College of Charleston  
School of Business  

MBAD 506-01: Operations Management

Course Details:
Semester: Spring 2022  
Course Code: MBAD 506-01  
Course Name: Operations Management  
Classroom: Tate Center for Entrepreneurship (TCFE) 207
Class Timing: MW: 8:00–9:15AM

Professor Details:
Professor: Dr. Purushottam Lal (PL) Meena  
Office Location: Beatty Center (BCTR) 324  
Office Hours: MWF: 9:30AM—11:00AM and by appointment  
Email: meenap@cofc.edu (Please use MBAD 506 in the email subject line)  
Course website: OAKS  
Phone (Office): 843-953-8150

Course Description:
This course discusses a wide range of issues, from how organizations successfully create and manage their operations and supply chain to how they control operations and supply chain. Using state-of-the-art technologies, this course discusses key drivers and approaches organizations adopt to improve productivity and achieve a competitive position. It also addresses major operations and supply chain issues, including inventory management, facility location, quality management, sourcing decisions, and project management. The innovations and capabilities of these areas related to the organizations’ revenues and financial performance are discussed.

Course Objectives:
Upon the successful completion of this course, the student will be able to:

▪ Evaluate the impact of select strategy on the global supply chain;
▪ Use the right time-series forecasting technique to predict future business operations issues/activities;
▪ Develop solutions to deterministic and probabilistic inventory models;
▪ Construct statistical process control (SPC) charts and analyze the implication of using SPC on the total quality management of an organization;
▪ Use of CPM and PERT techniques for project scheduling;
▪ Use of analytics for supplier selection under uncertainty.
Operations and Supply Chain Team Project:
Students will work on this project in teams. The project has the following two primary objectives.

(i) To identify a local company where students can collect necessary data to analyze at least one aspect of operations management (e.g., forecasting, project management, inventory, quality, logistics, location, and sourcing) to achieve the right balance between responsiveness and efficiency.

(ii) To make recommendations to improve the effectiveness of the current practices adopted in the chosen aspect (perform comparison analyses to show improvement).

The project will be graded based on three (3) learning goals:
- The quality of company-specific analyses made to identify the decisions taken
- The ability to make decisions in an uncertain environment, and
- The demonstration of collaborative decision-making

Case Study Analyses:
Students should individually analyze the following three cases:
- Study and analyze 'Southwestern University: (B)' case or a similar case assigned by the instructor and answer the questions mentioned at the end of the case (Chapter 4)
- Study and analyze 'Bayfield Mud Company' case (Chapter 6) or a similar case assigned by the instructor. Make appropriate control charts and make your implications about quality
- Study and analyze the inventory management 'Zhou Bicycle Company' case (Chapter 12) or a similar case assigned by the instructor and answer the questions mentioned at the end of the case.

Students must submit a word report for the solution of each case study along with relevant excel files by the given due dates. All calculations must be performed using software taught in class.

School of Business Learning Goals:
- **Communication Skills**: Students will demonstrate the ability, via both written and spoken word, to effectively present, critique, and defend ideas in a cogent, persuasive manner.
- **Quantitative Fluency**: Students will demonstrate competency in logical reasoning and data analysis skills.
- **Global and Civic Responsibility**: Students will be able to identify and define social, ethical, environmental, and economic challenges at local, national, and international levels. Students will also be able to integrate knowledge and skills in addressing these issues.
- **Intellectual Innovation and Creativity**: Students will be able to demonstrate their resourcefulness and originality in addressing extemporaneous problems.
- **Synthesis**: Students will demonstrate the ability to integrate knowledge from multiple disciplines incorporating learning from both classroom and non-classroom settings to complete complex and comprehensive tasks.
Required Textbook and Resource(s):
- The course PowerPoints, syllabus, and software files will be available on OAKS.
- Excel-OM software will be used throughout the course as a tool.

Assessment Methodology and Grading Guidelines:

<table>
<thead>
<tr>
<th>Instrument</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid Exam</td>
<td>100</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>Case Studies</td>
<td>45</td>
</tr>
<tr>
<td>Team Project</td>
<td>55</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>300</strong></td>
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</tbody>
</table>

*The professor can increase/decrease the number of case studies. All submissions will be checked for plagiarism. If students are found guilty of plagiarism or copying from each other, they will get a zero score and be reported to the honor code and academic integrity committee.*

The final grade will be calculated using the following grade scale:

<table>
<thead>
<tr>
<th>Grades</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>&gt;90%</td>
</tr>
<tr>
<td>B+</td>
<td>85-89%</td>
</tr>
<tr>
<td>B</td>
<td>80-84%</td>
</tr>
<tr>
<td>C+</td>
<td>75-79%</td>
</tr>
<tr>
<td>C</td>
<td>70-74%</td>
</tr>
<tr>
<td>F</td>
<td>&lt;69%</td>
</tr>
</tbody>
</table>

Tentative Weekly Topical Class Schedule:

Below is the topic-wise weekly schedule. Please note that this is a tentative schedule, and the professor reserves the right to change it if needed.

<table>
<thead>
<tr>
<th>Week</th>
<th>Day</th>
<th>Topic</th>
<th>Chapter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>W, 1/12</td>
<td>Introduction to Operations Management</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>M, 1/17</td>
<td>MLK. Holiday. No classes.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>W, 1/19</td>
<td>Operations Strategy in a Global Environment</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>M, 1/24</td>
<td>Operations Strategy in a Global Environment</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>W, 1/26</td>
<td>Project Management</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>M, 1/31</td>
<td>Project Management</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>W, 2/2</td>
<td>Project Management</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>M, 2/7</td>
<td>Time-series forecasting</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>W, 2/9</td>
<td>Time-series forecasting</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>M, 2/14</td>
<td>Time-series forecasting</td>
<td>4</td>
</tr>
</tbody>
</table>
### Attendance Policy:
Students are expected to attend every class session. Instructors will inform students of the exact number of absences and late arrivals (three) permitted during the semester. Students who exceed these limits may be subject to a "WA" grade. If a student misses any class or test, the instructor has the right to either grant or deny an opportunity to make up the missed work. In such cases, the instructor shall be the sole judge of the validity of a student's explanation for having missed the class or test.

### Exam Policy:
Students must follow the below guideline during the exams:
- Keep your cell phones and other electronic devices turned off.
- No makeup exams and quizzes will be given except for any documented emergencies.
- All exams and quizzes will be conducted on given dates and times.

### Classroom Behavior:
Behavior that disrupts, impairs, interferes with, or obstructs the orderly conduct, processes, and functions within an academic classroom or laboratory violate the student code of conduct and may result in disciplinary action. This includes interfering with the academic mission of CofC or
individual classroom or interfering with a faculty member's or instructor's role to carry out the normal academic or educational functions of his classroom or laboratory, including teaching and research. Students should turn off their cell phones and any other electronic device unless the professor recommends and don't engage in private conversation with other students during the class.

**College of Charleston Honor Code and Academic Integrity:**

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 having knowledge of the incident to the Dean of Students. A student found responsible by the Honor Board for academic dishonesty will receive an XXF 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 XX to be expunged. The F is permanent. 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 is permitted during the assignment's completion. 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](http://studentaffairs.cofc.edu/honor-system/studenthandbook/index.php)

**Academic Support Resource from the Center for Student Learning:**

Students are encouraged to utilize the Center for Student Learning (CSL) services. The CSL offers tutoring for different courses along with assistance in study strategies, writing, and speaking skills. For more information, please visit the CSL website at [http://csl.cofc.edu](http://csl.cofc.edu), or call 843-953-5635.
Students with Physical or Educational Challenges:
The College of Charleston provides reasonable accommodations for students who are otherwise qualified but have disabilities, including learning disabilities, health impairments, and other disabling conditions. Students Needing Access Parity (SNAP) should apply at the Center for Disability Services/ for approval. SNAP students should notify me one week before the accommodation is needed.

Academic Integrity:
Each student enrolled in a course at CofC agrees that, by taking such a course, he or she consents to the submission of all required papers for textual similarity review to any commercial service engaged by CofC to detect plagiarism. Each student also agrees that all papers submitted to any such service may be included as source documents in the service's database solely to detect plagiarism of such papers.

Plagiarism is the appropriation of all or part of someone else's works (such as but not limited to writing, coding, programs, images, etc.) and offering it as one's own. Cheating is using false pretenses, tricks, devices, artifices or deception to obtain credit on an examination or in a college course. Suppose a faculty member determines that a student has committed academic dishonesty by plagiarism, cheating or in any other manner. In that case, the faculty has the academic right to 1) fail the student for the paper, assignment, project, and/or exam, and/or 2) fail the student for the course and/or 3) bring the student up on disciplinary charges.