Course Syllabus

SCMS 7313 Global Operations Management
Spring 2019
3 Credit Hours
(Last updated: 12/31/2018)

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Office: 142 Fogelman Executive Center
Office Hours: Tuesday and Thursday 4:15-5:15 PM and by appointment

Course Overview
This is a comprehensive course that addresses the acquisition, transformation, and distribution of goods and services within the global supply chain; covers concepts, tools, and strategies to design and manage operations, such as strategic implications, performance measurement, process management, sourcing, operations design, quality, inventory, logistics, enabling information systems and technology, and global issues among other topics.

Pre-Requisites/Co-Requisites:
There are no pre-requisites or co-requisites for this course.

Required Texts and Related Materials:

Location of Course Materials:
All course materials can be found on the eCourseware website (opens in new window) or the Connect website (opens in new window)
**Course Objectives:**
By successfully completing this course, students will understand:
1. The strategic role of operations management in organizational survival.
2. The operations function’s relationships with other functional areas of a business and how they work together to achieve the business strategy.
3. How operations managers design selected products and services.
4. Approaches to designing and improving processes and layouts.
5. Quality and quality management, including TQM and its tools.
6. How to make capacity and location decisions.
7. How supply chain management is applied to make-or-buy decisions, and the selection and integration of suppliers.
8. Inventory management tools and techniques, including JIT.
9. Operations planning and control, including sales and operations planning, master production scheduling, and material requirements planning.
10. How to analyze real-world operations management problems, to make recommendations for improvement and to effectively communicate the results.

**Fogelman College Learning Outcomes for Your Degree:**
This course is designed to help you to meet the overall learning goals for the MBA degree offered by the Fogelman College:
- Graduates will be leaders.
- Graduates will be technologically competent.
- Graduates will be knowledgeable about social and ethical issues and trends affecting business.
- Graduates will be knowledgeable in functional areas and their integration.
- Graduates will be critical thinkers and problem solvers.

**Course Methodology:**
This is an online course. The majority of the learning will be self-managed and self-paced. Class activities will be done online and asynchronously.

**Summary of Assessment Activities**
Points awarded for assessment activities are as follows:

<table>
<thead>
<tr>
<th>Assessment Activity</th>
<th>Point Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments/Participation</td>
<td>200 Points</td>
</tr>
<tr>
<td>3 Exams @ 100 points:</td>
<td>300 Points</td>
</tr>
<tr>
<td>Total:</td>
<td>500 Points</td>
</tr>
</tbody>
</table>
Final Course Grades
The following scale is used to determine the final grade for the course:

<table>
<thead>
<tr>
<th>Percentage of total points earned</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>95-100% =</td>
<td>A</td>
</tr>
<tr>
<td>90-94.99% =</td>
<td>A-</td>
</tr>
<tr>
<td>87-89.99% =</td>
<td>B+</td>
</tr>
<tr>
<td>84-86.99% =</td>
<td>B</td>
</tr>
<tr>
<td>80-83.99% =</td>
<td>B-</td>
</tr>
<tr>
<td>77-79.99% =</td>
<td>C+</td>
</tr>
<tr>
<td>74-76.99% =</td>
<td>C</td>
</tr>
<tr>
<td>70-73.99% =</td>
<td>C-</td>
</tr>
<tr>
<td>60-69.99% =</td>
<td>D</td>
</tr>
<tr>
<td>&lt;60% =</td>
<td>F</td>
</tr>
</tbody>
</table>

List of Formal Assessed Activities

Assignments/Participation will include problem set assignments, online discussions and an operations improvement project.

Exams – There will be three exams. Exams may include a combination of objective questions, quantitative problems, essays and/or cases. Exams will be administered using Connect. Exams are open book and open notes.

Schedule of Activities
For a complete semester schedule of topics covered, readings, activities, and due dates for assignments, please refer to the “Course Schedule” that can be found at the end of this document and on eCourseware under “Getting Started.”

Final Exam Schedule
This is an online class. The University of Memphis final exam schedule does not apply. The dates for Exam 3 appear on the Course Schedule. Exam 3 is not comprehensive.

Course Policies

E-MAIL
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. I will respond to your emails within 24 or less. (Please don’t email the instructor from eCourseware.)

Attendance
This is an online class taught asynchronously. There are no scheduled meeting times. Formal attendance will not be taken. However, you are expected to stay active and engaged throughout the academic term and keep up with the schedule of activities. Your full engagement in the class begins on the first day of the semester and should be maintained until the last assignment is submitted.
Adding/Dropping
If you have questions about adding or dropping classes, please refer to this page on the Registrar’s website (opens in new window).

Academic Integrity
The University of Memphis has clear codes regarding cheating and classroom misconduct. If interested, you may refer to the Student Handbook section on academic misconduct for a discussion of these codes. Note that using a “Solutions Manual” is considered cheating. Should your professor have evidence that using a “Solutions Manual” has occurred, he/she may take steps as described on the campus’ Office of Student Conduct website (opens in new window). If you have any questions about academic integrity or plagiarism, you are strongly encouraged to review the Fogelman College's Website on Academic Integrity (opens in new window).

Participation:
To be successful in this course as a student, you must stay active and involved throughout the entire semester. Students are expected participate in all interactive aspects of the course. You should also regularly communicate with the instructor as part of your overall learning experience, check into the course frequently for announcements in the “News” section of the course home page, and actively participate in class discussion. You should plan on logging into the course at least three times each week.

Online Behavior
All participants in the course should be considerate of the other course participants and treat them (as well as their opinions) with respect. The class will operate under the assumption that any and all feedback offered is positive in nature and that the intentions of the person(s) providing feedback are strictly honorable. Insensitivity in this area will not be tolerated. If you have any questions about online communication, you should review the Fogelman College's Netiquette website (opens in new window).

Late Assignments
Assignments may be submitted anytime up to and including the date due. Please review the “Course Schedule” of this syllabus for all due dates. Late assignments may be accepted under certain circumstances, but will receive a grade penalty.

Extra Credit
You will have the opportunity to complete a Course Feedback Survey at the end of this class and earn five points of extra credit. Completion of the Course Feedback Survey is optional, but encouraged. There are no other extra credit opportunities offered in this course. Your final grade will be computed based on your work on the formal/assessed activities previously described in this syllabus.
**Reporting Illness or Absence**
Due dates and deadlines have been established for each graded assignment. In this course, deadlines are taken very seriously. Please do not wait until the last minute to submit assignments or to take exams. If an emergency should arise, it is the student’s responsibility to contact the instructor prior to the deadline to discuss the matter. A deadline extension will be considered only if all of the following conditions are met: (1) Extreme emergency and (2) Instructor contacted prior to the due date.

**Inclement Weather**
Where this is an online course the University of Memphis inclement weather policies are not applicable.

**Syllabus Changes**
The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of change(s) on the course bulletin board.

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**Student Services**
Please access the [FCBE Student Services (opens in new window)](https://example.com) page for information about:
- Students with Disabilities
- Tutoring and Other Academic Assistance
- Advising Services for Fogelman Students
- Technical Assistance
## SCMS 7313 Spring 2019 Course Schedule

<table>
<thead>
<tr>
<th>Key Dates</th>
<th>Topics</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/14</td>
<td>Introduction to Global Operations Management</td>
<td>Course materials are available on eCourseware and Connect. Please review “Getting Started” and “Course Resources” modules in Content on eCourseware.</td>
</tr>
</tbody>
</table>

### Exam One Topics
- Introduction to Operations Management
  Ch. 1 (Stevenson 13th Ed.) / Exam 1 Readings
- Competitiveness, Strategy and Productivity
  Ch. 2

<table>
<thead>
<tr>
<th>2/1</th>
<th>Operations Improvement Project Proposals Due (11:59 pm)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Product and Service Design</td>
<td>Ch. 4</td>
</tr>
<tr>
<td></td>
<td>Reliability</td>
<td>Ch. 4 Supplement</td>
</tr>
<tr>
<td></td>
<td>Strategic Capacity Planning for Products and Services</td>
<td>Ch. 5</td>
</tr>
<tr>
<td></td>
<td>Process Selection and Facility Layouts</td>
<td>Ch. 6</td>
</tr>
</tbody>
</table>

### Exam One Dates
- 2/14 Problem Set 1 Due (11:59 pm)
- 2/15 Exam One Opens (8:00 am)
- 2/21 Exam One Closes (11:59 pm)

### Exam Two Topics
- Work Design and Measurement
  Ch. 7 / Exam 2 Readings
- Learning Curves
  Ch. 7 Supplement
- Location Planning and Analysis
  Ch. 8
- Management of Quality
  Ch. 9
- Quality Control
  Ch. 10

### Exam Two Dates
- 3/14 Problem Set 2 Due (11:59 pm)
- 3/15 Exam Two Opens (8:00 am)
- 3/15 Last Day To Drop A Class. Grade Of “W” Is Assigned.
- 3/21 Exam Two Closes (11:59 pm)
## SCMS 7313 Spring 2019 Course Schedule (Continued)

<table>
<thead>
<tr>
<th>Key Dates</th>
<th>Topics</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exam Three Topics</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aggregate Planning and Master Scheduling</td>
<td></td>
<td>Ch. 11. / Exam 3 Readings</td>
</tr>
<tr>
<td>MRP and ERP</td>
<td></td>
<td>Ch. 12</td>
</tr>
<tr>
<td>Inventory Management</td>
<td></td>
<td>Ch. 13</td>
</tr>
<tr>
<td>JIT and Lean Operations</td>
<td></td>
<td>Ch. 14</td>
</tr>
<tr>
<td>Supply Chain Management</td>
<td></td>
<td>Ch. 15</td>
</tr>
<tr>
<td>4/15</td>
<td>Operations Improvement Projects Due (11:59 pm)</td>
<td></td>
</tr>
<tr>
<td>4/17</td>
<td>Last Day to Post Current Events in Global Operations Management Articles (11:59 pm)</td>
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</tr>
<tr>
<td>4/18</td>
<td>Problem Set 3 Due (11:59 pm)</td>
<td></td>
</tr>
<tr>
<td>4/19</td>
<td>Exam Three Opens (8:00 am)</td>
<td></td>
</tr>
<tr>
<td>4/24</td>
<td>Discussion Forums Close (11:59 pm)</td>
<td></td>
</tr>
<tr>
<td>4/25</td>
<td>Exam Three Closes (11:59 pm)</td>
<td></td>
</tr>
<tr>
<td>4/26</td>
<td>Course Feedback Survey Opens (8:00 am)</td>
<td>Students will receive 5 extra credit points for completion of the survey.</td>
</tr>
<tr>
<td>5/1</td>
<td>Course Feedback Survey Closes (11:59 pm)</td>
<td></td>
</tr>
</tbody>
</table>