MSCI 3000 (3 credits)

Operations Management

Fall 2015

Instructor: Professor Simone Bigolin

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Office Hours (Cimba Faculty Office): by appointment.

Course Description: This course addresses the operations of organizations from a strategic and operational perspective. It introduces some of the most widely used models in management science.

It addresses topics such as operations strategy, process selection, supply chain management, operations planning and scheduling, quality management.

Course Prerequisites: Students should be able to use Excel and Word.

Course Highlights and Objectives: In today's competitive environment, many organizations have been restructuring in response to global competition and the realization that maintaining customer loyalty is dependent upon operational excellence. Operations Management (OM) is about doing just that: designing internal processes and continually improving them once they are in place. OM deals with the management of the resources required to provide the services and goods produced by an organization. These resources include: people, materials, equipment, facilities and knowledge. The operations function is central to any enterprise. OM is primarily concerned with the efficient and effective use of the resources of organizations, in recognition of the strategic importance of operational excellence as a major souce of competitive strength.

Learning objectives.

On successful completion of this course, you should be able to:

- Demonstrate an understanding of the strategic importance of operations management and its purpose in contemporary global business environments.
- Discuss how operations management relates to the other functions, such as marketing, financial analysis and human resource management.
- Explain the need for operations management systems: inputs, processes and outputs of a variety of businesses.
- Develop the knowledge and critical thinking skills necessary to use the concepts and strategies in order to recognize, formulate, analyze, design and manage operations and create value.
- Describe and implement the methods and tools needed to model and analyze operations issues.

Textbook and Course Packet

- **Operations Management** by Jay Heizer and Barry Render, 8th or 9th Edition, Prentice Hall.
- **Course Packet:** Lecture slides. Its purpose is to guide students in the lecture and facilitate taking notes. Most slides in the packet merely highlight the topics. You have to take notes in class and read the book to obtain the details. Always come to the lecture with your course packet.

Class Policies

- **Attendance Policy:**

  Attendance at all classes and CIMBA sanctioned activities is MANDATORY. All unexcused absences will have the following consequences:

  a. 1st absence will result in a loss of a 1/3 of a letter grade in that class

  b. 2nd (cumulative) absence will result in a loss of an entire letter grade in that class

  c. 3rd (cumulative) absence will result in a dismissal from the program

  Absences due to illness require a note from the CIMBA Undergraduate Office Staff and/or the Istituto Filippin medical staff. If a student is sick and cannot attend class, he/she must inform the CIMBA Staff immediately. Failure to do so will result in an unexcused absence.

  Saturday Classes

  Due to the extensive amount of travel time incorporated into the CIMBA Undergraduate program, we will have to have a few Saturday classes to ensure that we have the appropriate amount of class sessions (per UI regulations). These Saturdays have NOT been confirmed yet, however they will be by the end of the first week of classes. Note that these Saturday classes will NOT be during any of the CIMBA scheduled travel breaks.

- **Accomodating disabilities or special needs:**

  A student seeking academic accommodations such as a modification of seating, testing, timing, etc. should first register with Student Disability Services, then contact Shannon Lizakowski (Shannon-lizakowski@uiowa.edu) in the CIMBA Office to make further arrangements. See http://sds.studentlife.uiowa.edu for more information.

- **Academic Misconduct:**

  It is my sincere hope that no student in this class does work which is not his or her own or submits work which is not his or her own. However, it seems prudent to clarify in advance the policy on cheating. If I determine that any assignment was not written solely by the student whose name is on the project, the student will receive a zero (0) for the assignment and may receive an "F" for the class. All incidents of cheating will be reported to the Senior Associate Dean and the student may be placed on disciplinary probation for the remainder of his or her enrollment at the University of Iowa. Honor Code for the Tippie College of Business will determine the appropriate appeal process. The Honor Code may be found at *http://www.biz.uiowa.edu/upo/advising/honorcode.html*

- **Sexual Harassment.**

  Student concerns regarding this course should first be discussed with me, the faculty member teaching this course. If we can't resolve the complaint, you may contact the CIMBA Director, Brandelle Unkrich (319-335-1041, brandelle-unkrich@uiowa.edu). The Director will review the details of the complaint and involve the Associate Dean of the Undergraduate Programs, as needed.

- **Course Evaluation:**

  You will be given an opportunity to evaluate the lecture and discussion class during the semester. This will help me determine topics that are giving students difficulty and continuously improve the course.

- **Grading:**

Course grades will be approximately distributed according to the recommended guidelines of the Management Sciences Department at the University of Iowa, which is 30% A's, 40% B's, 20% C's and 10% D's. These are only guidelines.

Minimum Points Needed for Each Grade* (1000 points maximum possible):

Excellent	A	931 – 1000
	A minus	901 – 930
Good	B plus	871 – 900
	B	831 – 870
	B minus	801 – 830
Satisfacotry	C plus	771 – 800
	C	731 – 770
	C minus	701 – 730
Passing	D	601 - 700
Failing	F	Below 600

*plus or minus grading will be used in the final course grade.

Points Allocation:

1st Exam	300 points
2nd Exam	300 points
Class Participation questions**	60 points
3 Quizzes (in class)	180 points (60 points per Quiz)
Business simulation report	100 points
Business simulation final result	60 points available and allocated with the rule provided in class by the instructor

** in 10 days of class there will be a daily question valued 6 points

Note: the 2nd Quiz will be precisely completing a questionnaire after the company tour.

- **Exams:**

  The exams are closed book and closed notes. Formula sheets and needed tables will be provided when necessary. Bring your calculator and pencils to the exam. ***The dates for the midterm and final exams will be announced in class and are indicated in the course outline. You are required to make the necessary arrangements to take the exams on the specified times and dates.***

- **Rectifying Scores:**

  After you get your quiz or assignment or exam report back, *you have a week to complain to your Professor about your score*. Beyond this period, we will not entertain any complaints. Please submit your regrade request in writing attached to the assignment/quiz/exam. The Professor reserves the right to re-grade the entire document.

- **Grievance Policy**

  Student concerns regarding this course should first be discussed with me, the faculty member teaching this course. If we can't resolve the complaint, you may contact the CIMBA Director, Brandelle Unkrich (319-335-1041, brandelle-unkrich@uiowa.edu). The Director will review the details of the complaint and involve the Associate Dean of the Undergraduate Programs, as needed.

- **Expectations**

  Please pay a professional courtesy to the instructor and your classmates by turning off all cell phones, pagers or personal computers during class. Multi-tasking has been scientifically proven to damage the learning process.

- **Course Policies**

  Everything that concerns this course, including dropping and adding to the class after the deadline and academic misconduct, will be controlled by the College offering the course: so course policies are governed by the Tippie College of Business.