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). 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: [https://video.mhhe.com/watch/vjUamLCTLAE2R3GxPkJU](https://video.mhhe.com/watch/vjUamLCTLAE2R3GxPkJU)

**COVID-19 RELATED POLICIES**

- As per Dr. Hsu’s email on August 17th, face coverings are required during class or office hours, regardless of vaccination status. No food/drinks are allowed in class or during office hours, and therefore, the exception to the mask requirement because of eating/drinking does not apply. This mask requirement will be reviewed on a monthly basis to determine its appropriateness and duration.
- On a personal note, the professor is part of the high-risk population and asks for your understanding and compliance of always wearing a mask around him. Thank you in advance for your cooperation.
- I hope that all of our students will do their best to stay safe, while also achieving academic success. Let’s all do our best to keep up with deadlines. Any deadline changes will affect the rest of the class, because the feedback of the particular assignment/homework will have to be delayed so that answers are not released until all students have submitted the work. In case you cannot meet the deadline due to illness (quarantine is not a justifiable excuse), you should not hesitate to reach out with a request for an exception. Please make sure this is not too frequent either, or the disruption to the whole class will be a burden to the rest of the students.
- As a student waiting for feedback. Please understand that as soon as a student notifies that he/she will have to submit the work late due to illness, the professor will email the class indicating that the feedback for that particular assignment will be moved too. Do not get frustrated with the professor, we are all in this together, and it requires sacrifices from all. On the other hand, there will be a maximum of 3 days for the sick student to submit the assignment so that we don’t completely disrupt the class. If a student cannot comply with those 3 days, I would have to assign a 0 to the assignment because the rest of the class needs the feedback and cannot wait more than this time. Again, I am trying to be flexible but please understand that the continuity of the class is important and that it would not be fair to...
keep students from receiving feedback on their work or even worse, to release answers to the assignment before a student has submitted such an assignment.

- More than ever before, I recommend that you start homework as soon as it is posted. First, you will have the material fresh from the recent coverage of the topic in class. Secondly, we don’t know what the near future holds for us, and we must be ready to quarantine or disrupt our routines, so do it while you can early, and if we have to pivot for some reason, it won’t affect you or the rest of the class that much.

- 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.

### Specific Rules

- Students are expected to participate in all class activities (in-person class, zooms, pre-recorded videos, connect, etc.)
- You must contact the professor as soon as you know that you will be in isolation or in quarantine, or that you will be absent. Not all content has pre-recorded lectures, but if there are any available, the instructor will send you the link. However, it is not possible to make the pre-recorded video exactly the same as the lecture. Therefore, it is your responsibility to obtain any missed material from another student before the next class. Please understand that due to the high volume of emails, the professor won’t be able to answer individual emails on what was missed. Take the first week to have the contact information of a classmate or use OAKS email to email the class. 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.
- 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.
- **The material is quite difficult** and will take a lot of effort on your part to master. A regular face-to-face week-class normally entails 50 minutes of classroom time per day of class (class in this section is 3 days a week), plus a minimum of 6 hours per week of study time. The workload for this class will be the same for you to succeed.
- Although many of you will 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 on weekdays. Every 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 “gonzalezmg@cofc.edu”. My email address is “gonzalezmg@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

**Disability Statement:** Any student eligible for and needing accommodations because of a disability, is requested to speak with the professor during the first two weeks of class or as soon as the student has been approved for services so that reasonable accommodations can be arranged. For more information, visit the disability services website: http://disabilityservices.cofc.edu/

**Center for Student Learning:** The Center for Student Learning’s (CSL) academic support services aid in study strategies, speaking & writing skills, and course content. Services include 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](http://csl.cofc.edu) or call (843) 953-5635.

**Food & Housing Resources:** Many CoC students report experiencing food and housing insecurity. If you are facing challenges in securing food (such as not being able to afford groceries or get sufficient food to eat every day) and housing (such as lacking a safe and stable place to live), please contact the Dean of Students for support ([http://studentaffairs.cofc.edu/about/salt.php](http://studentaffairs.cofc.edu/about/salt.php)). Also, you can go to [http://studentaffairs.cofc.edu/student-food-housing-insecurity/index.php](http://studentaffairs.cofc.edu/student-food-housing-insecurity/index.php) to learn about food and housing assistance that is available to you. In addition, there are several resources on and off campus to help. You can visit the Cougar Pantry in the Stern
Center (2nd floor), a student-run food pantry that provides dry-goods and hygiene products at no charge to any student in need.

Please also consider reaching out to me if you are comfortable in doing so.

OAKS (for all instructional modalities), including Gradebook, will be used for this course throughout the semester to provide the syllabus and class materials and grades for each assignment/exam, which will be regularly posted.

Recording of Classes (via ZOOM): Class sessions will be recorded via both voice and video recording. By attending and remaining in this class, the student consents to being recorded. Recorded class sessions are for instructional use only and may not be shared with anyone who is not enrolled in the class.

SNAP STUDENTS
Students approved for SNAP Services are instructed to meet with each of their professors during the first two weeks of classes or as soon as they are approved for services to discuss accommodations and present a copy of their SNAP-issued Professor Notification Letter (PNL). Though it is the student’s responsibility to initiate discussion regarding accommodations that may be needed, an announcement on your syllabus or in class encouraging them to do so would be helpful. Students will feel more comfortable about identifying themselves as having a disability if they are approaching someone, they believe to be receptive to the discussion. Such an invitation can go a long way toward encouraging students with a disability to approach the instructor early in the course.

- Students that require special accommodations for exams or athletes must talk to the professor no later than ONE week after the semester start and provide necessary documentation.
- SNAP students are responsible to remind the professor one week in advance before each exam to allow the professor enough preparation time. If a student fails to remind the professor one week in advance before each exam, the student will have the same evaluation time as the rest of the class for that particular exam.

Withdrawal Policy
The professor does not process Instructor Withdrawals for any reason.

Required Technology (MANDATORY AND YOUR RESPONSIBILITY)
- Hardware: Computer with reliable 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

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.

Grading and Evaluation:
Homework (every week!!!)  40%
Quizzes (4 quizzes, 5% each)  20%
Exam 1 (10/01/2021)  20%
Exam 2 (12/06/2021)  20%

Assignments are given during the class time, if you want to see what the assignment is must be in the Lecture

College of Charleston Honor Code (http://deanofstudents.cofc.edu/honor-system/studenthandbook/index.php)

- 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).

Religious Accommodation for Students

- The College of Charleston community is enriched by students of many faiths that have various religious observances, practices, and beliefs. We value student rights and freedoms, including the right of each student to adhere to individual systems of religion. The College prohibits discrimination against any student because of such student’s religious belief or any absence thereof.
- The College acknowledges that religious practices differ from tradition to tradition and that the demands of religious observances in some traditions may cause conflicts with student schedules. In affirming this diversity, like many other colleges and universities, the College supports the concept of “reasonable accommodation for religious observance” in regard to class attendance, and the scheduling of examinations and other academic
work requirements, unless the accommodation would create an undue hardship on the College. Faculty are required, as part of their responsibility to students and the College, to ascribe to this policy and to ensure its fair and full implementation.

- The accommodation request imposes responsibilities and obligations on both the individual requesting the accommodation and the College. Faculty members are expected to reasonably accommodate individual religious practices. Examples of reasonable accommodations for student absences might include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student’s presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment dates. Regardless of any accommodation that may be granted, students are responsible for satisfying all academic objectives, requirements and prerequisites as defined by the instructor and by the College.

Teaching Method

- **Lecture and 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 7: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.co.fc.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.**
- **All the evaluations 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.**

TOPICS COVERED

- Process analysis and improvement
- Lean Operations
- Quality and Statistical process control
- Inventories
- Supply Chain Management
- Forecasting
- Enabling the organization with decision making
- Customer Relationship Management
- Enterprise Resource Planning
- Exporting/Importing concepts

Inclement Weather:

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 Stenn Center). These services are there for you to help you cope with difficulties you may be experiencing and to maintain optimal physical

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

**TENTATIVE SCHEDULE**
(The instructor reserves the right to modify the schedule according to the class pace)

<table>
<thead>
<tr>
<th>Session</th>
<th>Day</th>
<th>Topics</th>
<th>Homework</th>
<th>Special Instructions</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>25-Aug</td>
<td>Syllabus and General Rules</td>
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<tr>
<td>2</td>
<td>27-Aug</td>
<td>Introduction to Operations Management</td>
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<td>2</td>
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<tr>
<td>3</td>
<td>30-Aug</td>
<td>Introduction to Operations Management</td>
<td>Homework is given</td>
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<td>1</td>
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<tr>
<td>4</td>
<td>1-Sep</td>
<td>Introduction to Processes</td>
<td>Homework is due (class time), Homework is given</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>3-Sep</td>
<td>Process Analysis</td>
<td>Homework 2 is due (class time), Homework 3 is given</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>6-Sep</td>
<td>Process Analysis</td>
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<tr>
<td>7</td>
<td>8-Sep</td>
<td>Process Analysis</td>
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<td>3</td>
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<tr>
<td>8</td>
<td>10-Sep</td>
<td>Process Analysis</td>
<td>Homework 3 is due (class time), Homework 4 is given</td>
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<tr>
<td>9</td>
<td>13-Sep</td>
<td>Process Improvement</td>
<td>Homework 4 is given</td>
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<tr>
<td>10</td>
<td>15-Sep</td>
<td>Process Improvement</td>
<td>Homework 4 is due</td>
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<tr>
<td>11</td>
<td>17-Sep</td>
<td>Lean Operations</td>
<td>Quiz 1</td>
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<td>12</td>
<td>20-Sep</td>
<td>Lean Operations</td>
<td>Homework 5 is given</td>
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<tr>
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<td>22-Sep</td>
<td>Lean Operations</td>
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<td>24-Sep</td>
<td>Lean Operations</td>
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<tr>
<td>15</td>
<td>27-Sep</td>
<td>Review</td>
<td>Homework 5 is due</td>
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<td>16</td>
<td>29-Sep</td>
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<tr>
<td>17</td>
<td>3-Oct</td>
<td>Test 1 (Chapters 1, 2, 3, 4A)</td>
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</tr>
<tr>
<td>18</td>
<td>4-Oct</td>
<td>Quality Control and SPC</td>
<td>Homework is given</td>
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<tr>
<td>19</td>
<td>6-Oct</td>
<td>Quality Control and SPC</td>
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<td>20</td>
<td>8-Oct</td>
<td>Quality Control and SPC</td>
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<td>21</td>
<td>11-Oct</td>
<td>Quality Control and SPC</td>
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<td>Quality Control and SPC</td>
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<tr>
<td>23</td>
<td>15-Oct</td>
<td>Introduction to Inventory Management</td>
<td>Homework 6 is due, Homework 7 is given</td>
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<td>24</td>
<td>18-Oct</td>
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<td>Full week - No reviews</td>
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<td>25</td>
<td>20-Oct</td>
<td>Introduction to Inventory Management</td>
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<td>26</td>
<td>22-Oct</td>
<td>Introduction to Inventory Management</td>
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<tr>
<td>27</td>
<td>25-Oct</td>
<td>Introduction to Inventory Management</td>
<td>Homework 7 is due, Homework 8 is given</td>
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<tr>
<td>28</td>
<td>27-Oct</td>
<td>Supply Chain Management</td>
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<td>29-Oct</td>
<td>Supply Chain Management</td>
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<td>30</td>
<td>1-Nov</td>
<td>Supply Chain Management</td>
<td>Homework 8 is due</td>
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<td>31</td>
<td>3-Nov</td>
<td>Inventory Management with Steady Demand</td>
<td>Homework 9 is given</td>
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<tr>
<td>32</td>
<td>5-Nov</td>
<td>Inventory Management with Steady Demand</td>
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<td>33</td>
<td>8-Nov</td>
<td>Inventory Management with Steady Demand</td>
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<tr>
<td>34</td>
<td>10-Nov</td>
<td>Inventory Management with Steady Demand</td>
<td>Homework 10 is given, Homework 9 is due</td>
<td>Homework is in Canvas under DROPBOX, follow directions</td>
<td>12</td>
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<tr>
<td>35</td>
<td>12-Nov</td>
<td>Quantity Discount Model</td>
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<td>36</td>
<td>15-Nov</td>
<td>Quantity Discount Model</td>
<td>Homework 10 is given, Homework 9 is due</td>
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<td>17-Nov</td>
<td>Quality Discount Model</td>
<td>Homework 10 is given</td>
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<td>19-Nov</td>
<td>Project Management</td>
<td>Homework 11 is given</td>
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<td>21-Nov</td>
<td>Project Management</td>
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<td>24-Nov</td>
<td>Thanksgiving Holiday - No Classes</td>
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<td>Project Management</td>
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<td>1-Dec</td>
<td>Project Management</td>
<td>Homework 11 is due</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td>44</td>
<td>3-Dec</td>
<td>Review</td>
<td>Homework 11 is due</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td>45</td>
<td>6-Dec</td>
<td>Test 2 (9-10-11-12-19)</td>
<td></td>
<td>last day of full semester classes</td>
<td>19</td>
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