College of Charleston  
School of Business  
Production and Operations Management  
Spring 2020

Instructor: Tingting Zhou  
Office: JCLong332  
Office hour: MW: 3:25pm-4:25pm TR: 4:30pm-6:00pm or by appointment  
Email: zhout@cofc.edu (Please start with [DSCI 304-04] in the title field)

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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 justintime 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:
MATH 104 and 105, DSCI 232, MGMT 301

Textbook:

Course Learning Objectives:
1. 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.
2. 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.
3. 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.

Grading
The following percentages will be assigned:
Homework: 14%
Quizzes: 14%
Exams: 72%

Letter grades will be assigned according to the following scale. The scale is a guarantee. I reserve the right to lower the grade cutoffs, but I will not raise them.

A: $\geq 94$  A-: $90 - 93.99$
B+: $86 - 89.99$  B: $83 - 85.99$
B-: $80 - 82.99$  C+: $76 - 79.99$
C: $73 - 75.99$  C-: $70 - 72.99$
D+: $66 - 69.99$  D: $63 - 65.99$
D-: $60 - 62.99$  F: $< 60$

Homework:
All assignments must be submitted in hard copy and electronic format by the deadlines. The electronic copy need to be uploaded to dropbox on OAKS. No late homework will be accepted. Homework announcement will be posted on OAKS or sent via email. One lowest homework score will be dropped. I retain the right to enter a zero for assignment grade when the electronic copy has not been uploaded, even where the hard copy has been submitted on time. Students are expected to take care in writing their assignments. For instance, never forget to put your name on the top of your work; assignments should be written neatly with complete solutions.

Quizzes:
All Quizzes have time limits, so be sure you allot yourself enough time to take the quiz before the deadline. Make sure you will not be interrupted so you can focus on completing the quiz. Make sure the computer is working properly and charge your computer/laptop in advance. No make up quiz will be given for any reason. Instead, one lowest quiz grade will be dropped. Quiz announcement will be posted on OAKS or sent via email.

FAQs:
1. Can a participant pause the time limit?
   No. Once participants press start they will be given the amount of time you have allowed to complete the quiz.

2. Can the participant do the test again if they don’t answer all questions within the time limit?
   No. 1 attempt for each quiz.

3. How does scoring work if the quiz is automatically submitted when the time limit has expired?
   All questions answered or unanswered will be saved and participants will be prevented from making further changes. Participant need to click the submit quiz button and will be given a score based on all questions in the test. Example: A participant is given 10 questions and only answers 5 questions in the allotted time. If all answers are correct, the participant will score 5 out of 10 or 50%.

4. How to review the quiz after submission?
Inside the course, select the drop-down arrow from the Grades tool in the navigation bar. Click the Quizzes link from the drop-down list. In the Quiz List, select the drop-down arrow from the quiz you want to review, click Submissions and choose Attempt 1 to view quiz submission. You will be able to review answers to the questions, and can see your instructor’s feedback/solutions for selected questions by selecting ”Feedback” under those questions.

**Exams:**
There will be three multiple-choice exams:

Exam 1 will cover the following material:
1. Forecasting
2. Strategic Capacity Planning for Products & Services & Decision Theory

Exam 2 will cover the following material:
1. Quality Control
2. Inventory Management

Exam 3 will cover the following material:
1. Project Management
2. Management of Waiting Lines

Turn off cell phones and any audible devices during exams. All exams are open book&notes and to be taken in class as scheduled. No makeup exams will be given except for documented emergencies. Exams cannot be made up except by prior arrangement with the instructor, at least 7 days before the scheduled exam date. Such a request must be made in person (not by email), and must include written documentation of need. In case of emergency please contact the professor via e-mail by the end of the exam/quiz. You will not be allowed to use a cell phone, or other electronic devices during exams.

**POLICIES AND PROCEDURES:**

**OAKS and MyCharleston Usage:**
Grades will be posted on OAKS. It is the student’s responsibility to ensure that all grades entered are correct. If I have made a mistake, the student has two weeks from when the assignment/exam was handed back to notify me of the mistake. Failure to notify me within this time frame will result in the recorded grade becoming permanent.

**SNAP Students/Special Accommodations/Athletes:**
Students needing special accommodations should see the professor within the first week of class. If there is a student in this class who has a documented disability and has been approved to receive accommodations through the Center for Disability Services/SNAP (Students Needing Access Parity), please come and discuss this with me during my office hours. **SNAP Student should bring**
the envelope to the professor at least three days before the scheduled exam. No extended time will be given if valid documentation is not received before the exam.

Attendance:
Students are expected to attend all classes, turn in all work by the due date and take examinations at the times and dates announced. Excessive absences (more than 5), excused or unexcused, will result in the student receiving a WA (an equivalent to an F) for the course. **Attendance sheets will be used and it is your responsibility to sign them each class meeting.**

Classroom Conduct:
Please turn off cell phones and any audible devices during class. Please do not hold private conversations during class. It is distracting to both the professor and to your fellow students. Internet will be given when necessary. Use of the lab computers is prohibited during class, unless instructed by the professor. Each of the lab computers is equipped with activity monitoring software, which links your computer (screen and all) to professor’s at the front of the class. The professor will use this software to monitor lab computer usage and the professor reserve the right to publicly display any lab computer’s screen at anytime to the rest of the class. The professor also reserves the right to take control over any lab computer using this software at any time during class.

Questions and Problems:
You are encouraged to ask questions during class and office hours, we all want to hear your ideas and opinions.

College of Charleston Honor Code and Academic Integrity:
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 XXF 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 XX to be expunged. The F is permanent. 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](http://studentaffairs.cofc.edu/honor-system/studenthandbook/index.php).

**Academic Support Services**
The Center for Student Learning

The CSL, located on the first floor of the library, offers a wide variety of tutoring and other academic resources that support many courses offered at the College. Services include walk-in tutoring, by appointment tutoring, study strategies appointments, Peer Academic Coaching (PAC), and Supplemental Instruction (SI). All services are described and all lab schedules are posted on the CSL website [http://csl.cofc.edu](http://csl.cofc.edu), or call 843.953.5635 for information.

**Useful links:**
University Academic Calendar and Final Exam Schedule: [http://registrar.cofc.edu/calendars/](http://registrar.cofc.edu/calendars/)

Students will be notified of any modifications from the syllabus throughout the course of the semester.