DSCI 304-02
Production and Operations Management

Professor: Dr. Marvin Gonzalez (Dr. G)
Office: BCTR 432 (Beatty Center)
Meeting Times: MTWRF 10:15 to 12:15
Office Hours: TWR 8:30 to 10:00
E-mail: gonzalezm@cofc.edu
Office Phone: (843) 953-4276**

**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 304-02. 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.

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

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!!!!!)

**ATTENDANCE POLICY**

Attendance is mandatory. If you miss one class for any reason you will be dropped from the class with a WA on June 19th. Non-negotiable. It is summer session with only 3 weeks for a class that is 16 weeks in the regular schedule, miss one class represent to miss 3 regular classes.

**Missing Exams**

- No makeup exams/quizzes will be given. (because the attendance police)
- Dates for exams are posted in the Calendar.
- 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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<td>73-75.99</td>
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<th>Component</th>
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<tr>
<td>Quizzes</td>
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<tr>
<td>Exams (2, 20% each)</td>
<td>40%</td>
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<tr>
<td>Final Test (Cumulative)</td>
<td>40%</td>
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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 quiz window for 24 hours or 3 hours, SNAP students must also complete the exam/quiz 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](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.
- **The professor has the right to disable OAKS 8 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!!! Students will be able to obtain feedback 1 hour after the due date of the homework. **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 (videos), assigned reading, hands-on exercises, and problems.

• 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!!!!**

**Calendar of Quizzes and exams ******

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<thead>
<tr>
<th>SESSION</th>
<th>TOPIC</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td>1-Jun</td>
<td>Chapter 1 Introduction to Operations Management</td>
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<tr>
<td>4-Jun</td>
<td>Chapter 2 Providing Goods and Services</td>
<td>QUIZ 1</td>
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<tr>
<td>5-Jun</td>
<td>Chapter 2 Providing Goods and Services</td>
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<td>6-Jun</td>
<td>Chapter 4 Forecasting</td>
<td>QUIZ 2</td>
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<td>7-Jun</td>
<td>Chapter 4 Forecasting</td>
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<tr>
<td>8-Jun</td>
<td>Chapter 5 Capacity and Waiting</td>
<td>QUIZ 3</td>
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<tr>
<td>11-Jun</td>
<td>Chapter 5 Capacity and Waiting</td>
<td>QUIZ 4</td>
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<tr>
<td>12-Jun</td>
<td>TEST 1 (chapters 1-2-4-5)</td>
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<td>13-Jun</td>
<td>Chapter 7 Project Management</td>
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<td>14-Jun</td>
<td>Chapter 7 Project Management</td>
<td>QUIZ 5</td>
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<td>15-Jun</td>
<td>Chapter 10 Inventory Management</td>
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<td>18-Jun</td>
<td>Chapter 10 Inventory Management</td>
<td>QUIZ 6</td>
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<td>19-Jun</td>
<td>Chapter 12 Lean Operations</td>
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<td>20-Jun</td>
<td>Chapter 12 Lean Operations</td>
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<td>21-Jun</td>
<td>Chapter 13 Quality Control</td>
<td>QUIZ 7</td>
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<td>22-Jun</td>
<td>Chapter 13 Quality Control</td>
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<td>25-Jun</td>
<td>Chapter 13 Quality Control</td>
<td>QUIZ 8</td>
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<td>26-Jun</td>
<td>Test 2 (chapters 7-10-12-13)</td>
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<td>27-Jun</td>
<td>Final Test (Cumulative)</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 3 days in advance. Exams are not going to change!!!