PROFESSOR: Dr. Jeff Shockley  
Beatty 415  
Department of Marketing and Supply Chain Management:  
e-mail: Shockleytj@CofC.EDU

OFFICE HOURS: 10AM - 12PM, MW; 3:30 – 5 PM W; and by appointment.

OR  

Prerequisites: Before taking this course: all School of Business majors must earn a D- or better in MATH 104 or 250, MATH 105 or 120, and DSCI 232 to continue with a major in the School of Business.

COURSE DESCRIPTION (FROM UNDERGRADUATE CATALOG)  
“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.”

COURSE 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 (School of Business Goal 2: Quantitative Fluency).  
- 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.

Academic Integrity Statement  
By accepting admission to the College of Charleston, each student makes a commitment to understand, support, and abide by the University Honor Code without compromise or exception. Violations of academic integrity Will Not be tolerated. This class will be conducted in strict observance of the Honor code. 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)
Students with Disabilities
If there is a student in the class who has a documented disability and has been approved to receive accommodations through the Center for Disability Services / SNAP, please come and discuss this with me during my office hours.

E-Mail Communication:
When you send me an e-mail, make sure that the subject line is clear. For example, if you want help with a problem enter “Help, problem 1-6” onto the subject line. When I have 20 or 30 e-mails to answer I look at the subject line to determine which I will answer first.

Class Attendance Policy (Please Note)
Regular attendance is expected. Students missing class will be responsible for any work missed during their absence and will have their class participation portion of the grade reduced. A great deal of the work in this course will be completed during the class period. If you miss a class, you have until the next class to make up any missed in-class work or it is a zero. Quizzes will not be made up, unless I am aware of it in advance. Late work will always be penalized.

Center for Student Learning:
I encourage you to utilize the Center for Student Learning’s (CSL) academic support services for assistance in study strategies and course content. They offer tutoring, Supplemental Instruction, study skills appointments, and workshops. Students of all abilities have become more successful using these programs throughout their academic career and the services are available to you at no additional cost. For more information regarding these services please visit the CSL website at http://csl.cofc.edu or call (843)953-5635.

Other Classroom Policies
In the event of bad weather, we will cancel class if the university does so. If classes are canceled, all assignments (including quizzes, tests, etc.) will shift to the next class period. In the rare event that I am late for class, please wait 15 minutes. Classes will not be cancelled.

GRADE COMPONENTS

<table>
<thead>
<tr>
<th>Component</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Participation (Quizzes, DQs, and In-class Exercises)</td>
<td>25%</td>
</tr>
<tr>
<td>Three mid-term exams</td>
<td>50%</td>
</tr>
<tr>
<td>Final Exam (during exam period)</td>
<td>25%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

EXPLANATION OF GRADE COMPONENTS

CLASS PARTICIPATION: IN-CLASS EXERCISES, ONLINE DISCUSSION QUESTIONS (DQ), AND QUIZZES (25%)
There will often be some type of in-class exercise, a readings-based discussion question (prepared in advance and posted online), or a quiz. There may be more than one of these per class. In-class exercises may include watching and discussing videos; analyzing mini-cases; playing course related games – I will occasionally take these up and award a quiz grade (usually an easy 100 pts). You are responsible any in-class exercises even if you are not here (see attendance policy). The bulk of the quizzes will be given as shown on the syllabus. Quizzes or in-class assignments will not be “made-up” unless you are required to attend a university event – in which case I MUST KNOW IN ADVANCE so I can give you
the quiz or in-class assignment before you leave. Occasionally, these quizzes will be take-home quizzes or group assignments (marked on the activities sheet).

**HOMEWORK (see below – **not graded** but on the exams)**
The homework assignments are listed on the class activity sheet. I suggest for which class as they are listed. As often as possible, the homework assignments require you to apply the concepts covered in class in different settings. You have my permission to work together on the homework assignments. I will select AT LEAST one homework question for each of my exams, so if you get them done (correctly), these are easy points. **TIP: Never start homework the night before the exam for that section – I have provided guidelines for you about when to do the homework for each section!!! You can also ask me about homework in my office hours – please work in groups on these - it helps!!!!**

**EXAMS (75% - 50% mid-terms/25% final):**
Examinations will include problems and some short discussion questions. The primary focus of an exam will be on the material covered since the last exam, however, there may be questions that integrate all material covered in the class to that point, and the Final Exam in this class is required and may include questions from the earlier exams. Exam problems and questions will resemble those assigned for homework, or given on quizzes and in-class exercises. A formula sheet will be handed out with each exam.

**Grading Rubric (you will get what the final score indicates with no rounding)**

- A = 93 – 100 (percent of total points)
- A- = 90 – 92
- B+ = 87 – 89
- B = 83 – 86
- B- = 80 – 82
- C+ = 77 – 79
- C = 73 – 76
- C- = 70 – 72
- D+ = 67 – 69
- D = 63 – 66
- D- = 60 – 62
- F=<60

**Final Exam:**
Final Exams for all sections will be given during the assigned exam period for the class, are used for my class learning assessments, and will be quasi-cumulative [50% new material (since last exam) & 50% older material].

**Higher thought**
Ponder this quote .....“Count what is countable, measure what is measurable, and what is not measurable, make measurable”  -Galileo Galilei (1564-1642)