



## COURSE SYLLABUS

Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the IDEAL Program office, your academic advisor, or the instructor.

The IDEAL degree-completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.

The IDEAL Program assumes joint responsibility in the learning process. The activities and assignments in the courses build on the shared experience of all learners in each class. This is why each student's preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount your time outside the course to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend nine-twelve hours per week on course material.

To participate in the IDEAL Program, it is expected that you will do the following:

1. Participate in and complete the online orientation prior to your first online course.
2. Obtain the required course materials prior to the course start date.
3. Login and participate in your course a minimum of three times per week.
4. Complete all assignments to the best of your ability.
5. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.
6. If you have any technical difficulties, you must contact the Office of Distance Education immediately at [ubonline@bridgeport.edu](mailto:ubonline@bridgeport.edu).

If you cannot perform these six expectations, it is recommended that you drop the course. We look forward to your academic success in each course and the ultimate completion of your degree.

**Course No. & Title:** MGMT 301 DL2, Operations Management

**Semester and Term:** Spring 2014

**Day and Dates:** 3/9/14 – 5/3/14

**Time:** online

**Campus Location:** Distant Learning

**Course Description:**

The student is introduced to the basic tools and concepts used in managing the delivery of products and services. Inventory cost control, work flow design, development of work standards, workplace layout, quality control, project management, forecasting, capital investment planning, capacity policy and related methods for management of operations are presented in this course.

Prerequisite Courses: None

Course Code: BC, BUS, BUSM

**Instructor & contact information:**

Walter Dabek:

Email: wdabek@bridgeport.edu

**Required Textbook:**

Operations and Supply Chain Management , Jacobs and Chase 14<sup>th</sup> edition

ISBN '9780078024023

To order textbooks, go to the bookstore website at <http://bridgeport.textbooktech.com/>  
Select IDEAL Campus and login to the bookstore. Select the course and follow instructions.

**Learning Outcomes:**

Upon completion of this course the student should be able to:

- To become acquainted with the methods listed above
- To understand the theories, goals and objectives, costs and opposing forces that dictate the choice of methods and use of them to make superior decisions
- To identify the problems and limitations associated with the theories and methods
- To use the above to make enlightened business decisions which optimize both the use of resources and the outcomes in terms of organizational goals while maintaining an ethical balance
- To appreciate the global arena in which operations function and to apply all methods in light of this larger and more complex environment

## First Assignment Prior to the First Class:

Week 1                      In advance of the first session, read  
Chapter 1: Introduction  
Answer questions 1& 5 page 20

Chapter 2: Strategy  
Answer Discussion Question LO2-3 # 6 on page 37.

## Assignments:

Week 2                      Chapter 3: Design of Products and Services  
Read case: IKEA page 68-71  
Answer Questions 1-4 on page 71

Chapter 4 Project Management  
Answer Question LO4- 2 # 5

Week 3                      Chapter 5: Strategic Capacity Management.

Read Case: Shouldice Hospital page 126-127.  
Answer question # 1 on page 127. Also, using Question # 2 ( you do not need develop a table) How would a Saturday operation affect the hospitals utilization and bed capacity? What are the pros/cons of this potential strategy?

Chapter 6: Learning Curve—Read Chapter only

Week 4                      Chapter 7 Manufacturing Process

Read Case: Circuit Board Fabricators, Inc. page 163.  
Answer Assignment question # 5 & 6 page 164 Discuss what the main problem is with CBI

Chap 8: Facility Layout—Read only

Chapter 9 Service Processes

Read Case: Pizza USA page 218 .  
Answer question # 1 & 3 on page 218

Week 5 Chapter 10: Waiting Line Analysis-Read only

Chapter 11: Process Design and Analysis  
Read Case: Analyzing Casino Money Handling Process  
pages 292-293 . Answer Questions 3 & 4 on page-293

Chapter 12: Six-Sigma Quality  
Read Case: Quality Management Toyota page 313-314  
Answer question # 3 on page 314

Week 6 Chapter 14: Lean Supply chains

Chapter 15: Logistics, Distribution and Transportation  
Read Case: Distribution Center Location

Chapter 24: Health Care

Week 7 Chapter 17: Enterprise Resource Planning

Chapter 18: Forecasting

Chapter 19: Sales and Operations Planning

Week 8 Submit brief on line summary of your paper  
Final paper submitted on or before May 3, 2014

**Assignments and Grading Criteria:**

Active discussion and participation in weekly postings: 30%  
Completed weekly HW assignments: 30 %  
Final project: 40 %

**Letter Grading Scale:**

<b>% of Points Earned</b>	<b>Letter Grade</b>	<b>% of Points Earned</b>	<b>Letter Grade</b>
100-94	A	76-74	C
93-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-64	D
83-80	B-	63-60	D-
79-77	C+	Below 60	F

Weekly assignments to be submitted by the Friday of each week, lateness on assignments will impact your grade. These assignments will be part of discussion thread so participation is critical in the threads. A discussion is not a single posting you must be in the threads at least three different days per week.



## Management 301---Course Project

Select one of the following topics:

Six Sigma/Quality  
Product & Service Design  
Logistics  
Supply Chain  
Forecasting  
Inventory Control  
Logistics/Distribution

Assignment:

You should approach this assignment as if you were a consultant hired by a company to help them define or improve their operations strategy.

After choosing your topic, you will need to research and explain how this (the topic you selected) can help to improve the company's operational performance. Your **analysis** (not a summary) should include, but not be limited to the following:

- A detailed explanation of the process, how it works, the pros and cons associated with this and what could be expected in terms of improvements
- How does this Operations Strategy help the company achieve its organizational goals?
- What is the impact on the organization, the employees, the competition and the customer
- A summary of why this process should be implemented and what goals, objectives and process improvements will be achieved.
- On or before May 3, you should post a brief summary in the discussion board. The purpose of this is to share your learning with other students in the course. Each student should read this summary and post a comment, indicating that you have read it.
- Final project to be submitted before or last day of class 5/3/14—no extensions

Note: This represents <b>40%</b> of your final grade
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## ACADEMIC POLICIES

### Attendance Policy

Course attendance via online participation is an integral part of the online academic experience; therefore, students are expected to be participative in all course activities and discussions. If an absence

is unavoidable, the student should communicate with the instructor. Arrangements should be made at that time for submission of any missed assignments.

**IMPORTANT:**

- An absence (lack of participation) in any week of the course, will drop the final grade by one letter grade (for example if a student earns a grade of “B” in the course, the final grade would be a “C”).
- An absence of two or more weeks will be cause for a failing grade.

**Drop Procedures**

To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the IDEAL Course Schedule webpage:

<http://www.bridgeport.edu/academics/continuing/ideal-academic-degree-programs-and-certificates/ideal-course-schedule/>.

Please print and complete the form and fax the form to the IDEAL Office: 203-576-4537. Prior to dropping a course, the student should contact their IDEAL Academic Advisor to understand the implications to financial aid and/or degree plan progress.

Please review the drop fees and tuition refunds at the Academic Calendar; accessed at the IDEAL Course Schedule webpage (same link above).

**Cell Phones**

Cell phones must be turned off (or placed on “vibrate”) while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

**Academic Dishonesty**

The IDEAL program prohibits all forms of academic dishonesty. Academic dishonesty is normally defined as, but not limited to, the following two categories:

**Cheating** – Using inappropriate sources of information in an assignment or on a test. The following are examples of cheating taken from real student experiences:

**Case #1:** A student is enrolled in an introductory psychology course. He has co-workers who have taken the same course. As the end of the course approaches, he wonders how he will find the time to get the research paper finished, and asks one of his co-workers for help. His co-worker hands him a research paper that he submitted in a similar course. The student makes minor modifications to the paper, and submits it under his own name.

**Case #2:** A student enrolled in a humanities course is unsure about how to structure an essay. She is doing research on the World Wide Web, and comes across an essay written by a student from another university. Using her computer mouse, she copies and pastes the essay into her word processor. She goes to great lengths to re-word the paper in her own style, but essentially leaves the content and organization the same.

**Plagiarism** – Intentional as well as unintentional failure to acknowledge sources as well as the use of commercially available so-called “research papers” without full recognition of the source. Presenting as

one's own, the ideas, words, or products of another. The following are examples of plagiarism taken from real student experiences:

Case #3: A student is conducting research for a Civil War research paper. He has reviewed work on the Internet. Finding helpful information, he has summarized his findings without citing his sources. He believes that minor paraphrasing is all that is necessary.

Case #4: A student is writing a paper that requires her to address specific topics and problems in the assigned course textbook. She takes the information directly from the textbook with slight modification, without giving any citation. She thinks that since it is the course textbook, she doesn't have to use quotations or citations.

Academic dishonesty applies to all courses, assignments or exams completed by students and submitted as their own original work, whether in person or by electronic means. The University does not tolerate cheating in any form. It is a serious breach of conduct with serious consequences. Instructors have the right to determine the appropriate penalty for academic dishonesty in their own courses; generally, however, such acts will result in a failing grade for the assignment and/or the course. The penalty for subsequent acts of academic dishonesty may include expulsion.

More information on how to recognize plagiarism can be found at this site:  
[http://www.indiana.edu/~istd/plagiarism\\_test.html](http://www.indiana.edu/~istd/plagiarism_test.html)

#### Ethics Statement of Confidentiality

An integral component of an IDEAL course is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate, embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

#### ACADEMIC RESOURCE CENTER

The Academic Resource Center is available for IDEAL students seeking help in their studies. The Center is staffed by writing professionals and peer tutors. More information can be found at: <http://www.bridgeport.edu/pages/2209.asp> The Center is located on the 5<sup>th</sup> Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. Online Tutoring is available at: [www.etutoring.org](http://www.etutoring.org). To use this free service you must have a UBNet account.

#### Obtaining a UBNet Account

Every registered student should obtain a UBNet Account. The account allows you to access MyUB; the portal for grades, library services, Canvas online learning system. Also, the account allows you access to computers in the Library and computer labs, and provides an email account in which the University sends out information. Go to: <http://www.bridgeport.edu/ubnet> - Click on "New UBNet Account" and follow the instructions.

The @bridgeport.edu email address is the official email the University uses to send information to you. You can have your bridgeport.edu email forwarded to any other private email account you use. Following the activation of your UBNet account (takes 24 hours), login at: <http://www.bridgeport.edu/email> and click on “forwards” at the top of the page. Follow the directions to forward email messages to your other account.

#### Learning Management System (LMS) - Canvas

For all courses that use Canvas, you can access Canvas through the portal by using the myUB link. Faculty post class documents on Canvas e.g. syllabus, power points, discussion questions, case studies, current event articles, papers, reports etc. (save some trees). All students have access, and can download and copy the documents.

Canvas Tutorial For Students: <https://bridgeport.instructure.com/courses/985903>

For assistance contact the UB Help Desk at 203-576-4606 or email [helpdesk@bridgeport.edu](mailto:helpdesk@bridgeport.edu)  
<https://bridgeport.instructure.com/courses/829447/>

#### Accessing Your Grades & Schedule Online

The WebAdvisor online information system allows students to search for available classes, check grades, view semester class schedule and verify your personal profile. Grades are generally posted 2-3 weeks following the end of a course. To access WebAdvisor, login in to MyUB and follow the WebAdvisor menu on the right. If you are carrying a financial balance, access to WebAdvisor will be restricted.

#### Using the Library

Access to the Digital Library is through MyUB. On the MyUB home, in the central column, click on “myEureka Digital Library.” Research tools available:

- Search for books held at the library.
- Search the online databases for your academic field; business, counseling, human services, psychology, etc.
- Send questions to the Reference Librarian for assistance in research topics and searching strategy.

#### Using Computers

Open access computer labs are available at three locations:

- Bridgeport – 1<sup>st</sup> floor of the Wahlstrom library. Check library hours of operation at: <http://www.bridgeport.edu/library>.
- Stamford – Room D; Check open hours at: <http://www.bridgeport.edu/stamford>
- Waterbury – Computer Lab; Check open hours at: <http://www.bridgeport.edu/waterbury>

#### Course Cancellations

Any emergency necessitating the canceling of courses will be announced by the University through the Emergency Notification Telephone Line, (203) 576-4159. Please call this number for information on course cancellations. Also, information will be posted under "Latest News" on the UB home page, ([www.bridgeport.edu](http://www.bridgeport.edu)). Canceled classes will be made up either the week following the end of the course or in consultation between the instructor and the students as to day and time availability. Course cancellations are also announced on television and radio stations.

#### IMPORTANT CONTACT INFORMATION

Office	Telephone	Email
Bridgeport Campus Security	(203) 576-4911	ubsecurity@bridgeport.edu
Bursar	(203) 576-4692	bursar@bridgeport.edu
Cashier	(203) 576-4682	cashier@bridgeport.edu
Financial Aid	(203) 576-4568	sfs@bridgeport.edu
Registrar	(203) 576-4635	registrar@bridgeport.edu
Emergency Notification Phone	(203) 576-4159	
IDEAL Office	(203) 576-4800	idealinfo@bridgeport.edu

#### CAMPUS CONTACT INFORMATION

Campus	Address	Telephone	Email
Bridgeport	126 Park Avenue Bridgeport, CT 06604	(203) 576-4800	idealinfo@bridgeport.edu
Stamford	5 Riverbend Drive Stamford, CT 06750	(203) 358-0700	ubstamford@bridgeport.edu
Waterbury	84 Progress Lane Waterbury, CT 06705	(203) 573-8501	ubwaterbury@bridgeport.edu

Directions to IDEAL Campus locations	<a href="http://www.bridgeport.edu/pages/2260.asp">http://www.bridgeport.edu/pages/2260.asp</a>
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To fill out your financial aid report to the Federal Government, please go online to [www.fafsa.ed.gov](http://www.fafsa.ed.gov). The school code for the University of Bridgeport is 001416.  
Federal Student Aid Information: 1-800-433-3243.