



**MGMT 301, Operations Management
IDEAL PROGRAM
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 classroom 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. Attend every class session. Be on time.
2. Obtain the required course materials prior to the first class session.
3. Complete the first assignment prior to the first class session and all subsequent assignments to the best of your ability.
4. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.

If you cannot perform these four expectations, we recommend 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 RB8W2, Operations Management

Semester and Term: Spring 2014

Day and Dates: Saturdays, 1/18/2014 -3/8/2014

Time: 9am – 1pm

Campus Location: Stamford

Course Description: The student is introduced to the basic tools and concepts used in managing the delivery of products and services. Inventory cost control, workflow 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: Thomas Paterna tpaterna@bridgeport.edu Tel # 203-410-1692

Required Textbook: Operations and Supply Chain Management” 14th Edition. F. Robert Jacobs and Richard B. Chase 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:

- Become acquainted with the methods listed above
- Understand the theories, goals and objectives, costs and opposing forces that dictate the choice of methods and use of them to make superior decisions
- Identify the problems and limitations associated with the theories and methods
- 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
- Appreciate the global arena in which operations function and to apply all methods in light of this larger and more complex environment

Class Participation: 33% of your grade.

Class Participation is an integral part of this course. Students are expected to come to class prepared and to participate consistently.

Assignments: 33% of your overall grade.

All assignments are due the day of class. Late submissions (no more than 3 days) will receive a reduction of 20% on their assignment grade.

Final Exam/Project: 34% of grade.

Weekly Class Outline

First Assignment, Prior to the First Class:

For our first meeting and every Saturday until the completion of the course, I am requesting that you prepare *an article relevant to that week’s discussion.*

For Example for Week 1, Operations and Supply Chain Management, Strategy or Sustainability, as cited in your chapter readings.

Your article should originate from a newspaper, magazine, or any other reliable resource.

You are asked to articulate the Socratic Method. As developed by the philosopher Socrates. Your article must be presented using a logical method building a clear and definitive analysis.

Socrates referred to analysis as the 5 W’s.

1. Who is the author of your article
2. What the article is about, explained in your own words
3. Where does the article take place?
4. Why do you believe the author wrote this article
5. When was the article written? Is it historical or current?

You will be given five minutes to present your analysis to the class beginning on the first day of class, Saturday January 18, 2014.

Also, bring in a copy of the article and your analysis for class credit.

If you have any questions with regard to this assignment, you may email me at tompaterna@yahoo.com.

Week 1 (January 18, 2014)

Read

Chapter 1: Operations and Supply Chain Management

Chapter 2: Strategy and Sustainability

Write responses to discussion questions **Ch. 1** Q 1, 2, **Ch. 2** Q 1, 2, 3,

Write responses to cases for discussion:

- *Fast Food Feast*
- *The Tao of Timbuk2*
- *Seven Habits of Highly Effective People* (to be handed out in class for discussion)
- Post your responses on CANVAS

Week 2 (January 25, 2014)

Read

Chapter 3: Product and Service Design

Chapter 4: Strategic Capacity Management

Write responses to discussion questions **Ch. 3** Q 1, 2; 4 Q1, 2,

Write responses to cases for discussion:

- Shouldice Hospital
- IKEA Design & Pricing
- Quiz: Page 85 Review and Discussion Questions 1-4
- Post your responses on CANVAS

Week 3 (February 1, 2014)

Read

Chapter 5: Process Analysis

Chapter 8: Healthcare Process

Write responses to discussion questions: **Ch 5** Q, 1, 2, 3 **Ch 8** Q1, 2,

Write responses to cases for discussion:

- Kristen Cookie Co
- Venice Family Clinic
- Quiz: Page 282 Review and Discussion Questions 1-4
- Post your responses on CANVAS

Week 4 (February 8, 2014)

Read

Chapter 9: Six Sigma

Chapter 11: Global Sourcing

Write responses to discussion questions: **Ch 9** Q. 1, 3, 5. **Ch. 11** Q.1, 2, 3.

Write responses to cases for discussion:

- Hank Kolb
- Pepe Jeans
- Post your responses on CANVAS

Week 5 (February 15, 2014)

Read

Chapter 13: Lean and Sustainable Supply Chain

Chapter 14: Enterprise Resource Planning

Write responses to discussion questions: **Ch. 13** Q 3, 4, 8. **Ch. 14** Q1, 2, and 3

Write responses to case for discussion:

- Quality Parts
- Quiz: Page 444 Review and Discussion Questions 1-4
- Post your responses on CANVAS

Week 6 (February 22, 2014)

Read

Chapter 16: Sales and Operations Planning

Chapter 17: Inventory Control

Write responses to discussion questions **Ch. 16** Q1, 2, and 3. **Ch17:** Q 1, 2, 5

Write responses to case for discussion:

- Bradford Manufacturing
- Hewlett Packard
- Quiz: Page 549 Review and Discussion Questions 1-4
- Post your responses on CANVAS

Week 7 (March 1, 2014)

Read

Chapter 18: Material Requirements

Chapter 19: Scheduling

Write responses to discussion questions **Ch. 18** Q11, 3, and 7. **Ch 19** Q1, 4, 9

Write responses to case for discussion:

- Brunswick Motors
- Keeping patients waiting
- Quiz: Page 617 Review and Discussion Questions 1-4
- Post your responses on CANVAS

Week 8 FINAL WEEK (March 8, 2014) presentation of papers

Note:

The instructor reserves the right to make changes to the above class outline and Assignments

Grading Criteria:

Assignments: 33%
 Participation: 33%
 Final Exam/Project: 34%

 Total: 100%

Letter Grading Scale:

% of Points Earned	Letter Grade	% of Points Earned	Letter Grade
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

ACADEMIC POLICIES

Attendance Policy

1. Classroom attendance is an integral part of the academic experience; therefore, students are expected to attend all class sessions.
2. If an absence is unavoidable, the student, prior to class, should communicate with the instructor. Arrangements should be made at that time for submission of any missed assignments.
3. It is also expected that students arrive on time and not leave until the class is dismissed. Tardiness will result in a reduced grade for the course.
4. If you cannot attend every class session, you should consider dropping the course.

IMPORTANT:

- Missing one class session 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”).
- Missing two or more class sessions will be cause for a failing grade.
Note: For 15-week courses; missing two class sessions will result in a letter grade drop and three or more will cause 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/plagiarismtest.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 5th Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. **Online**

Tutoring is available at: 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” 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

- a. **Using Canvas (online Learning Management System):** Supplementing the classroom-based course with online activity is required for eight-week courses (recommended for five-week courses). The activity represents a weekly component of the course; discussions, assignments, quizzes, readings, etc. Typically, designed and graded activity conducted online is performed during the week between class sessions.
- b. We will use Discussions to elicit student participation and collaboration. Discussion board diagnostic questions that provide a springboard for opening up a discussion, such as, “What’s your interpretation of...?” and “What’s the problem. The Discussion Board will be used for group projects, or case studies or brainstorming, or presentations, role-playing, and or debates.
- c. On occasion we will have quizzes that reflect the reading assignment prior to the next class session is a way to focus on your readings and topics.
- d. Submission of Assignments—Students are required to submit written assignments via Canvas.

Upon completion of reading this Syllabus, please visit CANVAS for your first week's assignments.

All weekly articles are to be brought to class for discussion.

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
<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 – 1st 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). 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	http://www.bridgeport.edu/pages/2260.asp
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To fill out your financial aid report to the Federal Government, please go online to www.fafsa.ed.gov
The school code for the University of Bridgeport is 001416
Federal Student Aid Information: 1-800-433-3243