BUS 353 Managing Operations For Quality

Instructor: Rick Ward
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Class Meeting Dates: (March 18 - May 18, 2013) Monday evenings 6:00 pm to 10:00 pm

COURSE DESCRIPTION: This course focuses on improving the quality of business operations through the use of best practices, standardization of procedures, reduction of variation, and continuous improvement of processes.

TEXTS:
Operations Management: Creating Value Along the Supply Chain, 7th ed., Roberta S. Russell and Bernard W. Taylor III.

Learning Objectives:
Students successfully completing the course will be able to:
1) identify strategies to achieve competitive advantage through operations
2) discuss the importance and use of project management techniques
3) define quality and explain its relationship to organizational strategy
4) discussion and usage of control charts to help improve operations
5) identify the major supply chain strategies
6) explain the operational impacts of the Just-In-Time approach and the use of Lean Production.

COURSE ACTVITIES:
This course will consist of lecture and discussion of the assigned reading of the text. Additional class projects and supplemental teaching tools will also be utilized to reinforce the learning objectives. Students will complete assignments designed to meet the stated objectives of the course.

GRADING:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
<th>Grade Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance &amp; Participation</td>
<td>20</td>
<td>100 - 95 = A</td>
</tr>
<tr>
<td>Article Presentations</td>
<td>20</td>
<td>94 - 90 = A-</td>
</tr>
<tr>
<td>Mid-Term Exam</td>
<td>20</td>
<td>89 - 87 = B+</td>
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<tr>
<td>Final Project</td>
<td>20</td>
<td>86 - 84 = B</td>
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<tr>
<td>Final Exam</td>
<td>20</td>
<td>83 - 80 = B-</td>
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<tr>
<td>Total Points</td>
<td>100</td>
<td>79 - 77 = C+</td>
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Grade Scale
76 – 74 = C
73 – 70 = C-
69 – 67 = D+
66 – 64 = D
63 – 60 = D-
59 – below = F
ATTENDANCE:
Students are expected to attend the entire class and participate, due to the importance of class discussion and materials. It is important that you notify your instructor prior to the effected session of any absence as attendance will be taken at the start of every class session. Materials turned in late or not turned in at the beginning when due, may receive a reduced grade. If a student misses more than 2 class meetings, you cannot pass the course, and the student should not enroll. If a student must miss a class, the student should notify the instructor before the class meeting. It is then the students’ responsibility to contact the instructor for make-up work for the missed class, to be handed in by a due date provided.

CELL PHONE AND TEXTING:
During class times, the use of cell phones for calls or texting is not permitted. All phones should be turned off, or placed on a vibrate setting before the class begins. Please be respectful of others. If you must take an emergency call during class time, then excuse yourself and take the call outside the classroom.

COURSE OUTLINE

Article presentations: Students will complete assigned presentations of articles pertaining to current weekly course subject matter. Students will select an article, write one full typewritten, double spaced page summarizing and explaining the article. This will also include a final paragraph in which the student summarizes and expands upon the subject, with their own thoughts. A copy of each article summary (3 total) to be emailed to the instructor, following the presentation. Students will then present an oral 8-10 minute presentation in class about this article. (Example: Week 2 article on Product Design)

Midterm Exam: The exam will consist of short multiple choice, fill in the blank, and or essay questions pertaining to subject matter covered up to this point. This will be a take home exam, and will be due the following week, at the beginning of the week 4 class.

Final presentation: Students will choose a topic pertaining to the subject matter covered throughout this course, to be approved by the instructor. Student will then present an oral 12–15 minute presentation discussing and summarizing their chosen topic. A typewritten, double-spaced, 12 point font, 3-4 page paper, in APA format is to be emailed in to instructor, upon completion of each student presentation. The paper is to include a final summary, including the student’s thoughts on the subject, and is to include critical thinking, which addresses the questions of: what does this mean? and, how do you know? Note: proper citation of references is a must.

Final Exam: This exam will consist of multiple choice, fill in the blank, and or essay questions on subject matter covered throughout this course. This will be a take home exam, handed out on week 7, and will be due the following week, which is the last week of class.
NOTE: The following Schedule is subject to change.

**Week One (10/22)**
Reading Assignment Read Chapters 1, 2, and 3
(For students to review after the first class session)

**Session Focus Topic: Operations, Supply Chain and Quality Management**
1. Introduction and explanation of the course and learning expectations
2. Discussion of course and assignments
3. Introduction of course participants
4. Discussion About course learning objectives (open discussion)
5. Discussion of exams, class projects and article assignments
6. Lecture & discussion Chapters 1, 2, & 3

**Week Two (10/29)**
Reading Assignment Read Chapters 4, 5, and 6
(Read prior to class session)

**Session Focus Topic: Product Design, Service Design, with Processes and Technology**
1. Article presentation #1
2. Lecture & discussion Chapters 4, 5, & 6
3. Student selection of Final Project presentation (approved by instructor)

**Week Three (11/05)**
Reading Assignment Read Chapters 7, 8 and 9
(Read prior to class session)

**Session Focus Topic: Capacity and Facilities Design, Human Resources and Project Management**
1. Article presentation #2
2. Lecture & discussion Chapters 7, 8 & 9
3. Decisions on Final Project presentation finalized
4. Distribute Midterm Exam Handout
Week Four (11/12)
Reading Assignment: Read Chapters 10 and 11
(Read prior to class session)

Session Focus Topic: Supply Chain Management Strategy and Design
   Global Supply Chain Procurement and Distribution

   1. Article presentation #3
   2. Lecture & discussion Chapters 10 & 11
   3. Midterm Exam Handout Due

Week Five (11/19)
Reading Assignment: Read Chapters 12 and 13
(Read prior to class session)

Session Focus Topic: Forecasting and Inventory Management

   1. Article presentation #4
   2. Lecture and discussion Chapters 12 & 13

Week Six (11/26)
Reading Assignment: Read Chapters 14 and 15
(Read prior to class session)

Session Focus Topic: Sales and Operations Planning and Resource Planning

   1. Article presentation #5
   2. Lecture and discussion on Chapters 14 & 15

Week Seven (12/03)
Reading Assignment: Read Chapters 16 and 17
(Read prior to class session)

Session Focus Topic: Lean Systems and Scheduling

   1. Lecture and discussion on Chapters 16 & 17
   2. Begin student final project presentations- order of students to be determined- written paper emailed to instructor, upon completion
   3. Review and discussion for final exam
4. Final Exam Handout

**Week Eight (12/10)**
Reading Assignment - Review
(Read prior to class session)

**Session Focus Topic:** Final presentation

1. Final project student presentations- order of students to be determined- written paper emailed to instructor, upon completion
2. Final Exam Handout Due
3. Final discussion and final thoughts
4. Student course survey

**ACADEMIC INTEGRITY POLICY:**
This policy requires that you immediately and cheerfully offer the benefit of your knowledge and skills to any fellow student who needs your help. If someone helps you, whether a fellow student, the author of a book/article, a family member, a pastor or priest, a coworker, a child, a pet, or anyone else, say that they helped you. That’s called citing a source. Always show respect for the ideas or words of others by giving them the credit. Failure to show respect will result in an “F”.