



QUINLAN
SCHOOL of BUSINESS

Schreiber Center • 16 E. Pearson St.
Water Tower Campus • Chicago, IL 60611
LUC.edu/Quinlan

Operations Management, SCMG 332 106
Spring, 2017
M, W
4:00 – 5:15
Schreiber Center Room 525

Instructor: Maha Halabi Ditsch
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Office Hours: *M, W 1 – 2 pm or by appointment*
Schreiber Center 505

Course Description:

1. Introduction to concepts and methods for managing operations including production and service, and to use tools and techniques to:
 - (a) Understand the role of analytics to support decision making
 - (b) To understand how operations management support organization's overall objectives
2. To analyze operation processes from various perspectives such as efficiency, responsiveness, quality and productivity. To learn basic but useful analytical skills and tools in studying operations in specific and other activities (marketing, finance, etc.) in general.

Prerequisites: Sophomore standing and minimum grade "C" ISSM 241

Course Overview:

The course will combine lectures with in-class discussions to illustrate the value of applying data-drive decision-making processes to business problems and the analytical tools used in those processes. The course will utilize the Sakai system, with course materials posted there throughout the semester. I will contact students outside of class primarily via email.

We will be using Connect system for reading and assignments.

Course Objectives and Learning Outcomes:

1. Understanding of basic issues and role of operations management in organizations.
2. Tools for problem-solving in operations management.

Required Materials:

1. 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:
 - Connect Access Card, **ISBN 978 125 914 842 2** which gives access to the Connect platform and an eBook. This can be purchased either directly from McGraw-Hill or the bookstore.
 - If purchased from McGraw-Hill use the following link:
<http://connect.mheducation.com/class/m-ditsch-spring-2018-mwf-245---335>
 - Looseleaf text bundled with Connect Access Card, **ISBN 978 125 968 794 5**, which comes with a looseleaf text as well as access to the Connect platform. This can only be purchased from the bookstore.
2. Supplementary texts (still required): Goldratt, *The Goal*, North River Press, any edition.
3. HBR simulations can be purchased here:
<http://cb.hbsp.harvard.edu/cbmp/access/73721680>

Course Requirements and Grading Criteria:

Your grade will be determined based on the following scheme:

- 10% Readings
- 20% Weekly quizzes
- 10% Process analysis simulation
- 10% Multiple Server Queue simulation
- 10% Participation and homework / practice
- 20% Exam 1
- 20% Exam 2

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 **5 points** and you will receive full credit by doing the reading. Readings are always due by Wednesday before class 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/m-ditsch-copy-of-spring-2018-mw-400---515>

Homework and practice problems: I will assign homework problems for students to do during or after class (depending on the time we have)– these will not be graded. Instead, quizzes will be used to grade how students are progressing with the material.

Quizzes will also be delivered via Connect. These quizzes will be based on the practice problems discussed during class.

Simulation: The course also involves the students (in groups) running (and answering questions related to) two simulations. The simulations, which can be done in groups of 2 (and only one person in a group need purchase) can be found here. I will ask each group member to provide me with feedback on how the other member contributed to the simulation. The work should not be done by one person. This is a group work.

<http://cb.hbsp.harvard.edu/cbmp/access/73534785>

Exams will consist of a mix of short answer and quantitative questions. Exam 1 will contain questions based on an **understanding of the first half of *The Goal* (through chapter 21)**. Exam 2 will contain questions based on an understanding of **the second half of *The Goal***. The quantitative questions will be very similar to those seen in the book

Course Grading Scale:

- A 100-93%
- A- 92-90
- 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

Attendance:

Class attendance is mandatory and essential to the value of the learning experience. Students are expected to attend all class sessions to pass the course. Missing more than 20% of scheduled classes severely jeopardizes the student's ability to pass the course.

In the event, unavoidable emergencies or conflicts prevent you from attending class, you must notify the instructor and program director by e-mail prior to missing the class, and request options for covering missed material. Most of the subjects in a course are sequential. Therefore, it is important to understand the material covered in the missed class before the next class.

Make-Up Examinations/Assignments:

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 may be granted only by the faculty member or department chair, and only 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.

If a make-up examination must be given, it is the responsibility of the faculty member to prepare, schedule, and proctor the exam. Limited assistance in proctoring make-up exams may be available through a designated Quinlan administrative assistant. For a student with a documented special testing need, please consult University policy concerning use of the testing center in Sullivan Center at Lake Shore Campus.

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>

Class by Class or Week by Week Course Outline

Class Week	Week	Topic	Chapter	Comments
1	1/17	Intro to OM	1	
2	1/22	Intro to Processes	2	
3	1/29	Process Analysis	3	Process analysis simulation: Problem 1
4	2/5	Process Improvement	4	Process analysis simulation: Problem 2 and Problem 3
5	2/12	Process Analysis with Multiple Flow Units	5	
6	2/19	Process Interruptions	7	Process analysis simulation: Problem 4 and Problem 5
7	2/26	Review and Exam 1		All simulation problems are due on Friday
8	3/5	Spring Break		
9	3/12	Intro to Inventory Management	10	
10	3/19	Inventory Management with Steady Demand	12	
11	3/26	Inventory Management with Perishable Demand	13	
12	4/2	Service Systems with Patient Customers	16	
13	4/9	Service Systems with Impatient Customers	17	Multiple Server Queue Simulation
14	4/16	Lean Operations	8	
15	4/23	Forecasting	15	Multiple Server Queue Simulation due on Friday
16	4/30	Final Exam: Monday 4/30 @ 4:15		

Additional Information:

- Please bring your laptop to class as we will need it for practice problems.
- All cell phones must be placed on vibrate during class. No texting during class.

Please note: This class may occasionally deviate from the course outlined above. The instructor reserves the right to make changes as needed to the course syllabus.