Course Syllabus
SCMS 3510 502 – Operations Management
Fall Semester, 2018
3.0 Credit Hours

Instructor: Eric Harris, MBA, MS, MaED

E-mail: wharris2@memphis.edu
Office Hours: Thursday - By appointment only

eCourseware: eCourseware link to this course

Overview

This course provides an introduction to operations management which is the running of a manufacturing or service-providing business. This course is a core course for many, but not all, business majors. We will explore various topics of operations management such as competitive strategy, capacity planning, process selection and design, quality management and tools, supply chain management, inventory management, resource planning (MRP/ERP), and lean systems.

Objectives

At the successful completion of this course, a student will be able to:

1. Accurately define and describe operations management for product and service firms,
2. Differentiate key characteristics between product and service firms,
3. List the primary versions of forecasting business requirements,
4. Describe the purpose and value of quality control and its basic techniques,
5. Explain the various levels of planning and their data requirements and generate the various plans,
6. Describe modern inventory management and techniques to monitor inventory levels and flow,
7. Describe the various primary and emerging technologies available,
8. Explore how your current professional interests intersect with operations management,
9. Identify lean, JIT and agile techniques, and
10. Describe the basic managerial aspects of project management

**Fogelman College: Learning Outcomes for Your Degree**

- [BBA (new window)](BBA)
- [BBA ACCT (new window)](BBA ACCT)

**Email**

All students are required to maintain and access their University of Memphis (@memphis.edu) email account. You will receive all official course correspondence at this email account. Any inability to receive incoming mail in a timely fashion (e.g., not regularly checking your email, having a “full mailbox” condition, network failures, etc.) is the student’s responsibility.

*Please don’t attempt to communicate via eCourseware's email tool; it will not be regularly monitored.*

**Attendance**

There are no instructor requirements for course attendance. However, as in any course, you will find that you will receive great value by investing your time with your fellow students by interacting with the instructor and each other. If you are attending a section that meets in a classroom, please arrive on time and prepared for that day’s subject; if you are attending an online section, please stay current with each week’s material.

**Inclement Weather**

In the event that inclement weather requires the cancellation of classes at The University of Memphis, local radio and television media will be immediately notified. Additionally, the University of Memphis has established an Inclement Weather Hotline at 901-678-0888. [TigerText (new window)](TigerText) is an emergency alert text messaging service available to students, faculty and staff. This free service is used in the event of an on-campus emergency, an unscheduled university closing, or a delay or cancellation of classes due to, for instance, inclement weather.

**Pre-Requisites / Co-Requisites**

SCMS 3711 Business Analytics is required to be completed before taking this course. We will be applying selected analytical techniques from that course including the standard normal distribution (z table). A “Skills Quiz” is given for you to be able to discover where you might have weaknesses that you should address to be successful in this course.
Textbook

We will use one textbook for this class. It does not matter to me whether you buy, rent, eBook, borrow, or share this textbook. Note that we will refer frequently to all portions of it so you should have your own copy readily available.


As a standard hardback textbook:

As a loose-leaf version (three-hole punched printed paper that you put into a 3-ring binder yourself) which saves $52:

The eBook is only available via McGraw-Hill's CONNECT tool. I will be sending you a link via email if you choose to subscribe. However, it is more expensive than either of these two book-only options but I will leave it up to you if you whether or not you want to purchase this resource.

Calendar and Topics

Calendar

On the Home Page, the Calendar in the upper right corner shows a summary of the items in process or due within the next few days.

The full calendar for the entire semester can be viewed in various formats by clicking on "Calendar". On this screen, you can show a single day, week or month. You can see the full list of calendar items sorted by date which is a convenient way to reference the activities. You can add your own events or tasks for your reference. If you select "All Calendars" then all other courses that post events to their calendar will show up alongside this course's events.
Topics

**Module 1: Concepts, Strategy and Quality**
- Chapters 1, 2, 9 and 10
- Assessments: Homework, Quiz, Exam, and Discussion question(s)

**Module 2: Forecasting and Planning**
- Chapters 3, 5, 11 and 12
- Assessments: Homework, Quiz, Exam, and Discussion question(s)

**Module 3: Inventory Management, JIT, Lean, Supply Chain Management, and Project Management**
- Chapters 13, 14, 15, and 17
- Assessments: Homework, Quiz, Exam, and Discussion question(s)

**Grading and Evaluation Criteria**

**I don’t give grades:** I document your performance on the graded components and not my potential biases or your preconceptions of your level of effort.

**Translation:** Your grade depends on the items below, not on how much time you spend on the work itself. I will support the entire class receiving As if the entire class does A-level work; I will also support the entire class receiving Fs if the entire class performs below the passing level. So far, neither event has ever happened!
Graded Components

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<td>Skills Quiz</td>
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<td>Discussion 1</td>
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<td>Exam 1</td>
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<td>C+</td>
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**Extra Credit:** Extra credit is not offered for any reason; many instructors correctly consider it to just be a way to burn additional calories late in the semester that do not provide additional learning. If you focus on absorbing the course material, you will have minimized your work and maximized your education.

**Curve:** There is no curve in this class. The advantage of this policy is that any perception of bias in any direction is removed. In business, you either know the subject matter or you do not.

**Grade Calculation:** You can determine your grade at any point in time. Notice that the final numeric score above is rounded to one decimal point and will be kept to that level of precision to determine the letter grade (ex: there will be no further rounding of a score of 89.9 to 90.0 to change from B+ to A-). All grades, in detail, will be posted in eCourseware for you to see at any time.

**Timeliness / Late Submissions:** In business, we must produce our "products" (reports, analyses, presentations, schedules, deliveries, proposals, finished goods, etc.) on specified dates. Each graded assignment has a corresponding due date. All dates for all such items are known and published before the semester begins; the due dates are intentionally set to be following the completion of the material needed to
successfully complete each assignment. **Therefore, late submissions are not accepted and score 0 points.** It is incumbent on you to manage your time in school, work, and family to meet these schedules. You may submit work early; there is no need to wait until the last day.

With that said, "real life" can and does happen to us all - car accidents, family illnesses, business trips, etc. I will gladly work with you for **documented events** so you can complete the work and earn the corresponding credit. This timeliness policy is to encourage and teach professional self-discipline.

**Accuracy:** You may contact me with any questions, errors or omissions; I will gladly discuss any legitimate concern about your grade and fix any errors in the gradebook.

**Confidentiality:** To comply with FERPA and UM policies:

- I will not leave any detailed information on your voice mail or give any such information to your spouse or other family member without either (a) your explicit permission in writing to protect your privacy or (b) receiving specific permission and direction of the department chair.
- All electronic communication for any purpose will be sent to your memphis.edu email address

**Graded Items**

**Dropbox:** If there is an assignment that uses eCourseware's Dropbox, you may submit your work as many times as you like - only the last submission will be graded. This lets you correct any errors you discover prior to the due date.

**Homework:** Any homework performed using eCourseware's Quiz tool may be submitted up to three times. All attempts will be scored but only the highest score will be posted to the gradebook.

**Quizzes and Exams:** Each quiz or exam has only one attempt. Be sure to find a clear, safe space free from any distractions so you can concentrate on the questions and problems. Start at a time that allows you enough time to complete it before the finish time. As you take the quiz or exam, save your work frequently in case there is a technical disruption.

**Discussions:** There are three forms of online discussions:

- Graded: You are graded for your original post as well as your follow up posts to other student's postings and replying to those who post questions or challenges to your post.
- Not Graded: These are optional topics but will be valuable as we exchange ideas and expand our knowledge.
- Q&A: Open for any course-related question about homework, quizzes, exams, current events, career, etc.
Teaching Methodology

Course Methodology

This course is delivered chapter-by-chapter. All slides and other media for each chapter will be available in eCourseware. Note that this course is being taught in a hybrid or “flipped classroom” style; you will be responsible for managing your time accordingly in order to complete your assignments prior to class.

Professor’s Expectations of Students

Certain student behaviors (such as fairness, respect, responsibility and more) are important personal and professional characteristics to develop now if you don’t already possess them. Please see the Office of Student Conduct (new window) for clarification and additional expectations.

Further, I expect that you will regularly monitor your memphis.edu email account and the eCourseware course, stay current with the reading assignments, be prepared for the quizzes and examinations, and participate as needed so you gain the most from this course.

Student's Expectations for the Instructor

My personal goal is to help you gain knowledge and insight into the fundamental concepts of an organization’s operations through the material presented, the homework assigned, the discussions and other online participation and any personal experience I can share during this semester. Therefore, in my role as your instructor, there are certain things you can expect from me including a well-organized and engaging learning experience based on my professional experiences in multiple industries, response to emails within two (2) business days, and feedback on all work submitted within 10 calendar days.

Online students should expect my role to be that of a facilitator and coach although you have to be self-motivated; I am only an online discussion board post or email away.

Student's Effort

*Past experience suggests that this can be a very difficult course for some students. Most students find Module 2 particularly challenging.*

We discuss details of a company’s operations at a time when you may not have any experience in industrial, commercial or service industries; this makes absorption of the material difficult. However, we cover these subjects in only moderate depth. Don’t underestimate the time you may need to read and absorb the information; you are expected to have read the scheduled chapters and completed any other assigned
work early during that week so you can participate in discussions and ask clarifying questions.

This is a required course for many students, a prerequisite for others, and is often taken as part of a full-time student course load. The expected effort is based on a full time student spending 40 hours per week after combining all of your classes, homework, teamwork, reading and other research across all of your classes. Since this 3 credit-hour course is 20% to 25% of a full time student course load, I expect you to spend 8 to 10 hours per week working on this course whether you are a full time or part time student. Since approximately 3 hours of that time will be spent on the textbook and chapter materials, the remaining 5-7 hours are allocated to the course requirements (homework, study time, online time, etc.). Please put your investment of time and money to good use.

Your grade is dependent only on the quality of the various assessments such as quizzes, homework, and exams. Remember that the quantity of your time and effort spent on this class is not a factor in your grade.

**Integrity, Netiquette, and Plagiarism**

As your instructor for this course, I assume that all students are performing their academic work consistent with all expectations for academic integrity on our campus. So let's be sure we know what that means and how it will negatively affect you should you violate the conditions intentionally or unintentionally.

**What is “Academic Integrity”?**

The Fogelman College of Business has established a standard set of guidelines for all students taking courses or pursuing a degree through the college. You should take the time to review the information on the Fogelman College Academic Integrity (new window) website where short specific definitions are given for plagiarism, cheating, and fabrication. FCBE's Understanding Plagiarism (new window) site provides details about the serious topic of plagiarism. Plagiarism is not limited to written reports; it includes all forms of computer files, including Excel files, online homework assignments, etc. Significant plagiarism suspected and confirmed by the instructor will make your project or assignment score 0 – no exceptions.

Note: Should you be caught in violation of these policies, this may initially be seen as a "negative event" with respect to this course, but it should also be seen as a "positive event" since you will now have experienced the value of other people's work and creativity. Just as these other people want their work and creations to be properly recognized (and compensated if necessary), you too, would want to have your work and creations protected since you would have spent your time and energy creating them. You can learn the value of other's work by copying it and being disciplined, or you can acknowledge the value of other people's work and value it appropriately.

Follow up with me or the Office of Student Conduct (new window) if you have any questions.
Why is it important in the Fogelman College?

The University of Memphis has clear codes (above) regarding cheating and classroom misconduct that we both must adhere to. For the university to represent that their graduates have actually earned the significant education a degree represents, the faculty and staff must monitor for inappropriate behaviors. We recognize that cheating, plagiarism, and other acts of dishonesty do not contribute to learning and are both unethical and illegal under the academic standards of The University of Memphis.

How Academic Integrity is reinforced and achieved in this course

In this course, you will be assessed on your knowledge of the content in a variety of ways. Specific expectations of academic honesty will be reinforced this semester as you take quizzes, submit written assignments, perform group projects, participate in discussion boards, and take examinations. The professor’s experience along with electronic tools (such as but not limited to Turnitin and eCourseware) will be used consistently to monitor each student’s work.

Turnitin

As noted on the FCBE Academic Integrity website, the university has a full license to Turnitin.com as an aid to students in better understanding how to submit research and writing that adheres to our principles of individual academic achievement. If there is a research paper to be submitted using the course dropbox and/or via email as attachments, that work will be submitted to the Turnitin.com service for an initial indication of originality. Students submitting reports that indicate substantial amounts of plagiarized content that are confirmed by the professor will receive a score of 0; the incident will also be reported to the department chair for further consideration.

eCourseware

eCourseware itself provides faculty with various tools to monitor inappropriate behaviors.

Misconduct in Online Classes

Students in traditional classroom settings as well as those in hybrid, flipped and fully online classes in the Fogelman College of Business & Economics are expected to behave in a professional and collegial manner. Inappropriate behavior in an online learning space can be just as disruptive to the learning experience as in regular classroom situation. Therefore, online students are required to adhere to the same professional, legal and ethical standards of conduct online as on campus.
Netiquette

Noun: “the rules of etiquette that apply when communicating over computer networks, especially the Internet.” (Dictionary.com Unabridged)

Students should conform to generally accepted standards of "netiquette" while sending e-mail, posting comments to the discussion board, and while participating in other means of communicating online. The Fogelman College of Business & Economics has developed its own set of “netiquette” guidelines at Netiquette Guide for Online Courses (new window).

My Role and this class

I vigorously monitor all assignments for issues of academic integrity and plagiarism (by using Turnitin and eCourseware) and act on them. If you have any questions about academic integrity or plagiarism, you are strongly encouraged to talk to me and review the FCBE Standards for Academic Integrity (new window) well before submitting any work.

You may work together on studying and homework assignments – in fact I encourage it; however you cannot submit work from anyone else and represent it as your own work – that is plagiarism.

Academic References

What is Plagiarism at the University of Memphis? (new window)

Academic Integrity at University of Memphis (new window)

How Not to Plagiarize (University of Toronto - new window)

Miscellaneous References

Here are two interesting references to help you think about and test your work for plagiarism (from The Visual Communications Guy (new window); this site has a number of creative resources on many topics other than these)

Did I Plagiarize? (new window)

Can I Use that Picture? (new window)