Course Description:
This course teaches students how to use new technologies to manage the business enterprise and the global supply chain for competitive advantage. The course integrates the control of manufacturing and service operations utilizing emerging technologies to optimize business process and supply chains. Students use a variety of software packages to solve business problems. In addition, the latest theories of technology and knowledge management are used to place technological innovation in a strategic and global perspective.

Course Prerequisites
To receive a grade in the course, you must have successfully completed the following pre-requisites BEFORE the course starts:
- Junior standing: DSCI 232, MGMT 301, MATH 104 or MATH 250, MATH 105 or MATH 120.
- Failure to comply with these prerequisites before the start of the course will result in a grade of F. It is the student’s responsibility to verify that you have SUCCESSFULLY completed all pre-requisites.

Course student learning goals:
- Understand the historical development of the field of operations and technology 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 global businesses.
- Generate and use quality control charts and capability ratios for production processes.
- Demonstrate 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.
- Demonstrate knowledge of information systems that facilitate operational problems of global firms, such as e-commerce.

School of Business learning goals:
Goal 1: Communication Skills:
Students demonstrate the ability, via both written and spoken word, to effectively present, critique, and defend ideas in a cogent, persuasive manner.

Goal 2: Quantitative Fluency:
Students demonstrate competency in logical reasoning and data analysis.

Goal 3: 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 become aware of a variety of current and emerging “green” technologies, and how companies are leveraging these technologies to accomplish their sustainability initiatives.

Goal 4: Intellectual Innovation and Creativity:
Students demonstrate their resourcefulness and originality in addressing database and worksheet problems in business.

Goal 5: Synthesis:
Students demonstrate the ability to integrate knowledge from multiple disciplines incorporating learning from both classroom and non-classroom settings in the completion of complex and comprehensive tasks for their software projects.

Course Materials
McGraw Hill. (Mandatory).

Course Organization
There are two parts in this course: theory and software.
Theory This course will require a great deal of reading on your part. It is critical that you read and study the material in the assigned chapter before completing any chapter activities or exercises.
No late assignments are accepted (no exceptions).

Software
Excel is required for the class. It is the student's responsibility to have a computer with the appropriate software completely installed on the computer. The instructor is not your technician, you have helpdesk to help with software issues.
There will be MANDATORY videos and assignments for Excel. Your routine will be to read, watch software videos, replicate the videos, or solve assignments and submit work in OAKS drop-box. All videos and assignments are either in OAKS or OAKS Dropbox. Most videos are using a PC environment, however, anything done in a PC can be done in a Mac. However, it is highly recommended to use Office 365 that you have free with the CofC account: https://www.office.com/?auth=2

Attendance Policy – COURSE LOAD

Students are expected to...
participate in online and presentational activities (videos, connect, classes, etc.). The combination of 3 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 nonnegotiable.

Do not waste your allowed absences, keep them for when you really need them, i.e. sickness, family emergencies, etc.

Excessive absences (4 or more days), 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. Do not email the professor asking what was covered during your absence. You are ultimately responsible for information given in class, regardless of whether you were physically there. I will not go over missed material in office hours/individual zoom meetings.

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 semester.

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 prior to each test so he can make the appropriate accommodations. No additional time is allowed for homework or projects.

E-mail Business Etiquette

✔ e-Mail will be responded in 24 hours (except on Weekends).
✔ 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, 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 (identify your class INTB-314). Always include this as your subject line!!
  ✔ Including section number.
  ✔ Content clearly states the purpose of the e-mail including any action to be taken from the professor.
  ✔ Be careful about including quotations and sayings in your signature block.
  ✔ Obviously do not include anything that has potential to be offensive or misunderstood. Think about the impression your message sends to someone who does not know you and be judicious.
  ✔ Students are expected to be polite and respectful in ANY communication with others in our course community. This includes emails, discussion postings, etc.

Grading Structure

Business is measured by performance.

Efforts are important to get you to your desired performance, but just the effort is not good enough. Your grade is not determined by how much time you put or how "hard" you feel you worked. It is actually on what you produce, the quality of your assignments and tests.

 Grades are yours to earn, not mine to give!

GRADE DISTRIBUTION

Test 1 15%
Homework (all topics) 25%
Test 2 20%
Final Test 20%
Quizzes (pop up) 20%

An "A" is reserved for truly excellent work. If you earn an "A", you went above and beyond the call of duty not just with your efforts but also with your performance. A "B" indicates very good work. You did not just do the minimum requirements, but you made an extra effort to show your skills, and your effort showed. A "C" means you did average work, you did what was asked and you did it satisfactorily — nothing less, nothing more. A "D" means you need to improve — you did below the minimum requirements. An "F" is guaranteed if you turn very poor work or participate in class.

CofC 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.

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.

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. Students can find the complete Honor Code and all related processes in the Student Handbook. Each student is expected to complete their own work in assignments/quizzes/exams without additional help.

Small Projects (ESPs)
The professor will randomly choose which ESPs he will grade, but they all must be turned in as if they were going to be graded. You cannot ask the professor to replace a 0 with a project that you submitted, all projects should be submitted with your best work!!!

It is essential that you stay on top of the course assignments. I will post due dates and reminders, but it is on you to make sure that you do not get behind. Do not make the mistake of thinking this is an easy class because we are meeting online. The material is quite difficult and will take a lot of effort on your part to master.

Students are expected to be polite and respectful in ANY communication with others in our course community. This includes emails, discussion postings, etc.

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!

The professor will not provide any technical assistance on any computer related problem, you must use student Computer Support Desk.

HOMEWORK AND SMALL PROJECTS ARE INDIVIDUAL WORK. THE HONOR CODE WILL APPLY!!!

TOPICS COVERED
- Process analysis and improvement
- Lean Operations
- Quality and Statistical process control
- Inventories
- Supply Chain Management
- Customer Relationship Management
- Basic of Excel
- Exporting/Importing concepts

Inclement Weather: In the event of an interruption of campus operations/closure, the College of Charleston is prepared to shift in-person classes to online instruction to maintain academic progress. If the College temporarily closes, this does not necessarily mean that classes are discontinuing. In most disciplines, instruction will proceed in an online environment.

If the College of Charleston closes and members of the community are evacuated due to inclement weather, students are responsible for taking course materials with them to continue with course assignments consistent with instructions provided by faculty. In cases of extended periods of institution-wide closure where students have relocated, instructors may articulate a plan that allows for supplemental academic engagement despite these circumstances.

Mental & Physical Wellbeing:
At the college, we take every student’s mental and physical wellbeing seriously. If you find yourself experiencing physical illnesses, please reach out to student health services (843.953.5520). And if you find yourself experiencing any mental health challenges (for example, anxiety, depression, stressful life events, sleep deprivation, and/or loneliness/homesickness) please consider contacting either the Counseling Center (professional counselors at http://counseling.cofc.edu or 843.953.5640 3rd Robert Scott Small Building) or the students 4 Support (certified volunteers through texting “4support” to 839863, visit http://counseling.cofc.edu/cct/index.php, or meet with them in person 3rd Floor Stern Center). These services are there for you to help you cope with difficulties you may be experiencing and to maintain optimal physical