

# Upper Iowa University Independent Study Program

## BA 423-09 Production and Operations Management

The following information provides guidance and instructions that must be followed for completing the course. It is important that you read and follow all instructions carefully before starting the course.

### **Course Description:**

Production and operations management is designed to provide students with an in-depth look at the components of organizational operations and how they are managed. Successful management incorporates theories and practices that apply to a variety of operational areas involving factory and service operations, inventory management, quality management, capacity planning, supply chain management, aggregate planning, and project management. Elements of shop floor control, status reporting systems, facilities design, cost estimating, inventory control, procurement, quality assurance, forecasting, labor loading, scheduling, and productivity measurement will be explored. Important tools of production and operations management that will be covered include Theory of Constraints, MRP, MRPII, CAD/CAM, CIM, JIT, SPC, and TQM. Prerequisites: BA 210 and MATH 220.

### **Course Objectives:**

1. Identify the three categories of operations management decisions and relate them to different types of organizations.
2. Identify and discuss the impact of factors affecting production/operations management today.
3. Apply forecasting models to production/operations management.
4. Distinguish between process focused and product focused production systems.
5. Apply aggregate planning concepts.
6. Describe the relationship between the MPS, the MRP, and CRP systems.
7. Evaluate the advantages and disadvantages of just-in-time systems.

### **Required Course Materials:**

1. **William J., Stevenson, Operations Management**, 10<sup>th</sup> edition, 2009, New York, N.Y, McGraw-Hill Irwin
2. Syllabus

You may purchase your textbook through MBS Direct by calling their toll free number at:

800-325-3252 or through the UIU homepage: [www.uiu.edu](http://www.uiu.edu). Click on the link for current students then select order textbooks from the options in the left hand column. Follow the link and select Independent Study for your location.

### **Writing Proficiency:**

It is recommended that all papers and research are done in the APA style. We expect appropriate writing skills of proper grammar, punctuation, sentence structure, paragraph development, and logical sequence of thought in all written work, and exams.

It is recommended that all students purchase the APA guide/manual listed on the UIU website. *Publication Manual of the American Psychological Association*. \$27.00 new.

### **Citation:**

Encyclopedias of any kind, including the very popular Wikipedia, are not primary sources and should not be cited or used in constructing academic papers at the graduate or undergraduate level. They can, however, be useful to help gather some background information and to point the way to more reliable sources.

### **Course Overview:**

This course reinforces the knowledge you possess in the area of management skills. It also provides you with some new concepts that you may use to further professional goals with your present or future employer. Upon completion of this course, the learner will have developed an understanding of concepts utilized by modern production and operations managers. More importantly, the learner will be able to analyze the environment and select a strategy that best positions the firm to compete globally. **Please note that exams are not returned to students. They are kept on file at UIU for record keeping for a period of time. Results of the examinations will be provided to you by email or on the coversheet attached to the exam.**

### **Course Work:**

The course is divided into four units. Unit I has four chapters and a supplement; Unit II has four chapters and two supplements; Unit III has five chapter and one supplement; Unit IV has four chapters. In addition, two proctored exams (mid-term and final) must be taken at the appropriate time.

**Discussion & Review Questions (Open Book):** The selection of discussion questions is designed to test your comprehension of the general contents of each chapter.

**Problems (Open Book):** The problems selected are challenging but doable, and they will help you develop the analytical skills necessary to competently meet the challenges production managers encounter on a daily basis.

**Cases (Open Book):** The short cases are selected to provide the learner with an opportunity to broaden his/her understanding of the range of issues operations managers faced, and the types of decisions they are called to make. Learners should address all questions listed in the case. The points for each case are proportional to the number of cases for each unit.

**Reading (Open Book):** The readings provide the learner with examples of real-world issues and their relevance to the topics covered in the chapters. Learners should address all questions listed in the case. The points for each reading are proportional to the number of cases for each unit.

**Critical Thinking Exercises (Open Book):** These exercises are designed to encourage analytical thinking on the part of the learner, while he or she broadens her conceptual understanding of the subject matter. The points for each critical exercise are proportional to the number of cases for each unit.

**Composition of Grade:**

Unit	Chapters	Discussion & Review Questions Points	Problems Points	Case Points	Reading Points	Critical Thinking Points	Total Unit Points
I	1,2,3, 4 & 4S	200	100	100	0	0	400
II	17, 18, 5, 5S, 6, & 6S,	200	100	0	0	100	400
MID-TERM					MID-TERM		200
III	7, 7S, 8, 9, 10 & 11	200	100	50	50		400
IV	12, 13,14,15 & 16	200	100	100	0	0	400
FINAL					FINAL		200
TOTAL							2000

**Upper Iowa University uses a standard grading system**

**A** = All work is excellent, shows exceptional understanding of materials; logical, clear, and insightful written and oral work, incorporates knowledge from other sources and moves easily to the next level of understanding, works well beyond minimum requirements.

**B** = Understanding material is good to very good, demonstrates good grasp of material, good oral and written skills, produces more than the minimum requirements, quality of all work is high.

**C** = Satisfactory understanding of the material, submits only the minimum requirements, communicates adequately in oral and written formats, displays an adequate understanding of all basic concepts.

**D** = Quality and quantity written and oral work is below average and barely acceptable.

**F** = Quality and quantity written and oral work is unacceptable.

Grade	Points	Percentage
A	1800-2000	90% - 100%
B	1600-1799	80% - 89%
C	1400-1599	70% - 79%
D	1200-1399	60% - 69%
F	Below 1200	59% and below

**NOTE:** In order to pass this course, you must get a passing grade (“D” or better), on at least one of the exams and have enough cumulative points to earn a passing grade.

### **Additional Information:**

1. Do not delay in getting started.
2. Do the case and reading first. This will help you integrate the concepts covered in the chapter and better prepare and organize your thinking for the critical exercises.
3. Do not hesitate to contact me if you need help. I have made it a point to respond to all emails within 24 hours.

### **Library resources:**

As a student of Upper Iowa University, library resources (online journal databases, e-books, newspaper access, citation help, etc.) are available. If travel to the campus is not feasible, you can access the library through the University’s website. Go to: [www.uiu.edu/library](http://www.uiu.edu/library). **To request usernames/passwords for remote library access contact the UIU Library either by phone (563)425-5270, (563)425-5356, or [(563)425-5261, library weekend hours] or, email [library@uiu.edu](mailto:library@uiu.edu)** by clicking on the link. Please be sure to include your student ID number to help verify that you are an Upper Iowa University distance learner. (Hint: consider requesting accesses BEFORE you need the service.) Library help sheets can be found on myUIU.

### **Cheating, Academic Dishonesty and Plagiarism:**

Because cheating, academic dishonesty and plagiarism are affronts to the University community as a whole and a denial of the offender’s own integrity, they will not be tolerated. Cheating includes but is not limited to:

- the use of unauthorized books, notes or other sources in the giving or securing of help in an examination or other course assignments,
- the copying of other students’ work or allowing others to copy your work,
- the submission of work that is not your own or allowing others to submit your work as theirs,
- the submission of the same work for two or more classes without the approval of any instructors involved.

Academic dishonesty includes, but is not limited to:

- sharing academic materials knowing they will be used inappropriately,

- having access to another person's work without permission,
- providing false or incomplete information on an academic document,
- changing student records without approval.
- obtaining and using texts intended for instructor use only.

Plagiarism includes, but is not limited to:

- the presentation of another's published or unpublished work as one's own,
- taking words or ideas of another and either copying them or paraphrasing them without proper citation of the source,
- using charts, graphs, statistics or tables without proper citation.

Detected cheating, academic dishonesty, or plagiarism will result in consequences that may, at the instructor's discretion, include course failure. In addition, an offender may be reported to the Senior Vice President for the Extended University, the Dean of the Extended University, or designee for possible disciplinary action, which may include suspension or dismissal from the University. Upper Iowa University may make use of various plagiarism detection services. Individuals, by enrolling in courses offered by the University, consent to submission by the University of course-related assignments to such services and the retention of a copy of such assignments by the service.

Cheating, academic dishonesty and plagiarism infractions are tracked by the Dean of the Extended University, and cumulative evidence collected from multiple incidents will be considered when making suspension or dismissal decisions.

Extended University Catalog 2008/09 page 98.

[http://www.uiu.edu/catalogs/eu/policies\\_1.html#conduct](http://www.uiu.edu/catalogs/eu/policies_1.html#conduct)

### **Withdrawal:**

If you wish to withdraw prior to the last day of the enrollment period you must contact the Independent Study office by phone or in writing. After your original six month enrollment period you no longer have the option to withdraw from the course. You must finish the course or have a final grade assigned based on the coursework submitted.

### **Special Needs:**

If you require accommodation for special needs, please provide documentation to: Academic Advising Coordinator.

**This syllabus is tentative and subject to change.**