

OPERATIONS MANAGEMENT **BMG K-218**

COURSE SYLLABUS

This syllabus is subject to change; notice of any changes will ONLY be provided in class

Instructor: Professor G. Kent Harding

Class Room: E-218

Class Time: W 5:30pm – 8:15pm

Office Hours: TWR 3:00pm – 4:00pm

Office: Room C-148

Phone: (860) 885-2382

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Course Prerequisites

- MAT K-137 or BMG K-205 or equivalent;
- ACC K-118 or equivalent knowledge (non-degree students); and
- CSA K-105 or BBG K-115 or equivalent knowledge (non-degree students)

CO- REQUISITE:

- MAT K-163 (statistics) or BMG K-205 (QBA) or equivalent math

Course Description

Please see the TRCC course catalog for official description; the instructor's description follows.

Operations Management, K-218, , introduces the **core** concepts, language and terminology, tools and theory of operations in manufacturing and service organizations. Particular emphasis is placed on their application to structured problems comparable to those found in the global market place. **The course emphasizes the computational solutions to general operations issues.** It presents the mathematical basis for various operational tools and implements those tools using Microsoft's Excel Spreadsheet, the included CD containing various operations software applications (operating as add-ins to or macros using Excel) and the internet. Solutions are obtained through an approach that emphasizes these steps: **what to do; how to do it; and what do the results mean.**

Learning Outcomes

Operations Management is designed to develop specific knowledge, skills and abilities. Upon successfully completing the course, you should have a basic understanding of:

- Selected issues and types of problems relevant to providing goods & services in a global marketplace;
- The use and application of selected software programs (tools) applicable to these issues;
- How to solve operational problems & interpret the solutions;
 - The selection of the appropriate tool for the problem;
 - The translation of the problem information for input to the tool(s);
 - The generation, interpretation and application of solutions to the problems;
 - Solution optimization by changing inputs;
 - Effects of "what if" changes on the original solution(s);
- Demonstrate an understanding of the core language of manufacturing and service operations;
- Evaluate the significance of financial analysis to specific business situations.

Required Texts and other Materials/Supplies

Customized text (ISBN 13: 978-0-536-10945-3) derived from Operations Management, 9th edition by Jay Heizer and Barry Render, Published by Pearson / Prentice Hall Custom Publishing (including applications CD).

Significant access to:

A PC computer running a Microsoft operating system – XP or later

The internet (access to Pearson's myomlab.com may be helpful);

Microsoft's Excel 2003 (2007 may be required) or later;

A portable computer memory device (flash drive, pocket hard drive, CD, diskette, etc...)

Performance (Grade) evaluation

Students will be evaluated using the following with related points applied to computing the final grade:

Exams (lowest grade excluding the final dropped)_____ 60 points

Quiz assignments _____ 30 points

Project assignments _____ 20 points

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Attendance

No consideration for attendance or lack of attendance will be considered in determining the student's final grade. However certain grade components (for example quizzes) will require your presence in class. An attendance sheet containing the names of all currently registered students will be distributed for the student's signature within approximately 15 minutes of the start of each class and will be available during class. **IF YOU DO NOT SIGN IT AFTER YOUR NAME ON THE DATE OF THE CLASS YOU DID NOT ATTEND THE CLASS!** This sheet will be the only evidence of attendance in this course and will be used to document your attendance for financial aid or other externally required purposes. It may also be used to substantiate the reason for a poor or failing grade performance.

Grading

THERE ARE NO MAKE-UP OR EXTRA-CREDIT OPTIONS

One exam (excluding the final) and one quiz (the lowest grade of each) will be dropped to accommodate an unanticipated absence; students accumulating 93 points are exempt from taking the final.

TESTS, PROJECTS AND QUIZZES WILL BE DISTRIBUTED AND COLLECTED ON THE DATES SHOWN IN THE INCLUDED COURSE ASSIGNMENT SHEET OR AS MAY BE ANNOUNCED IN CLASS. NO ASSIGNMENT WILL BE ACCEPTED AFTER THE CLASS FOLLOWING THE ORIGINALLY SCHEDULED DUE DATE WITHOUT MAKING PRIOR ARRANGEMENTS WITH THE INSTRUCTOR. You may return a test, project or quiz after the designated due date but no later than the beginning of the class in which the graded test, project or quiz is returned **ONLY IF** you make appropriate arrangements with the instructor **PRIOR TO OR WITHIN 24 HOURS** of the class during which the test, project or quiz is distributed. Notice may be provided by e-mail or phone message.

All graded assignments will be graded on a 100 point scale. The final grade will be determined by totaling the points the student earned in each category (exams, quizzes & projects) and dividing that total by the total possible points for the respective category to produce a percentage value. That percentage will be multiplied by the weighted value for its category (60 or 40 points), the results for all categories then totaled and the resulting numeric value converted into a letter grade according to the following:

LETTER	BASE	-	+
A	93 -100	90 - 92	NONE
B	83 - 86	80 - 82	87 - 89
C	73 - 76	70 - 72	77 - 79
D	63 - 66	60 - 62	67 - 69
F	BELOW 60 POINTS		

Due Dates

Due dates are as shown in the attached assignment sheet(s) and are subject to change. Changes will only be announced in class. The student is responsible for maintaining currency on all assignment due dates. If a class is cancelled for some reason, expect to do the work and turn in any assignments associated with the cancelled class in the following session. The student may obtain an assigned test by postal mail (e-mail corrupts some content and may therefore not be available) and may return an assigned test by postal mail if and only if arrangements, including the student's mailing address, have been made with the instructor sufficiently far in advance (at least one week). Only students having previously submitted a disability release will be granted any accommodation (generally extended time or relocation) for in-class assignments. No accommodation will be given for take home assignments.

Academic Honesty

All students are expected to adhere to the institutional policies pertaining to student conduct as describe in college catalog. Each graded assignment will include the following statement: "I have neither given nor received any assistance from or to any

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source or person not authorized by my instructor.” Signed (and your signature). Violation of this agreement will result in the immediate removal from this course and a grade of F.

The DONUT CLAUSE

CLASS POLICY: ALL PERSONAL ELECTRONIC COMMUNICATION DEVICES, INCLUDING BUT NOT LIMITED TO CELL PHONES AND PAGERS, ARE TO BE SWITCHED OFF OR SWITCHED TO THE SILENT OR VIBRATE MODE.

BY REMAINING IN THIS CLASS AFTER THE DROP/ADD DATE YOU AGREE TO BUY A DONUT FOR EACH STUDENT IN THE CLASS IF ANY ELECTRONIC DEVICE “RINGS” DURING CLASS HOURS FOR EACH AND EVERY OCCASION SUCH DEVICE “RINGS”. (CHRIS CLAUSE: THREE MUNCHKINS OR THEIR EQUIVALENT EQUAL ONE DONUT!) . THIS PENALTY WILL NOT APPLY TO INDIVIDUAL CASES IN WHICH THE INSTRUCTOR IS INFORMED IN ADVANCE OF THE START OF CLASS OR UPON THE STUDENT’S ARRIVAL OF POSSIBLE CALLS BECAUSE OF AN EMERGENCY SITUATION. THE INSTRUCTOR WILL INFORM THE CLASS OF EACH SITUATION. ABSENT EXTREME CIRCUMSTANCES, AS DETERMINED BY THE INSTRUCTOR, STUDENTS ARE LIMITED TO TWO EMERGENCY SITUATIONS PER SEMESTER.

College Policies

THIS SYLLABUS IS A SUPPLEMENT OF AND IS SUBORDINATE TO THREE RIVERS COMMUNITY COLLEGE’S (TRCC) POLICY AND PROCEDURES DOCUMENTS – THE STUDENT HANDBOOK, THE COLLEGE CATALOG AND ALL OTHERS – EITHER PRINTED OR AVAILABLE ON THE COLLEGE’S WEB SITE. TRCC POLICIES AND PROCEDURES SHALL BE THE FINAL BASIS FOR RESOLVING ALL ISSUES PERTAINING TO THE STUDENT’S PARTICIPATION IN THIS COURSE AND SHALL OVERRIDE ANY CONFLICTING COMPONENTS OF THIS SYLLABUS, INCLUDING ANY ATTACHED DOCUMENTS.

Accommodations

Accommodations for disabilities, religious practices or other reasons will be granted in accordance with TRCC policies and procedures. The student is responsible for following those procedures and providing the instructor with the appropriate documentation necessary to provide the requested accommodation.

ATTACHMENTS:

- **Operations introduction**
- **Course assignment sheet**