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Office Hours: MWF 10:00-11:00 or by appointment

Operations Management, SCMG 332-101 Spring, 2018
MWF 11:30AM – 12:20PM @Corboy Law Center – Room 321

Course Description

Operations management is the management of systems that produce goods and/or services. At its core, it involves the study of processes that create —using a minimal amount of resources— products and/or services that meet and/or exceed the needs of customers. We will examine both the qualitative and quantitative principles and techniques that leading organizations use in order to achieve a competitive advantage through superior operations management.

Course Overview

The course will combine lectures with in-class discussions and exercises to illustrate the value of applying data-driven decision-making processes to business problems and the analytical tools used in those processes. The typical week will look as follows:

Monday will involve lecture on new material.

Wednesday will then continue that new material, along with reviewing homework problems or an in-class exercise.

Friday will then finish with a hands-on exercise such as students doing homework problems in groups and/or discussing and analyzing a small case study based on that week's material.

We will also discuss articles from the popular press. Students will be assigned readings from the textbook that must be completed by Wednesday at 10AM.

Nearly every week will consist of two pieces of graded work that will be due by Sunday at midnight:

- (1) a quiz covering the quantitative material that was covered,
- (2) a brief written summary of what the student learned.

Both will be online and delivered through Sakai.

The course will use the Sakai system, with course materials posted there throughout the semester. There will be assignments through McGraw-Hill connect.

My responsibilities as an instructor are as follows:

1. Come prepared to every class.
2. Bring “real world” examples into the classrooms that illustrate the concepts that are being discussed.
3. Treat you as responsible adults.
4. Create a classroom environment where all participants in the learning process respect one another.
5. Encourage you to ask and answer questions.

As students you have the following responsibilities:

1. Come prepared to every class.
2. Complete all work on time with the proper thought.
3. Behave as responsible adults.
4. Treat others with respect.
5. Learn from your classmates.
6. Contribute to the team project— see “Peer Evaluation” on page 4.

7. Have fun!!!!

REQUIRED COURSE MATERIALS

There are three required course materials:

- A) Textbook: Cachon and Terwiesch, *Operations Management*, McGraw-Hill Irwin, 1st edition. This course uses McGraw-Hill's Connect platform. Students are required to purchase access to the Connect platform as material from that platform will be assigned. Students have two options for purchasing access to the platform and the textbook:
1. Connect Access Card, ISBN 9781259148422 which gives access to the Connect platform and an eBook. This can be purchased either directly from McGraw-Hill or the bookstore.
 2. Physical text and Connect Access Card, ISBN 9781259687945, which comes with a looseleaf text as well as access to the Connect platform. This can only be purchased from the bookstore.
- B) Simulation Access Code
Each student is required to purchase an individual access code enabling access to the simulation, which is tentatively scheduled to be conducted during weeks 12 – 13.
- C) *Cascades Survival Situation Booklet*, Human Synergistics International, available from bookstore

Course Grade*: Your final course grade will be determined according to the following breakdown:

Readings	10%
Weekly Summaries	5%
Weekly quizzes	20%
Simulation	15%
Participation	5%
Exam I	20%
Exam II	<u>25%</u>
TOTAL	100%

*I do not offer extra credit on an individual basis.

Readings

Readings should be done via McGraw-Hill's Connect platform. There will be assignments created in Connect regarding those readings and the platform will enable me to monitor whether you do them. Each reading is worth 100 points and you will receive full credit by doing the reading. Readings are always due by Wednesday and are done to prepare you for that day's (or future) lectures. To access the assignments in Connect, use the following URL: <http://connect.mheducation.com/class/tm-mwf-1130-1220>

Weekly Summaries

Each week you will complete a weekly summary via a quiz in Sakai. The summaries consist of two questions that will hopefully cause you to reflect upon the material we learned this week. The summaries are open Friday after class and are due Sunday at midnight.

Weekly quizzes

Typically, I will assign practice problems on Wednesdays for students to do – these will not be graded. I will then work out those practice problems in class on Friday. Quizzes will be used to grade how students are progressing with the material. Quizzes will also be delivered via Sakai.

They will be open on Wednesday and due Sunday at midnight. These quizzes will be based on the practice problems discussed that Wednesday. You can drop your lowest quiz score. There will also be practice problems assigned in Connect that students can choose to do. These will not be graded.

Simulation

Students are responsible for forming 4-person teams. Each team will manage a blood laboratory in a Web-based, one-week simulation exercise. The goal of this assignment is to let each team adapt and apply concepts from this class in a managerial situation; it will also give each student a chance to formalize their own decision models and test their relevance and effectiveness.

After the simulation is over, each team will turn in a written report of at most four pages--no appendices are allowed. Each paper must be double spaced, 1.25 inch margins, Times New Roman 12 pt Font. The report counts for 70% for simulation grade, and 30% will be based on each team's performance. The team that wins the simulation will lead the class debrief, which is tentatively scheduled for week 14. All team reports are due at the beginning of class on the date that the debrief is scheduled. Any team that is late in submitting a report will have 15 points deducted from their report score. Detailed simulation instructions will be posted on Sakai.

To participate, each student must purchase an individual access code that can be found here: <http://mgr.responsive.net/Manager/ShowClient> Your institution name is "Loyola University Chicago". The product is titled "Littlefield Code for Professor Mojonnier" Students can register their teams at <http://op.responsive.net/lt/mojonnier/start.html> Please note that your **section # is 101**

To register, you need BOTH the individual code that you purchase and the course code "chicago" Once the simulator has started, students can access their teams from <http://op.responsive.net/lt/mojonnier/entry.htm>

Exams

Exams will be open book, open notes. Exam 2 is not cumulative. They will include quantitative questions which will be very similar to those seen in the book. Qualitative questions will also be included. Articles, case studies, & dynamic learning exercises that are discussed in class may also be on the exam.

Grading Scale

Final grades will be assigned based on the following scale:

Course Grading Scale*

A	100-94%
A-	93-90
B+	89-87
B	86-83
B-	82-80
C+	79-77
C	76-73
C-	72-70
D+	69-67
D	66-60
F	59 and below

*Sakai's Gradebook scale may be calculated differently than the grading scale intervals above.

Loyola University Grading Scale and Weights

A	4.00
A-	3.67
B+	3.33
B	3.00
B-	2.67
C+	2.33
C	2.00
C-	1.67
D+	1.33
D	1.00
F	0

Peer Evaluation

Your performance as a member of a team is important. Therefore, your teammates will be assessing that performance. Specifically, each team member should download from Sakai and then fill out a *Peer Evaluation Form*. This will provide you with an opportunity to evaluate—anononymously—your teammates in terms of both the quantity and quality of the work that they contributed towards the team simulation and the team paper. The form should be given to me on the day that you turn in your report.

The information on the form you submit will be kept confidential, i.e., you will not be required to sign the form that you fill out. I reserve the right to lower an individual's grade, if two or more team members indicate that an individual did not contribute work towards the team simulation and team report.

COURSE POLICIES AND PROCEDURES

Digital Etiquette

Phones: You should turn off your cellphone and/or other devices before you enter the classroom. If your phone rings more than once during class, we'll need to have a talk, because the classroom should be a place apart, however briefly, from the outside world. You will learn more, in short, if you can concentrate on the course while you're in the course.

Laptops: You may use a laptop to take notes during this class. However, in-class laptops also present temptations that many students find irresistible. You should not use a laptop during class to follow a game, check your friends' statuses on Facebook, play Farmville, IM, respond to email, etc. Such activities not only distract you, they also distract anyone around or behind you. If you often seem distracted by what's on your screen, I will ask you to put your laptop away.

Professional Behavior Guidelines

Email: I receive a great deal of email on a daily basis. In the subject line, please include your course and section number: 332-101. This alert me to give your message a high priority.

PowerPoint files/TEXT

I will upload the PowerPoint lectures—as well as other course materials—to the Sakai. I will not be bringing to class printed copies of the PowerPoints or syllabus. The information is only for students in this class and not for widespread distribution. I strongly recommend that you bring your text to class so that you can read the cases that we will be discussing.

Quinlan School of Business Policies:

Attendance

Class attendance and participation are fundamental components of learning, so punctual attendance at all classes, for the full class meeting period, is expected of Quinlan students. The student is responsible for any assignments or requirements missed during an absence. Students who have an excessive number of unexcused absences will have their participation scored adjusted accordingly.

Make-Up Examinations

Loyola University academic policy provides that tests or examinations may be given during the semester or summer sessions as often as deemed advisable by the instructor. Because Quinlan faculty believe examinations represent a critical component of student learning, required examinations should be taken during the regularly scheduled class period. **Make-up examinations are discouraged.** Exceptions will be granted for unavoidable circumstances (illness verified by a signed physician's note, participation in intercollegiate athletic events, subpoenas, jury duty, military service, bereavement, or religious observance). A make-up final examination may be scheduled only with the permission of the appropriate Quinlan Assistant or Associate Dean.

Academic Integrity

All members of the Quinlan School shall refrain from academic dishonesty and misconduct in all forms, including plagiarism, cheating, misrepresentation, fabrication, and falsehood...Plagiarism or cheating on the part of the student in individual or group academic work or in examination behavior will result minimally in the instructor assigning the grade of "F" for the assignment or examination. In addition, all instances of academic dishonesty must be reported to the chairperson of the department involved.

For further information about expectations for academic integrity and sanctions for violations, consult the complete Quinlan School of Business Honor Code and Statement of Academic Integrity on the Quinlan website:

<http://www.luc.edu/media/lucedu/quinlanschoolofbusiness/pdfs/Honor-Code-Quinlan-July2012.pdf>

Classroom conduct: I expect students to behave in a professional manner, one that does not distract others.

Week	Lecture Topic	Readings	Reading due:
1 – week of 1/15	Course Overview	*	
2 - week of 1/22	Introduction to OM	Ch. 1	1/24
3 - week of 1/29	Intro to Processes	Ch. 2	1/31
4 - week of 2/5	Process Analysis	Ch. 3	2/7
5 - week of 2/12	Forecasting	Ch. 15	2/14
6 - week of 2/19	Forecasting	*	
7 - week of 2/26	Review: 2/26 Exam 1: 2/28 Cascades: 3/2		
8 - week of 3/5	Spring Break – No Classes		
9 - week of 3/12	Introduction to Inventory Management	Ch 10	3/14
10 - week of 3/19	Inventory Management with Steady Demand Fixed order quantity model with safety stock	Ch 12* (ppgs 362 – 376)	3/21
11 - week of 3/26	Inventory Management with Perishable Demand	Ch 13 (ppgs 389-404)	3/28
12 - week of 4/2	Quality Management	Ch 9	
13 - week of 4/9	Quality Management		4/11
14 - week of 4/16	Lean Operations	Ch 8	4/18
15 - week of 4/23	Lean Operations Review for Exam II		

* Also, a reading assignment is posted in Sakai, which you can find under: Lessons/Week #

<p>Please note: This class may occasionally deviate from the course outline above. The instructor reserves the right to make changes as needed to the course syllabus.</p>
