



DAVENPORT
UNIVERSITY

SCHOOL OF BUSINESS

MGMT413: OPERATIONS & SUPPLY MANAGEMENT

Credit Hours: 3 **Contact Hours:** 3

Prerequisites: CISP101, MATH320, and MGMT211

Instructor: W. Thomas Hamlin

Campus Location: Lansing

Course Start Date: January 16, 2004

Final Assessment Date: April 23, 2004

Last Day to Withdraw without Receiving an F: April 09, 2004

Meeting Days and Times: 5:30 to 8:30 pm Fridays

Room Number: 207

Instructor Contact Information:

Office Location: Faculty Lounge

Office Hours: By Appointment

E-Mail: thomas@thomashamlin.com

All e-mail correspondence should follow this format: Subject: *MGMT413 (last name)*.

Note: all assignments shall be turned in hard copy format during class; no assignments will be accepted on diskettes. E-mailed assignments are acceptable, but I will not return a printed copy. You will receive only an entry in my grade book.

**DAVENPORT UNIVERSITY
COURSE SYLLABUS**

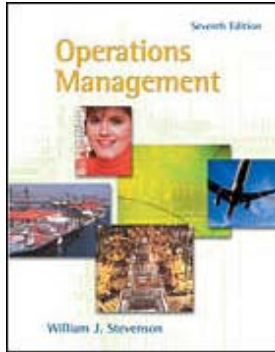
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Textbook(s): OPERATIONS MANAGEMENT 7th edition, w/CD, 2001, by Stevenson, McGraw-Hill ISBN:0072476702

Additional Materials: You will need to have several 3-1/2” diskettes available. We will be using Microsoft Excel extensively. You will also need access to the publisher’s CD-ROM that is included with the purchase of a new book.

Calculator: Use of a hand-held calculator in which you know how to use the statistical functions.

Course Description: Students will explore concepts related to productivity, quality, capacity, planning, facility management, process technology and design, production planning, scheduling and control, and other issues that make and organization a world-class manufacturer.

This course also covers purchasing, supplier relation, and cost analysis with the purpose of identifying the most efficient methods and systems. Students learn techniques associated with purchasing, materials and procurement management, efficient inventory control, concepts of cost analysis, quality control, and MRP methods.

Learning Outcomes:

Upon successfully completing this course, the student will be able to:

1. Analyze production issues, including the design process, type of, and approaches to processing, factors influencing capacity, role of technology in production, performance and reliability measurement alternatives, nature of materials planning from inputs through outputs, and what is involved in scheduling for a range of volume operations.
2. Formulate and analyze important long-term capacity and distribution issues, including facility location.
3. Analyze the basic concepts of inventory quality determination.
4. Explain the legal aspects of purchasing.
5. Explain the role of transportation in the material distribution system.
6. Describe the purchasing and material management organizational structures.
7. Identify the steps and documents in a purchasing system.
8. Identify and discuss the objectives of purchasing and material management.

DAVENPORT UNIVERSITY EXCELLENCE SYSTEM®

Davenport University believes that those students who successfully complete any certificate, associate, bachelor, or master's program at the university should be able to demonstrate certain professional and academic abilities. These abilities embody both the key practical and theoretical skills taught and measured throughout all Davenport University academic programs and, in accordance with the mission of the University, prepare students for success in their chosen profession.

DYNAMIC LEADERSHIP	UNIVERSAL COMMUNICATION	PROFESSIONAL EXCELLENCE
<ul style="list-style-type: none">• Leadership• Reasoning and Problem Solving• Teamwork	<ul style="list-style-type: none">• Interpersonal Communication• Oral Communication• Written Communication• Global Perspective	<ul style="list-style-type: none">• Honesty and Integrity• Computer Proficiency• Information Literacy• Mathematical Literacy• Career Skills

These attributes are intertwined into the course content through various instructional design initiatives.

Student Responsibilities

Students are bound by all policies of Davenport University and should familiarize themselves with these through reading the catalog and student handbook. All students must complete the final assessment for the course, such as the final exam, project, or presentation. **Students who do not complete the final assessment will receive a grade of F.**

Students are expected to be adequately prepared for each class session. It is reasonable to expect at least two hours of outside study for every hour spent in the classroom.

Students are expected to assist in maintaining a classroom environment that is conducive to learning. Therefore, free discussion, inquiry, and expression are encouraged. Behavior that interferes with the instructor's ability to conduct the class or the ability of students to benefit from that instruction is not acceptable. This could include entering class late or leaving early; use of beepers, cellular telephones, or other electronic devices; talking in class without being called upon; talking while others are speaking; or arguing in a way that would be considered disrespectful to the instructor or other students.

Children are not allowed in classrooms; nor can they be left unattended in any room in the building.

University Academic Integrity Statement

Davenport University recognizes the principles of honesty and truth as fundamental to ethical business dealings and to a community of instructors and students. The University expects students to respect these principles.

As a point of academic integrity, students are required to submit original material of their own creation. Plagiarism of any material and cheating are serious offenses and, if established with sufficient evidence, can result in failure of the course or dismissal from the University.

Plagiarism: All course work activity is to be the individual work of the student-unless otherwise specified as “group activity.” Should there be evidence of cheating or plagiarism on any deliverable the consequence will be a no credit, or failing grade for the course, as well as referral to the Management/Marketing Division Chair for further action.

Cheating refers to the use of someone else’s knowledge or sharing course work in a way that is unauthorized by the faculty member. The faculty member may authorize the use of reference books for a paper, for example, but require that a test be done without such help.

Should a student be penalized and wish to contest the allegation, the academic integrity due process procedure will be followed.

ADA Statement:

Students with disabilities may request accommodations as provided within federal law. In order for the University to adequately review each case, requests should be made to the Disability Services Coordinator prior to the start of the semester. Requests made after the start of the semester should be completed as early in the semester as possible to prevent delays in accommodation. Students may contact their advisor or go to the Davenport University website for the name of the Disability Services Coordinator for the location where they attend.

Reservation Statement:

The instructor reserves the right to make adjustments to this syllabus as needed.

Instructor Class Policies: ATTENDANCE, PREPARATION and PARTICIPATION are the keys to success in this course. With the exception of the first regularly scheduled class, I expect that you will have read the material, completed all assignments that are due, and are prepared to take the in class quiz. Please let me know if you are going to miss class PRIOR to the start of class. E-mail is preferred. Your participation in all phases of the class is important. You know something we don't. We expect you to teach us something.

Assignment dates are not negotiable. Late assignments will be accepted but one full grade will be subtracted for each day late. Further, ALL assignments must be completed and received by me in order for you to receive credit for this course. All materials left for the instructor outside of class must be delivered (including a date stamp) to the Academic Enrichment Center (AEC) or via e-mail. There are no other alternatives.

There will be a number of weekly quizzes. Quizzes will cover all material assigned for a class. They will be given following the lecture. **There are NO make-ups for the quizzes.**

Incomplete: “I”; Will be given under extenuating circumstances, when the majority of course work is complete and an agreement is made between the student and instructor, prior to the end of the term, to complete course work by a specified date. This will be granted in only the “most extreme” of circumstances and all work must be handed-in within two (2) weeks after the end of the term.

Professionalism: All students are expected to conduct themselves conducive to academia. I expect students to maintain a balance between advocacy and inquiry, allowing others to express their opinions, beliefs and convictions in an open manner. All students are expected to abide by the *Institute of Supply Management*, Code of Ethics (See Attachment B) by signing a commitment to these codes.

Methodologies: The class will consist of lecture, class exercises, and a lab. The lecture will occur the first part of the period, followed by the quiz. Then, we will discuss the class exercises, review the computer lab material and finally we will retire to the lab so that you may compete your assignments.

Homework Assignments: Each week homework assignments are due. Homework may consist of end-of-chapter questions, cases, memos, or worksheets. All homework is due at the beginning of the class meeting in hardcopy.

Research Paper: A research paper will be assigned this term. The content of your research paper must relate to the course content. You may choose to highlight any referenced organization on the inside of your text jacket; or you may choose to highlight a specific chapter-relating the content to an organization. You should cite 3 to 5 sources in your bibliography page, and your paper should be a minimum of 8 pages, double-spaced. The cover page and bibliography page do not count as part of your 8 pages. For more details see Attachment A, *Research Paper Guidelines*.

Grade Descriptors:

A = Work of an outstanding nature that exceeds course standards and depicts an intuitive understanding of the subject matter. Assignments do more than repeat material presented in class or in the text.
B = Work that is distinctly above average in quality and thoroughness and depicts a mastery of the subject matter. Learner demonstrates an ability to do more than repeat the text, but with less accomplishment than A work.
C = Work of satisfactory nature in quality and thoroughness and depicts a basic understanding of the subject matter.
D = Work that is substandard in nature and depicts a limited understanding of the subject matter.
F = No credit.
I = Davenport University policy dictates that an incomplete grade is an option ONLY when 75% of the course work is completed by the end of the term. An incomplete is given only when mutual agreement between the student and the facilitator is reached prior to the end of the term and includes a specific completion date for course work.

Grading and Evaluation:

Grading Percentiles		
	A 100-95	A- 94-90
B+ 89-87	B 86-83	B- 82-80
C+ 79-77	C 76-73	C- 72-70
D+ 69-67	D 66-63	F 62-60

Course Deliverables	Points Available	Total
Homework Assignments (each)	4	52
Quizzes (each)	2	26
Research Paper	17	17
Presentation	5	5
		100

MGMT413: Operations & Supply Management

15-Week Class Schedule & Deliverables

Session Topics	Deliverables
<p style="text-align: center;">Jan 16, 2004</p> <p>Introductions Expectations of learning outcomes Pre-course file card Syllabus review Class Expectations and Work Template Reading Assignment: Chapter 1 Introduction to OM pp. 3-28 and Chapter 2 Competitiveness, Strategy, and Productivity, pp. 37-66 Case Analysis: Wegmans' Food Markets pp. 31-34 (Group Activity) Video: <i>Rollover, The Hidden Story of the SUV</i></p>	<p>Pre-course file card Update phone numbers & email addresses Practice Quiz (0 pts) Practice Homework (0pts) Try it problems Memo Writing Questions In Class Assignments/Homework Case Analysis</p>
<p style="text-align: center;">Jan 23, 2004</p> <p>Reading Assignment: Chapter 3 Forecasting pp. 69-115 Video: <i>21st Century Jet: To Design a Plane</i></p>	<p>Homework (4pts) Try it Problems 1, 2 b.4 Case M&L Manufacturing, Q. 1 Quiz (2pts)</p>
<p style="text-align: center;">Jan 30, 2004</p> <p>Reading Assignment: Chapter 4 Product & Service Design pp. 127-156 & Ch 4 Supplement: Reliability pp. 159-169 Video: <i>21st Century Jet: The Sum of its Parts</i></p>	<p>Homework (4pts) Try it Problems pp. 156, p. 1, Memo 2 and pp. 168 p. 1 Quiz (2pts)</p>
<p style="text-align: center;">Feb 6, 2004</p> <p>Reading Assignment: Chapter 5 Capacity Planning pp. 173-192 and Ch 5 Supplement: Decision Theory pp. 196 - 210 Video: <i>21st Century Jet: A Plane Takes Shape</i></p>	<p>Homework (4pts) Try it Problems pp. 192 p. 1, Memo 2 and In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Feb 13, 2004</p> <p>Reading Assignment: Chapter 6 Process Selection & Facility Layout pp. 217-58 and Ch 6 Supplement: Linear Programming pp. 274 - 290 Case Analysis: Morton Salt pp. 271-273 (Group Activity) Video: <i>Robots Rising</i></p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Feb 20, 2004</p> <p>Reading Assignment: Chapter 7 Design of Work Systems pp. 307-338 & Ch 7 Supplement: Learning Curves pp. 343-353 and Ch 7 Supplement: Learning Curves Case Analysis: Product Recall pp. 352-353 (Group Activity) Video: <i>21st Century Jet: Taking Flight</i></p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Feb 27, 2004</p> <p>Reading Assignment: Chapter 8 Location Planning & Analysis pp. 355-381 and Ch 8 Supplement: The Transportation Model Tour: <i>D & W Food Markets</i> (Portage, MI)</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Mar 5, 2004</p> <p>Reading Assignment: Chapter 9 Introduction to Quality pp. 393-413</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>

<p style="text-align: center;">Mar 12, 2004</p> <p>Reading Assignment: Chapter 10 Quality Control pp. 417 – 456 and Supplement: Acceptance Sampling pp. 457-467 Video: <i>21st Century Jet: Countdown to Delivery</i></p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Mar 19, 2004</p> <p>Reading Assignment: Chapter 11 TQM & Quality Tools pp. 469 - 500</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Mar 26, 2004</p> <p>Reading Assignment: Chapter 12 Supply Chain Management pp. 503-537 Case Analysis: E-Procurement at IBM pp. 538-539 (Group Activity) Davenport – Course Critiques (or as otherwise scheduled)</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Apr 2, 2004</p> <p>Reading Assignment: Chapter 13 Inventory Management pp. 541-585 Case Analysis: PSC, Inc. pp. 598-600 (Group Activity) Library Research Time</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Apr 9, 2004</p> <p>Reading Assignment: Chapter 14 Aggregate Planning pp. 603-631 and Chapter 15 MRP and ERP pp. 639-672</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Apr 16, 2004</p> <p>Reading Assignment: Chapter 16 Just-in-time Systems pp. 683-715</p>	<p>Homework (4pts) In-Class Assignment Quiz (2pts)</p>
<p style="text-align: center;">Apr 23, 2004</p> <p>Final Comprehensive Assessment</p>	<p>Research Paper (25pts) Research Presentations (5pts) Extra Credit Due (? pts)</p>