INTB314

Global Operations Management Technology

Professor: Dr. Marvin E Gonzalez (Dr G)
Meeting Times: TR 10:50 to 12:05
OAKS: Go to MyCharleston

Office: ONLY ZOOM
E-mail: use OAKS email always!

Office Hours: MF: 9 to 12 or by Appointment (via ZOOM)

**** Whenever we are meeting online as a class, I expect all cameras to be on ****

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.

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 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, customer relationship management, enterprise resource planning and project management tools.

Course Materials
Go to OAKS Content=>Syllabus and Orientation=>McGraw-Hill Campus to get access to Connect and the eBook for this class.

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 Content or OAKS Dropbox, unless specified as McGraw Hill Connect. 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 CoF account: https://www.office.com/?auth=2

Attendance Policy – COURSE LOAD
Students are expected to participate in all online activities (videos, connect, etc.)

- A full day of not login in OAKS is considered an absence.
- If a video is assigned and you do not 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 nonnegotiable.
- Do not waste your allowed absences, keep them for when you really 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 from OAKS (everything I do is posted in OAKS). 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

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 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). Also, you can go to 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.

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.

We are all equal and accepted in this course, if you experience any type of discrimination, please contact your professor.

If you are struggling and need help, contact your professor to get additional support.

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 on what you produce, the quality of your assignments and tests.

Grades are yours to earn, not mine to give!

GRADE DISTRIBUTION

Connect Smart-book ........... 10%
Connect Homework........... 60%
Inco terms Quiz................. 10%
Excel Small Projects(ESPs).... 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 you rarely 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
- 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 students’ 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 "support" 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 health.
<table>
<thead>
<tr>
<th>Session</th>
<th>Day</th>
<th>Topic</th>
<th>HOMEWORK/CASES</th>
<th>MANDATORY</th>
<th>ACTIVITY Mandatory</th>
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<tbody>
<tr>
<td>1</td>
<td>12-Jan</td>
<td>Introduction To the Class, Introduction to Operations Management</td>
<td></td>
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<td>SB 1 is assigned</td>
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<tr>
<td>2</td>
<td>14-Jan</td>
<td>Introduction to Operations Management</td>
<td>HW 1 is assigned</td>
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<td>3</td>
<td>19-Jan</td>
<td>Introduction to Processes</td>
<td>HW 2 is assigned Due For HW1 and SB 1</td>
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<td>4</td>
<td>21-Jan</td>
<td>Introduction to Processes</td>
<td>HW 3 is assigned Due For HW2</td>
<td>SB 2 is assigned</td>
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<td>5</td>
<td>26-Jan</td>
<td>Process Analysis (Chapter 3)</td>
<td>HW 4 is assigned Due For HW3 and SB 2</td>
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<td>6</td>
<td>28-Jan</td>
<td>Process Analysis (Chapter 3)</td>
<td>HW 5 is assigned Due For HW4</td>
<td>SB 3 is assigned</td>
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<tr>
<td>7</td>
<td>2-Feb</td>
<td>Process Improvement</td>
<td>HW 6 is assigned Due For HW5 and SB3</td>
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<tr>
<td>8</td>
<td>4-Feb</td>
<td>Process Improvement</td>
<td>HW 7 is assigned Due For HW6</td>
<td>SB 4 is assigned</td>
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<td>9</td>
<td>9-Feb</td>
<td>Lean Operations and TPS</td>
<td>HW 8 is assigned Due For HW7 and SB4</td>
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<tr>
<td>10</td>
<td>11-Feb</td>
<td>Lean Operations and TPS</td>
<td>HW 9 is assigned Due For HW8</td>
<td>SB 5 is assigned</td>
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<td>11</td>
<td>16-Feb</td>
<td>Lean Operations and TPS</td>
<td>HW 10 is assigned Due For HW9 and SB5</td>
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<td>12</td>
<td>18-Feb</td>
<td>Quality and Statistical Process Control</td>
<td>HW 11 is assigned Due For HW10</td>
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<td>13</td>
<td>23-Feb</td>
<td>Quality and Statistical Process Control</td>
<td>HW 12 is assigned Due For HW11</td>
<td>SB 6 is assigned</td>
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<td>14</td>
<td>25-Feb</td>
<td>Quality and Statistical Process Control</td>
<td>HW 13 is assigned Due For HW12 and SB 6</td>
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<td>15</td>
<td>2-Mar</td>
<td>Quality and Statistical Process Control</td>
<td>HW 14 is assigned Due For HW13</td>
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<td>16</td>
<td>4-Mar</td>
<td>Inventory Management (chapter 10); Inventory Management</td>
<td>HW 15 is assigned Due For HW14</td>
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<td>17</td>
<td>9-Mar</td>
<td>Inventory Management</td>
<td>HW 16 is assigned Due For HW15</td>
<td>SB 7 is assigned</td>
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<td>18</td>
<td>11-Mar</td>
<td>Inventory Management</td>
<td>HW 17 is assigned Due For HW16 and SB 7</td>
<td>SB 8 is assigned</td>
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<td>19</td>
<td>16-Mar</td>
<td>Supply Chain Management</td>
<td>HW 18 is assigned Due For HW17 and SB 8</td>
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<td>20</td>
<td>18-Mar</td>
<td>Project Management</td>
<td>HW 19 is assigned Due For HW18</td>
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<tr>
<td>21</td>
<td>23-Mar</td>
<td>Project Management</td>
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<td>22</td>
<td>25-Mar</td>
<td>New Product Development</td>
<td>HW 20 is assigned Due for 19</td>
<td>SB 9 is assigned</td>
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<td>23</td>
<td>30-Mar</td>
<td>New Product Development</td>
<td>HW 21 is assigned Due for 20 and SB9</td>
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<td>24</td>
<td>1-Apr</td>
<td>Incoterm material</td>
<td>HW 22 is assigned Due for 21</td>
<td>SB 10 is assigned</td>
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<tr>
<td>25</td>
<td>6-Apr</td>
<td>Excel (mini project will be assigned)</td>
<td>Quiz in INCOTERM, HW 23 is assigned Due for 22 and SB10</td>
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<td>26</td>
<td>8-Apr</td>
<td>Excel (mini project will be assigned)</td>
<td>HW 24 is assigned Due for 23</td>
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<td>27</td>
<td>13-Apr</td>
<td>Excel (mini project will be assigned)</td>
<td>HW 24 is assigned Due for 24</td>
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<td>28</td>
<td>15-Apr</td>
<td>Excel (mini project will be assigned)</td>
<td>HW 25 is assigned Due for 24</td>
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<tr>
<td>29</td>
<td>20-Apr</td>
<td>Excel (mini project will be assigned)</td>
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<td>LAST CLASS DAY</td>
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<tr>
<td>***</td>
<td>21-Apr</td>
<td>Spring 2021 Full semester Course-Instructor Evaluations open. Do it!</td>
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