DSCI 304-03 Production and Operations Management

**ONLINE**

**Professor:** Dr. Marvin Gonzalez (Dr. G)

**Office:** ZOOM  
**E-mail:** gonzalezm@cofc.edu  
**Office Phone:** (843) 953-4276**

**Office Hours:**  
By Appointment (via ZOOM)

**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 the recipient sees your full name, or your full name with @g.cofc.edu, in his/her e-mail inbox.
- **Subject line** meaningful to the recipient (consider identifying your class **DSCI 304-04- Summer I**). Always include this as your subject line!!! Including section number.
- The content clearly states the purpose of the e-mail including any action to be taken from the professor.
- Clear signature block with your full name.
- Be careful about including quotations and sayings in your signature block. Don’t include anything that has the 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 an 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 can work with standard deviations, z-scores, probability distributions, statistical tests of means and proportions, and regressions before they start taking this class. Failure to comply with these pre-requisites before the start of the course will result in a grade of F. It is the student’s responsibility to verify that you have completed all pre-requisites.

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 in 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. Also, 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. Also, 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 OM 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.

This course addresses the following course student learning goals:

- Understand the historical development of the field of operations management, within the framework of management theory and history.
- Describe the dimensions of quality and quality management philosophies and terms and apply them to specific situations in businesses.
- Generate and use quality control charts and capability ratios for production processes.
- Demonstrate an understanding of the concepts and technologies associated with supply chain management and coordination.
- Use a variety of quantitative and qualitative forecasting methods.
- Use basic independent demand inventory models under uncertainty conditions.
- Describe and perform demand inventory calculations.
- Understand and apply the theory of the Waiting line
- Demonstrate knowledge of information systems that facilitate operational problems, such as e-commerce, customer relationship management, enterprise resource planning, and project management tools.

Text and Course Materials:

Go to OAKS Content>McGraw-Hill Campus to get access to Connect and the eBook for this class. For questions about McGraw-Hill Registration, watch the following video: http://video.mhhe.com/watch/YKmmNjAm9iYzrpjALT4DwT?

SPECIAL NOTE:

PLEASE READ IT BEFORE YOU CONTINUE IN THIS SUMMER CLASS

There are Assignments in every class. The honor code is applied here, I trust that you will act like a professional business student and follow these guidelines, as a future ethical business person. No make-ups will be given. No time extensions on assignments or case study, make sure to submit everything on-time or you get a 0.

Rules Specific to Online Learning

- Students are expected to participate in all online activities (videos, connect, etc.) A full day of not login into OAKS is considered an absence. If a video is assigned and you don’t watch it by the end of the day, that is considered an absence. The combination of 2 absences (excused or unexcused will result in the reduction of the final course grade to the next lowest grade (i.e. from B- to C+). This policy is non-negotiable. Do not waste your allowed absences, keep them for when you need them, i.e. sickness, family emergencies, etc.
- Excessive absences (3 or more days of absence in online assignments), excused or unexcused, will result in the student receiving a WA (an equivalent to an “F”) for the course.
- It is your responsibility to obtain any missed material from another student or OAKS. Do not email the professor asking what was covered during your absence. You are ultimately responsible for the information given in class, regardless of whether you were physically there. I will not go over missed material in office hours/individual zoom meetings.
- **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, you must 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.

You must 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 week-class normally entails 3.15 hours of classroom time per day of class (class in this section is 2 days a week), plus a minimum of 8 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. Now and then I answer emails outside the set time, however, do not expect me to do so regularly. The maximum time for me to respond to 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 “gonzalezgm@cofc.edu”. My email address is “gonzalezgm@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.

**SNAP Students/Special Accommodations/Athletes**

- The College will make reasonable accommodations for persons with documented disabilities. Students should apply for services at the Center for Disability Services/SNAP located on the first floor of the Lightsey Center, Suite 104. Students approved for SNAP services or athletes are required to present official letters to the professor within the first 2 days of class. Failure to do this means the student waives the right for special accommodations for the remaining of the extended summer.
- No additional time will be given for quizzes. We measure in 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, the student is required to remind the professor a week before each test so she can make the appropriate accommodations. No additional time is allowed for homework or projects.

**Remind 101 Etiquette**

- I use an app “Remind” that allows us to text without knowing our real phone numbers. I can text to the whole class, which is great, so I can send reminders on what is due or what you should be working on. This will be my best way to keep you up with the material you should be working on. Use this link to sign up: [https://www.remind.com/join/dsci30404](https://www.remind.com/join/dsci30404)
- This is mandatory! Otherwise, you will miss important information!
- I will start using it on Day 1!!!!
- If you have more to tell me, write me an email and send the following via remind “please check your email”.
- Less formal than email, just like texting, but don’t use too many abbreviations, because I am not part of your generation! I am an oldie using current technology LOL
- You can send messages any time/day, however, I will have an automatic “do not disturb” mode between 5 pm and 9 am during working days and all day during weekends. During this time, it will not allow me to get your messages until the next open times. Therefore, do not expect an immediate response if it is outside working hours (8 am to 5 pm weekdays).
- Short messages (similar to Tweeter, about 100 characters!)

**Required Technology (MANDATORY AND YOUR RESPONSIBILITY)**

- Hardware:
- Computer with high-speed internet access.
- Software:
  - CONNECT from McGraw Hill)
Microsoft Office. 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. However, it is highly recommended to use Office 365 that you have free with the CofC account: https://www.office.com/?auth=2

- Adobe Flash Player
- Adobe Reader
- Browser

- Zoom for online office hours: a link will be provided once you make the appointment (you must make an appointment since I don’t have it active all the time)

**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!
- Connect technical support at 1-800-331-5094 or by chat: http://mpss.mhhe.com/contact.php
- 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 Assignments or case studies**

- No makeup assignments/cases will be given.
- There will be NO MAKE UPS under ANY circumstances.
- An assignment/Dropbox in OAKS will be opened to submit files for any assignment or case study.

**Grading and Evaluation:**

<table>
<thead>
<tr>
<th>LETTER GRADE</th>
<th>ASSIGNMENTS</th>
<th>CASE STUDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; 94</td>
<td>A</td>
<td>10%</td>
</tr>
<tr>
<td>90-93.99</td>
<td>A-</td>
<td>70%</td>
</tr>
<tr>
<td>86-89.99</td>
<td>B+</td>
<td>30%</td>
</tr>
<tr>
<td>83-85.99</td>
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<td>30%</td>
</tr>
<tr>
<td>80-82.99</td>
<td>B-</td>
<td></td>
</tr>
<tr>
<td>76-79.99</td>
<td>C+</td>
<td></td>
</tr>
<tr>
<td>&lt; 60</td>
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</tr>
</tbody>
</table>

**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 be 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 knowing about 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.

- 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.
- 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 homework assignments will be
  accepted under any circumstances.

Complaints about Exams Grading

- The professor encourages students to review in detail when assignments/cases 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. 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
  on Microsoft website to review Excel.
- Connect is MANDATORY.
- All assignments, videos, assigned readings should be completed by 9 AM (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 the 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 Connect). All videos are using a windows environment.
- Quizzes and Assignments are time-restricted, no additional time is allowed.
- 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!!!!
<table>
<thead>
<tr>
<th>Session</th>
<th>Day</th>
<th>Topic</th>
<th>Homework/daily work/exam/projects</th>
<th>HRS</th>
<th>Cumulative Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12-May</td>
<td>Introduction To the Class, Introduction to Operations Management (Chapter 1), Introduction to Processes (chapter 2); Process Analysis (Chapter 3)</td>
<td>Homework/daily work/exam/projects</td>
<td>3.15</td>
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<td>2</td>
<td>14-May</td>
<td>Process Analysis (Chapter 3); Process Improvement Chapter 4</td>
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<td>3</td>
<td>19-May</td>
<td>Lean Operations and TPS (Chapter 8)</td>
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<td>5</td>
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<td>Quality and Statistical Process Control (Chapter 9)</td>
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<td>Quality and Statistical Process Control (Chapter 9)</td>
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<td>7</td>
<td>2-Jun</td>
<td>Inventory Management (Chapter 10)</td>
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<td>8</td>
<td>4-Jun</td>
<td>Inventory Management (Chapter 10)</td>
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<td>9</td>
<td>9-Jun</td>
<td>Supply Chain Management (Chapter 11); Forecasting (Chapter 15)</td>
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<td>10</td>
<td>11-Jun</td>
<td>Forecasting (Chapter 15)</td>
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<td>12</td>
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<td>New Product Development (Chapter 20)</td>
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