

## COLLEGE OF BUSINESS MISSION STATEMENT

Through our shared commitment to excellence in teaching, research, and service, we prepare students to be skilled and ethical business professionals who will make significant positive contributions to organizations, to communities, and to our larger society.

## VISION

The first choice for business education in Illinois

## CORE VALUES

- We value excellence in instruction and enhanced student learning. The College of Business supports the Illinois State University tradition of excellence in teaching. We attempt to provide a holistic approach to learning, relying on excellent classroom teaching but reaching beyond to provide mechanisms for students to engage faculty, industry and each other through experiential learning and individualized attention.
- We value dedication to knowledge creation. Intellectual contributions and the intellectual discipline required of high-quality scholarship are directly related to excellence in the classroom and in our service activities. Most of the efforts of the faculty will fall in the area of discipline-based scholarship as currently defined, but we also value intellectual contributions in the areas of interdisciplinary research, learning and pedagogy, and contributions to practice.
- We value a commitment to citizenship in and service to our institution, state, and nation. Our commitment to a dynamic global business environment demands that we take an active role, both as individuals and as a college of business, in the institutional and public processes related to our disciplines.
- We value a culture of shared governance. We operate in an environment of shared governance, and we commit ourselves to an active role in campus shared governance processes.
- We value balanced excellence in the classroom, in research and intellectual contributions, and in service to our institution, our disciplines, and to the local, state, national and international communities.
- We value high ethical standards, as embodied in our Standards of Professional Behavior and Ethical Standards. As a community of scholars and business professionals, we strive to embody the characteristics of responsibility, honesty, trust, respect, and fairness in our professional and personal lives.

## LINKING THE MISSION, VISION, CORE VALUES, STRATEGIC GOALS AND ACTION STEPS

Our mission is who we are, who we serve, and why we exist. We strive to achieve our vision. Our core values are the foundation for determining our strategic goals. Our action steps are measurable and help track progress toward our strategic goals.

## PROFESSIONAL STANDARDS

- All students in this course are expected to be familiar with and abide by the "College of Business Standards of Professional Behavior and Ethical Conduct."
- Please note that only bottled water may be consumed in the classroom wing of the College of Business Building and that all cell phones and other electronic devices should be turned off and stored away during classes unless permission is otherwise granted by the instructor.
- Please refer to the following URL: <http://business.illinoisstate.edu/about/standards/>.

## ACADEMIC INTEGRITY

Students enrolled in College of Business classes are expected to maintain high standards of ethical conduct within the classroom and when completing assessments. Academic dishonesty such as cheating will not be tolerated.

**Consequences:** If I determine that a student has cheated on an exam: the student will receive a zero on the exam, incur an additional 50-point exam penalty, and will be ineligible to retake this exam.

If I suspect that a student is cheating, the student will be required to **immediately** provide me with any of the following items: phone (unlocked screen) or any other items potentially containing unauthorized exam-taking materials. Failure to comply will invoke the aforementioned consequences.

## ACCOMMODATION FOR STUDENTS WITH DISABILITIES

Any student in need of a special accommodation should contact the staff in the Office of Disability Concerns at 438-5853 or [ableisu@ilstu.edu](mailto:ableisu@ilstu.edu). I have a great working relationship with this office.

## COURSE INFORMATION

*Course:* MGT 227 – Operations Management (3 Credit Hours)

*Section 007:* **Monday 9:35-10:50 am, SFHB 366**

*Section 004:* **Tuesday 5:00-6:15 pm, SFHB 357**

*Section 005:* **Thursday 3:35-4:50 pm, SFHB 357**

## INSTRUCTOR INFORMATION

*Instructor:* Brice Seifert, Ph.D., Instructional Assistant Professor

*Office:* SFHB 419

*Office Hours:* **Tuesdays: 3-5 pm** or by appointment

*Phone/Text:* (309) 525-5202 (cell) – **Remember to include your name!**

*Email:* [bwseife@ilstu.edu](mailto:bwseife@ilstu.edu) (Send emails using your ilstu account; include subject header & **section**.)

## COURSE MATERIALS

**Required:** Non-programmable/Non-graphing Calculator (e.g., TI-30X, Casio FX 260, Sharp EL501)

## COURSE PREREQUISITES

Please refer to the course catalog.

## COURSE DESCRIPTION

MGT 227–Operations Management is a study of issues related to managing the processes by which organizations transform resources into quality goods and services. Topics include operations strategy, project management, product/process design, quality management, and inventory management.

## COURSE COMPETENCIES

By the end of the course, students should be able to:

- Demonstrate an understanding of the importance of the strategic roles of the operations function in the economic performance of any service or manufacturing firm.
- Demonstrate an understanding of the importance of quality management in the success of service and manufacturing organizations.
- Discuss the operations managers' responsibilities and major decisions in service and manufacturing organizations.
- Demonstrate an understanding for the interrelationships between operations and the other functional areas—such as marketing and finance—and explain the impact of operations decisions on the organization.
- Discuss the global context in which operations decisions are made.
- Demonstrate an understanding of the application of computers and quantitative methods as tools in the operations decision-making process.
- Apply skills relating to problem solving, oral presentation, written presentation, and teamwork.

## COURSE MANAGEMENT

- We will be using the Canvas learning management system this semester. From Canvas, you will be able to access information and materials related to this course. The log-in page for the Canvas site is <https://canvas.illinoisstate.edu>. To log in, use your ULID as your username and your ilstu password. Technical support questions relating to Canvas should be addressed with the University Computer Helpdesk (309-438- HELP) or ([www.helpdesk.ilstu.edu](http://www.helpdesk.ilstu.edu)).
- **Asynchronous (online) Sessions:** Online class sessions will be asynchronous (videos on-demand). You may watch the videos whenever you choose.

## GRADING

The final semester grade is derived from the following grading scale:

|   |                   |
|---|-------------------|
| A | 900 – 1000 points |
| B | 800 – 899 points  |
| C | 700 – 799 points  |
| D | 600 – 699 points  |
| F | < 600 points      |

### **EXCUSED ABSENCE** Criteria:

- **Official Dean of Students** excused absences {most are not issued as excused}
- **NCAA mandatory absences**
- **Academic Conferences** (with a confirmation email from the advising professor)
- **Doctor-issued medical documentation** [must specify the absence period (e.g., 2/15 – 2/18) but need **NOT** specify the nature of the ailment/illness]

## COURSE REQUIREMENTS and EVALUATION

| Assignment                                                            | Course Point Value |
|-----------------------------------------------------------------------|--------------------|
| In-Class Activities and Questioning                                   | 100 (10%)          |
| Online Out-of-Class Quizzes (15 quizzes)                              | 350 (35%)          |
| During-Semester Exams (1, 2A, 2B, 3A, & 3B are each worth 100 points) | 500 (50%)          |
| Final Exam                                                            | 50 (5%)            |
| Grand Total                                                           | 1000               |

### **In-Class Activities and Questioning (100 points)**

#### OVERVIEW

- You can earn up to 10 participation points for each of the 15 weeks of class.
- Because you have the potential of earning 150 participation points out of a possible 100, these extra 50 points become bonus points.
- Bonus points are offered to offset lost points due to absences, missed quizzes, poor exam scores, etc.
- If you take an exam when it is initially offered or within the defined makeup exam period, you will automatically receive 10 participation points for that session.

### **IN-CLASS, CANVAS-BASED ENGAGEMENT COMPONENT (2 of 10 weekly participation points)**

- Each week there will be an **in-class**, Canvas-based **engagement** quiz.
- This quiz is completely **different** from the **Online Out-of-Class Quiz**.
- Somewhere within **each** page of my lecture notes (not found in student notes), there will be a matrix with 3 words (a color, an animal, and a random number).

|      |       |    |
|------|-------|----|
| Blue | Tiger | 33 |
|------|-------|----|

- Students will be assigned one of 3 quizzes (one for color names, one for animals, or one for numbers).
- You will have **one** quiz attempt to enter one (1) of these word sequences in order of appearance.
- The quiz will open at the start of each class session and remain open for 1.5 hrs. (e.g., 5:00 – 6:30 pm).
- If you are **not** in attendance, you cannot earn points for the **engagement** quiz that week.
- These quizzes will not be re-opened once they have closed.
- As these engagement points are considered bonus points, students with excused absences are not eligible for these bonus points.

## TABLE QUESTIONING COMPONENT (8 of 10 weekly participation points)

- Most in-class activities will be done with other people at your table.
- These questions and activities will be **pass/fail** (based largely on your effort).
- If you properly answer questions posed to you and complete activities in a satisfactory manner, you will receive full points for that class session (**8 points/week**).
- **Losing Table Questioning Participation Points (impact per each session)**
  - For each unsatisfactorily answered question or activity, you will lose **50%** of these weekly participation points. [It is possible to attend a class session and earn **0** points that day.]
  - If a person was in attendance but stepped out of the classroom when a question was posed to your table, that person will forfeit **50%** of their participation points (but not the remaining table members).
  - If a person has an excused absence (see criteria in syllabus), they will receive **8** participation points (i.e., not eligible for in-class, Canvas-based bonus portion).
  - If someone at a table is unwilling to answer a question or found inattentive (e.g., looking at their computer, and/or not readily knowing the question asked), I will pose the question to another table. Consequently, that table will lose **50%** of its participation points.
  - Disruptive and/or inappropriate behavior will not be tolerated. If I deem it necessary, student(s) will be promptly dismissed from that class session and receive 0 participation points. If a student refuses to promptly leave, I will begin deducting 5 participation points for each departure reminder. There is no cap on maximum number of deducted points.
  - Disrespectful communications outside of regular class sessions will also result in a 5-point participation point deduction per occurrence.
- **Documentation**
  - If there is an in-class written activity, it must be submitted to me before I leave the classroom at the end of the period. Late submissions of activity documentation will not be allowed.
  - If there is not an in-class written activity, each person at your assigned table will legibly write their first & last name on a ¼ **sheet** of notebook paper and give it to me before I leave the classroom.
  - In most instances, I will provide you with the participation slip.
  - When I pose questions to a table, I record the number of students. If this number does not match the number of names on the ¼ sheet of paper turned in at the end of the day, your table will receive **0** participation points that day.
  - **If a student is not present when a participation question is posed** (e.g., arrived late, left early, using the restroom), it is **imperative** that you note who was missing on your ¼ sheet (or equivalent) so I can award points accordingly. Again, failure to do so will negatively impact your participation points that day.

## Online Out-of-Class Quizzes (350 points)

- Except for an excused absence (see syllabus), **quizzes will not be re-opened once they have expired.**
- I strongly recommend that you put a **recurring weekly quiz reminder** in your phone.
- There will be **15** weekly quizzes in Canvas (**every week** except during break).
- The total number of quiz points will be pro-rated to a **350**-point scale at the end of the semester.
- *(For example, if there are 370 question points possible and you answered 256 points correctly, your overall quiz score would be **242** points (256/370 x 350 points).*
- The number of questions each week may vary.
- Quizzes will be derived from material presented during class, videos, and/or material from prior weeks.
- Quizzes will be open for a minimum of 5 days (including weekends) and will expire on **Fridays at 11:59 pm.** (Being the beginning of the semester, the 1<sup>st</sup> & 2<sup>nd</sup> quizzes will expire on the 2<sup>nd</sup> Friday of the semester.)
- You may take the quizzes multiple times (prior to expiration) with your highest score recorded.
- In the unlikely event that you encounter a **computer glitch**, take a full screenshot of the problem and contact the IT Help Desk to seek resolution.
- After you complete the quiz **each week**, I also urge you to **take a screenshot (no cropping) of your quiz score** in case you encounter an unlikely problem with your quiz score being recorded in Canvas.
- At the end of the semester, a **bonus quiz** will be offered to recover some lost points.

## ***During-Semester Exams (500 points)***

### General Info

- There will be **five (5)** regular exams in this course that will include material from student notes and related videos.
- All exams will be **face-to-face**, closed note, closed book and **very difficult**.
- A sample exam will be posted in Canvas prior to each exam.
- If you **fail to take an exam during the scheduled time, you have 2 options**.
  - *Option 1:* Incur a **15%** penalty and take the exam **within 14 days** of the original exam date. You must schedule it at a mutually agreeable time with the instructor.
  - *Option 2:* Receive a zero and take the exam at the end of the semester (see the Exam Retake section below for more details).

### Format of Exams 1, 2A, 3A

- These exams will be based on the multiple-choice sample exams (see Canvas). Use your class notes (and **not** the quizzes) to find the sample exam answers. No sample exam solutions will be provided.
- These paper-and-pencil exams will be face-to-face and occur during our regular classroom sessions.
- You will work alone on these exams and have **55 minutes** to complete.

### Format of Exams 2B and 3B

- These exams will resemble a mini-case study and will **not** be in a multiple-choice format.
- You will have **70** minutes to complete.
- Training videos as well as practice exams will be available in Canvas.
- For Exam 2B, you will be assigned a (1) partner based on your class performance-to-date. You may also choose to work solo. A non-programmable/non-graphing calculator is required.
- For Exam 3B, you may keep your Exam 2B partner, select a partner of your own choosing, **or** work solo. **No** calculators are permitted on this exam.
- If your partner is absent on either exam, you may be required to take the exam as a solo effort.

### Exam Retake Info

- You have the option to retake **two (2)** of the first **5** exams (*cannot retake the final exam*).
- Group exam retakes will occur as a solo effort.
- All exam retakes will occur during our regular class session on the last pre-final week of the semester (**11/30 – 12/4**). You may also schedule an alternate exam retake session (prior to **12/4**) if we can agree upon a mutually acceptable day and time.
- The **first** retake will assess a **5-point penalty**; the **second** retake will assess a **10-point penalty**.
- Students will have an opportunity to sign up for retake exams after Exam 3B has been posted. A Canvas announcement will alert students of the sign-up window.
- Late retake requests will incur additional penalties.
- As the opportunity to retake an exam (or exams) is a courtesy, students will **only** be allowed to retake an exam (or exams) on the scheduled date or at a mutually acceptable day and time prior to **12/4**.

## ***Final Exam (50 points)***

- If you miss **no more than 4 face-to-face class sessions**, you are **not** required to take the final exam. You may keep your existing grade as your end-of-semester grade.
- Additionally, if you earn an A in the course prior to the final exam (regardless of attendance), you will receive an A in the course without being required to take the final exam.
- The final exam will be based on the multiple-choice sample exam (see Canvas).
- This one-hour exam will occur during our scheduled final exam session.

## **TENTATIVE COURSE CALENDAR**

\*Weekly online quizzes are **not** individually listed on this calendar.

Ignore subscript numbers (e.g., Ch03<sub>5</sub>)

| Week of                                                                                                               | Scheduled Class Activities                                                                                              | Supplemental Info*                                     |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| <b>8/17</b>                                                                                                           | Introduction & Syllabus [face-to-face or F2F]<br>Intro to Operations Management (Ch01 <sub>1</sub> ) [asynch]           |                                                        |
| <b>8/24</b>                                                                                                           | Product Design (Ch02 <sub>3</sub> ) [F2F]<br>Service <b>Process</b> Design & Queuing (Ch03 <sub>5</sub> ) [asynch]      |                                                        |
| <b>8/31</b>                                                                                                           | Operations & Supply Chain Strategy (Ch04 <sub>2</sub> ) [F2F]<br>Supply Chain Management (Ch05 <sub>16</sub> ) [asynch] |                                                        |
| <b>9/7</b>                                                                                                            | Process Selection (Ch06 <sub>4</sub> ) [asynch]<br>Process-Flow Analysis (Ch07 <sub>6</sub> ) [F2F]                     |                                                        |
| <b>9/14</b>                                                                                                           | <b>Exam 1</b> [solo & in-person] [F2F]<br>Gurus and Cost of Quality (Ch08 <sub>8</sub> ) [asynch]                       | <b>Exam 1: Chapters 1-5<br/>(solo &amp; in-person)</b> |
| <b>9/21</b>                                                                                                           | Lean Thinking & Lean Systems (Ch09 <sub>7</sub> ) [F2F]<br>Quality Tools and SPC Charts (Ch10 <sub>9</sub> ) [asynch]   |                                                        |
| <b>9/28</b>                                                                                                           | Capacity Planning (Ch11 <sub>11</sub> ) [asynch]<br>Forecasting (Ch12 <sub>10</sub> ) [asynch]                          | <b>ALL Asynch &amp; <u>No</u> Face-to-Face</b>         |
| <b>10/5</b>                                                                                                           | <b>Exam 2A</b> [solo & in-person]<br>Operations Videos [asynch]                                                         | <b>Exam 2A: Chapters 6-10</b>                          |
| <b>10/12</b>                                                                                                          | <b>Exam 2B</b> [solo & in-person]<br>Operations Videos [asynch]                                                         | <b>Exam 2B: SPC &amp; Capability</b>                   |
| <b>10/19</b>                                                                                                          | Project Planning and Scheduling (Ch13 <sub>13</sub> ) [F2F]<br>Scheduling Operations (Ch14 <sub>12</sub> ) [asynch]     |                                                        |
| <b>10/26</b>                                                                                                          | Materials Requirements Planning & ERP (Ch15 <sub>15</sub> ) [F2F]<br>Inventory Systems (Ch16 <sub>14</sub> ) [asynch]   |                                                        |
| <b>11/2</b>                                                                                                           | <b>Exam 3A</b> [solo & in-person]<br>Operations Videos [asynch]                                                         | <b>Exam 3A: Chapters 11-16 (solo)</b>                  |
| <b>11/9</b>                                                                                                           | <b>Exam 3B</b> [partners & in-person]<br>Operations Videos [asynch]                                                     | <b>Exam 3B: Network Diagrams</b>                       |
| <b>11/16</b>                                                                                                          | Operations Videos [asynch]                                                                                              | <b>ALL Asynch &amp; <u>No</u> Face-2-Face</b>          |
| <b>11/23</b>                                                                                                          | <b>Fall Break – No Class</b>                                                                                            |                                                        |
| <b>11/30</b>                                                                                                          | <b>Exam Retakes</b> [solo & in-person]<br>Operations Videos [asynch]                                                    | <b>Exam Retakes</b>                                    |
| <b>Final Exam (see ISU Final Exam Schedule)</b>                                                                       |                                                                                                                         |                                                        |
| <div> <div>Asynchronous Online (On-Demand Videos)</div> <div>In-Person Session</div> <div>Semester Break</div> </div> |                                                                                                                         |                                                        |