enough that cheating CAN END your college career. Just think about that.

**Make-Up Exams:** Regular exams WILL NOT be made up, for ANY reason, after the exam has been administered. Should you miss a regular exam without prior notice to me, your grade will be zero (0) unless you substitute an overall comprehensive final exam, at my discretion, in its place. You really, really don’t want to do this. However, if you let me know well ahead of time that you will miss a scheduled exam, I’ll make every effort to re-schedule it prior to the full class taking it. You FORFEIT the re-schedule if you don’t take the exam prior to the full class taking it.

**Grading Errors:** If an error is made in grading your exam, the mistake will gladly be corrected. It is YOUR responsibility to detect any error and bring it to my attention ON THE DAY the exam is returned to you. You FORFEIT your right to appeal errors by being absent on the day the exam is returned in class, or by waiting until later in the semester to contact me. If any extra points are awarded ON THE DAY the exam is returned in class, you LOSE the points by being absent.

**SNAP Accommodations:** Any student certified by the SNAP Office at the College for a special course accommodation must provide appropriate documentation to me WELL PRIOR to any exam in which the student requests the SNAP accommodation (i.e., extra time to complete the exam). It is your responsibility to schedule any necessary arrangements at the SNAP office. It is also your responsibility to pick up the exam from me prior to the exam being administered in class. I will NOT deliver exams to the SNAP testing office.

**Basic Requirements:**
1. Bring your textbook to class each day.
2. Keep a binder or folder for your class notes and handouts. Bring it to class each day.
3. Bring a calculator to class each day, and know how to operate it properly.
4. Keep all of your hand-in assignments backed up during the semester.
5. If you don’t have one already, obtain an off-campus e-mail account immediately.
6. Be on time. Habitual tardiness WILL affect class participation portion of your grade.

**Finally:** If a problem develops during the semester or if you feel you need extra assistance with concepts in the course, don’t hesitate to come to my office for help. The last thing I want is for you to do poorly in the course. Use my office hours for your benefit. That’s why I have them.
DSCI 304 COURSE OUTLINE from Dr. H.  (Chapters in parentheses)

(Note: All chapters listed include reading material for the objective portion of the exams. Chapters denoted by an asterisk (*) include material for the problems portion of the exams.)

Exam 1 will cover the following material:

(1) Introduction to Operations Management
(2) Competitiveness, Strategy, & Productivity
(3) Forecasting (*)
(4) Product and Service Design
(4S) Reliability (*)
(5) Strategic Capacity Planning for Products & Services (*)

Exam 2 will cover the following material:

(5S) Decision Theory (*)
(6) Process Selection & Facility Layout (*)
(8) Location Planning and Analysis (*)
(9) Management of Quality
(10) Quality Control (*)
(11) Aggregate Planning and Master Scheduling
(12) MRP & ERP (*)

Exam 3 will cover the following material:

(13) Inventory Management (*)
(14) JIT and Lean Operations
(15) Supply Chain Management
(16) Scheduling (*)
(17) Project Management (*)