Instructor: Jared Everett, MBA
Office: University Plaza, Suite 300 (960 S Broadway, across from Bronco Stadium, free 2 hr parking outside building)

Class: Tuesday/Thursday 7:30 to 8:45 AM MBEB 1107

Office Hours: I am on campus M-F 8-5 and willing to meet anytime by appointment, Friday 9-10 AM drop in allowed subject to waiting for those who made an appointment. I recommend appointment.

Office Phone: (208) 426-2090
E-mail: jeverett@boisestate.edu (preferred and best contact method)

Note: Syllabus subject to change.


Book: “The Goal”, any edition by Eliyahu M. Goldratt and Jeff Cox

Course Description: introduction to the field of Operations Management; overview of the most important topics; review of the techniques and tools used for problem solving in the field of Operations Management.

Course Objectives: by the end of course, you should be able to:

1. Grasp the importance of Operations Management in manufacturing and service organizations
2. Understand how Operations Management relates to other functions of a firm
3. Understand and use tools and techniques that Operations managers use in making decisions and in problem solving
4. Be aware of the current challenges facing today’s organizations who how Operations Management can help addressing them.

To satisfy course requirements, each student will:

1. Attend class and actively participate in class discussions. Students are expected to have completed required readings before class. In-class quizzes may be conducted to test your preparation.
2. Participate in in-class exercises and activities
3. Complete written exams.
4. Read “The Goal”
5. Complete homework in due time

It is expected you will have completed the prerequisites for this course, including BUSCOM 201 or ENGL 202, ACCT206, BUSSTAT 207, ECON 202 and computer competency as demonstrated by ITM 104 or ITM 105 or successful completion of a computer placement exam for these courses. If you have any questions about these requirements please refer to the undergraduate catalog.

• GETTING THE MOST OUT OF THIS CLASS: Reading the material, coming to class, coming to class prepared including bringing your textbook and calculator, and participating in class activities.
• **ASSIGNMENTS & LATE POLICY:** Assignments are due by the deadline posted or verbally communicated in class when the assignment is given. Assignments submitted after the deadline will be penalized 10% per day up to 7 days, off of the earned score. No assignments will be accepted beyond 7 days late. Example: You submit an assignment one day late. Your earned score on the assignment was a 70%, your final score will be 60%.

• **MISSED EXAMINATIONS:** Zero points will be awarded for missed examinations. There will be no make-up examinations except in rare circumstances that must be well-supported, documented and approved prior to the exam.

• **Pop Quizzes:** Quizzes will be given or assigned in class, no makeup quizzes will be allowed. At least 10 pop-quizzes will be given, with the top 7 accounting for your quizzes grade.

• **HOMEWORK:** In addition to the reading assignments, homework will be assigned for most chapters. 10 homework assignments will be randomly collected in class for grading; your 7 highest scores will count towards your homework grade.

I realize occasionally you may need to miss class, being sensitive to this reality is why only 7 out of 10 quizzes or homework assignments will count towards your grade, therefore no make up quizzes or homework assignments will be allowed. That being said ensure you are in class for exams and Quiz on the “The Goal”

• **GRADING:**
  
  **Detailed breakdown of points possible:**

<table>
<thead>
<tr>
<th>Exams</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Exam</td>
<td>250</td>
</tr>
<tr>
<td>Second Exam</td>
<td>250</td>
</tr>
<tr>
<td>Final Exam</td>
<td>250</td>
</tr>
<tr>
<td><strong>Total Exams</strong></td>
<td><strong>750</strong></td>
</tr>
<tr>
<td>Quiz &quot;The Goal&quot;</td>
<td>110</td>
</tr>
<tr>
<td>In-class, homework assignments, pop quizzes</td>
<td>140</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,000</strong></td>
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The following ranges will be used to determine your final letter grade in the course:

Over 97% .................. A+
93 – 96.999 ................. A
90 – 92.999 ................. A-
87 – 89.999 ................. B+
83 – 86.999 ................. B
80 – 82.999 ................. B-
77 – 79.999 ................. C+
73 – 76.999 ................. C
70 – 72.999 ................. C-
60 – 69.999 ................. D
00 – 59.999 ................. F

**EXAMINATIONS:**
They may feature multiple choice, true/false, short answer, essays, and/or problems. I grade my examinations using a 100-point scale and will convert your points out of 100 to a percentage and that percentage will be applied to the maximum points allowable for each assignment.

**FINAL EXAM SCHEDULE:** PLEASE MARK YOUR CALENDAR NOW!!!
Thursday May 5th 7:30-9:30 AM

The final will be held in your regular classroom. The final exam is required. Make plans now to be present.

Class participation:
A student who is a good Class Participator is:
• Present on a regular and timely basis
• Courteous to other students, will not carry on side conversations with fellow students, and behaves in a manner so that others can hear and understand what is going on in class.
• On time to class consistently, does not leave early, does not talk to friends during class lecture and discussion, and does not miss more than two three-hour sessions.
• One who contributes meaningfully to class discussions and participates enthusiastically in class exercises
• Prepared with the day's assignment

• ATTENDANCE and PARTICIPATION: Attendance is a class requirement. Attendance is essentially taken through randomly collecting homework in and only in class the day it is due for full credit, and by providing pop quizzes in class.

Attendance & Participation: the overall class experience will be affected by the quality of your participation. To maximize the effectiveness of your participation, you should read and think about the assigned readings before coming to class. Quantity is no substitute for quality. Participation that detracts from quality class discussion can hurt your grade. Each class period is to be filled with material that I need to cover leaving time for discussion that is beneficial to the majority of the class. If a student needs in-depth attention on a particular topic, additional assistance may be referred to office hours to keep the class on course.

• STUDENT CONDUCT: You are expected to behave in class in a manner that respects the right of your classmates to hear and learn. There will be times when you will be specifically directed to discuss certain issues with classmates. You are expected to stick to the task, and to return to the non-discussion mode of quiet when asked to do so. You are expected to cooperate with the professor and with your classmates when requested.

General behavior is dictated by basic rules of courtesy. Mobile phones and pagers (and the like) should be turned off or to vibrate. Ducking in and out of the classroom distracts me and detracts from the quality of the class – please refrain from these activities.

For more information about the university code of conduct, please refer to: http://www2.boisestate.edu/studentconduct/Student%20Code%20of%20Conduct.htm

• PLAGIARISM/CHEATING: Research papers include the assimilation of other people's ideas and words about a particular topic. Failure to give credit (e.g., citations, etc) to authors for their ideas or words is plagiarism. Plagiarism, and cheating in any other form, will result in at least a failing grade for the assignment or exam. Student caught in an act of cheating or copying from other student during an exam will receive a zero. Such occurrence would also be reported to the Office of Student Rights and Responsibilities (OSRR) in accordance with university regulations.

http://registrar.boisestate.edu/calendars.htm

Safety/Security: If there is an emergency on campus how will you know? Do you want to know? Consider the Opt-In system and safety video. These are available on the Bronco Web homepage.
# SCM 345 - COURSE SCHEDULE AND READING LIST

*Note: Assigned readings are to be read prior to class for the day they are listed and are potential quiz material for that day.*

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
<th>READ:</th>
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</thead>
<tbody>
<tr>
<td>Jan 12</td>
<td>INTRODUCTION TO THE COURSE PROGRAM AND REQUIREMENTS</td>
<td>Textbook – Chapter 1: Introduction to Operations Management</td>
</tr>
<tr>
<td>Jan 14</td>
<td>OPERATIONS STRATEGY AND PRODUCTIVITY</td>
<td>Textbook – Chapter 2: Operations Strategy and Competitiveness</td>
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<td>Jan 21</td>
<td>PRODUCT DEVELOPMENT AND PROCESS SELECTION – Part II</td>
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<td>Jan 26</td>
<td>SUPPLY CHAIN MANAGEMENT – Part I</td>
<td>Textbook – Chapter 4: E-commerce and Supply Chain Management</td>
</tr>
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<td>Jan 28</td>
<td>SUPPLY CHAIN MANAGEMENT – Part II</td>
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<td>Feb 2</td>
<td>QUALITY MANAGEMENT – Part I</td>
<td>Textbook – Chapter 5: Total Quality Management</td>
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<td>Feb 4</td>
<td>QUALITY MANAGEMENT – Part II</td>
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<td>Feb 9</td>
<td>Chapter 6, Statistical Quality Control</td>
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<td>Feb 11</td>
<td><strong>FIRST EXAM Ch 1-5</strong></td>
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<tr>
<td>Feb 16</td>
<td>STATISTICAL QUALITY CONTROL – Part II</td>
<td>Textbook – Chapter 6: Statistical Quality Control</td>
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<td>Feb 18</td>
<td>JUST-IN-TIME AND LEAN PRODUCTION – Part I</td>
<td>Textbook – Chapter 7: Just-in-Time and Lean System</td>
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<td>Feb 23</td>
<td>JUST-IN-TIME AND LEAN PRODUCTION – Part II</td>
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<td>Feb 25</td>
<td>FORECASTING</td>
<td>Textbook – Chapter 8: Forecasting</td>
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<tr>
<td>Mar 1</td>
<td>Ch 8, CATCH UP AND REVIEW FOR EXAM</td>
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<tr>
<td>Mar 3</td>
<td><strong>SECOND EXAM</strong></td>
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<td>Solutions to Exam #2 will be posted on March 11th. Anyone not taking the second exam on March 3rd due to a pre-approved official University trip, must have exam taken on or before March 3rd.</td>
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<tr>
<td>Mar 8</td>
<td>Review Exam #2, Discuss challenges of Ch 6-8</td>
<td></td>
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<tr>
<td>Mar 10</td>
<td>CAPACITY PLANNING AND FACILITY LOCATION- Part I</td>
<td>Textbook – Chapter 9: Capacity Planning and Facility Location</td>
</tr>
</tbody>
</table>
Mar 15  CAPACITY PLANNING AND FACILITY LOCATION – Part II  
READ: Textbook – Chapter 9: Capacity Planning and Facility Location

Mar 17  FACILITY LAYOUT – Part I  
READ: Textbook – Chapter 10: Facility Layout

22-24 spring break

Mar 29  FACILITY LAYOUT – Part II

Mar 31  INVENTORY MANAGEMENT – Part I  
READ: Textbook – Chapter 12: Independent Demand and Inventory Management

Apr 5  INVENTORY MANAGEMENT – Part II  
READ: Textbook – Chapter 12: Independent Demand and Inventory Management

Apr 7  Open Day, TBD

Apr 12  AGGREGATE PLANNING, MRP AND ERP  
READ: Textbook – Chapter 13: Aggregate Planning

Apr 14  READ: Textbook – Chapter 14: Resource Planning

Apr 19  SCHEDULING  
READ: Textbook – Chapter 15: Scheduling

Apr 21  PROJECT MANAGEMENT – Part I  
READ: Textbook – Chapter 16: Project Management

Apr 26  

QUIZ: THE GOAL

Apr 28  PROJECT MANAGEMENT – Part II  
READ: Textbook – Chapter 16: Project Management

May 3  CATCH UP AND REVIEW  
WRAPPING UP THE COURSE

May 5  

FINAL EXAM  
Thursday May 5th 7:30-9:30 AM