

Production and Operations Foundation - Fall 2018

Note: Due to the nature of the MBA program, multiple instructors are involved in teaching this course at different times of the year. Therefore, students must take care to read all of the documents in the **Course Information** section of the D2L site to successfully complete the course. In particular, review the [Instructor Profile and Contact Information](#) section for details on how best to contact your instructor if you have any problems, questions or concerns.

Required Textbooks

- **Operations Management** by William J. Stevenson, 13th Edition (McGraw-Hill, 2018). ISBN- 978-1259667473.
- **The Goal: A Process of Ongoing Improvement** by Eliyahu Goldratt and Jeff Cox, 4th Revised Edition (North River Press, 2012). ISBN: 9780884271956.

Course Description

The Production and Operations Foundation course is designed for students entering the MBA program who have not had sufficient exposure to these topics before. At the end of the course, you will have an understanding of the basic concepts taught in a typical first university course in production and operations management. In addition, you will have gained a working knowledge of several production and operations management-related techniques used for decision-making in both product and service industries. These techniques will relate to capacity planning, forecasting, facility layout, location planning, production scheduling, inventory control, quality control, and project management. You will also be able to practice these techniques using Excel spreadsheets.

Learning Objectives

After you have completed the course, you will:

- Have a basic understanding of the role of production and operations management in both product and service businesses.
- Have some insight in current issues and trends in production and operations management.
- Understand how other functional business areas interface and integrate with operations management.
- Be able to construct mathematical models for production and operations management decision-making.
- Solve problems in forecasting, facilities layout, aggregate production planning, inventory control, scheduling, project management, and quality control.
- Create, modify and use spreadsheets to solve production and operations management-related problems.
- Understand the key concepts of the book *The Goal*.

Course Outline - Reading Assignments

This course is taught over a period of seven weeks, and the instructional material and assignments for each week have been organized into a series of “lessons” or modules. The reading assignments for each module are in the [Course Calendar](#) of the course D2L site. The calendar contains a detailed list of homework assignments and dues dates for each week of the course. A detailed explanation of how to complete the various course assignments is included in the [Student Expectations](#) section of the course site.

Course Prerequisites

- **College Algebra** – ability to do basic algebraic calculations
- **Basic Spreadsheets** – ability to create and/or modify formulas in Microsoft Excel spreadsheets to perform addition, subtraction, multiplication, division, and finding the square root of a number
- **Basic Statistics** – ability to calculate statistical mean variance, range, standard deviation, and percent of a series of values.

Getting Started

1. Read all parts of **Course Information** section of course web site
2. Make sure that you can access all parts of the course site referred to in this syllabus.
3. Before the end of the second day of class, post an introduction of yourself for the instructor and other students to read in "The Watercooler" forum (note: feel free to respond to the postings of other people in the class if you wish).

Grading Policy

Your final grade will be based on the total points accumulated in the following categories:

Grading Category	Points per Assignment	Total Course Points
Homework Assignments	Vary	100 Points
Exams (Mid-Term and Final)	100 Points per Exam	200 Points
Small Group Discussions of <i>The Goal</i>	15 Points per Discussion	105 Points
Homeworks 1-6 Follow-up Discussions	7-8 Points per Discussion	45 Points
	Maximum Possible Points	450 Points

Course Grading Scale

Percentage	UWEC/Consortium/ UW-Parkside	UW-Oshkosh	UW-La Crosse
93-100%	A	A	A
90-92.9%	A-	A-	AB
87-89.9%	B+	B+	AB
83-86.9%	B	B	B
80-82.9%	B-	B-	BC
77-79.9%	C+	C+	BC
73-76.9%	C	C	C
70-72.9%	C-	C	C
67-69.9%	D+	F	D
63-66.9%	D	F	D
60-62.9%	D-	F	D
0-59.9%	F	F	F

Policy on Late Submissions

You must be careful to review and follow the assignment and exam due dates listed in the Course Calendar. Refer to the "Policy on Late Submissions" under "Content" and "Course Information" for additional information.

Excused Absences

If you have work or emergencies that prevent you from completing course work, please communicate with me and your group members so that we can keep you on track in the course.

An absence will be considered excused or authorized according to the following institutional policies:

- The student's home campus policy on excused absences will apply.
 - [UW-Eau Claire](#)

- [UW-La Crosse](#)
 - [UW-Oshkosh](#)
 - [UW-Parkside](#)
- UW MBA Consortium students will follow the [UW-Eau Claire Authorized Absence Policy](#).

Exam Policy

The exams in this class are to be taken individually. Students may use their textbooks and notes as reference tools. The exams are timed and allow minimal time to "look up" answers. It is recommended that you take the exam without the use of your text. If time is available when you complete the exam, then use your text and/or notes to verify or look for answers.

Accommodation for Students with Disabilities

In order to ensure that all of our students have equitable access to our online course materials, we strive to meet the guidelines set by Section 508 of the Rehabilitation Act, which requires the public to provide reasonable accommodations to individuals with disabilities when posting web-based materials. Desire2Learn (D2L), our learning management system, has Gold-Level Nonvisual Accessibility Web Certification by the [National Federation of the Blind](#). If you find that course materials are not posted in a format that meets your needs, or you need testing accommodations, please contact Online Course Support at 888.832.7090 or 715.836.6019 or email BizHelp@uwec.edu and we will work with you to find a reasonable accommodation.

Welcome to the class

I am Dr. Godfrey (Dr. G.). You can call me Dr. G. or Mike.

My background is as follows: I grew up in Cicero, IL near the west side of Chicago. I graduated from Northern Illinois University in May 1984 with a B.S. in Production & Operations Management. From 1984-1989, I worked as transportation supervisor and Operations Manager at three transportation firms in Chicago and Atlanta. I earned my M.S. in MIS at Northern Illinois University in 1991 and my Ph.D. in Production & Operations Management at the University of Nebraska Lincoln in 1995. I started teaching undergraduate and graduate courses in Operations Management in 1995. I teach undergraduate courses in Supply Chain & Operations Management and graduate courses in Operations Management at UW Oshkosh.

Prior to the start of class, you should read all documents under "Course Information" dealing with course calendar, student expectations, etc. This is an intense, fast-paced course. You must be able to keep with the course requirements.

As for your expectations of me, I want you to know that I am very attentive to on-line classes. I check the discussion postings at least 2 times during the day and at least once in the late evening. If I will be out of the office for an entire day, I will post that information.

Contact Information: Dr. Mike Godfrey, UW Oshkosh, Sage Hall 1420, 920-424-1232, godfrey@uwosh.edu



Course Calendar - Production and Operations Foundation

Note: All assignments and exams are due before 11:59 p.m. CST on the date specified.

Lesson 1: Week of Monday, October 29, 2018

Assignment	Due Date
Readings: <ul style="list-style-type: none"> In <i>Operations Management</i> Chapter 1: Introduction to Operations Management Chapter 2: Competitiveness, Strategy, and Productivity In <i>The Goal</i> Chapters 1 - 6 	
Introduce Yourself to Instructor and Other Students on "The Watercooler" Discussion Forum. Post message by:	Tues, 10/30
Discussion #1 of <i>The Goal</i> . Post initial message by:	Wed, 10/31
Discussion #1 of <i>The Goal</i> . Post two responses by:	Sun, 11/4
Homework Problems for Lesson 1. Submit to dropbox by:	Sun, 11/4

Lesson 2: Week of Monday, November 5, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> In <i>Operations Management</i> Chapter 3: Forecasting Chapter 4: Product and Service Design In <i>The Goal</i> Chapters 7 - 12 	
Discussion #2 of <i>The Goal</i> . Post initial message by:	Wed, 11/7
Discussion #2 of <i>The Goal</i> . Post two responses by:	Sun, 11/11
Homework 1 Follow-Up Discussion. All posts due by	Fri, 11/9
Homework Problems for Lesson 2. Submit to dropbox by:	Sun, 11/11

Lesson 3: Week of Monday, November 12, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> In <i>Operations Management</i> Chapter 5: Strategic Capacity Planning for Products and Services Chapter 6: Process Selection and Facility Layout In <i>The Goal</i> Chapters 13 - 18 	

Discussion #3 of <i>The Goal</i> . Post initial message by:	Wed, 11/14
Discussion #3 of <i>The Goal</i> . Post two responses by:	Fri, 11/16
Homework 2 Follow-Up Discussion. All posts due by	Fri, 11/16
Homework Problems for Lesson 3. Submit to dropbox by:	Fri, 11/16

Lesson 4: Week of Monday, November 19, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> • In <i>Operations Management</i> Chapter 8: Location Planning and Analysis Chapter 9: Management of Quality Chapter 10: Quality Control • In <i>The Goal</i> Chapters 19 - 24 	
Discussion #4 of <i>The Goal</i> . Post initial message by:	Mon, 11/19
Discussion #4 of <i>The Goal</i> . Post two responses by:	Tue, 11/20
Homework 3 Follow-Up Discussion. All posts due by	Tue, 11/20
Homework Problems for Lesson 4. Submit to dropbox by:	Tues, 11/20
Homework is due early this week to provide time for feedback to students before the mid-term exam is due.	
Midterm Exam Problems available for download beginning Tuesday, November 20 (12:01 AM).	
Holiday, No Class	Wed, 11/21 - Sun, 11/25

Lesson 5: Week of Monday, November 26, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> • In <i>Operations Management</i> Chapter 11: Aggregate Planning and Master Scheduling Chapter 12: MRP and ERP • In <i>The Goal</i> Chapters 25 - 30 	
Discussion #5 of <i>The Goal</i> . Post initial message by:	Wed, 11/28
Discussion #5 of <i>The Goal</i> . Post two responses by:	Sun, 12/2
Midterm Exam Multiple Choice Questions available for completion beginning on Monday, November 26 (12:01 AM). Must complete within a 75-minute window prior to due date. Midterm Exam Multiple Choice Questions. Complete by:	Thu, 11/29
Midterm Exam Problems. Submit to the dropbox by:	Thu, 11/29
Homework 4 Follow-Up Discussion. All posts due by:	Fri, 11/30
Homework Problems for Lesson 5. Submit to dropbox by:	Sun, 12/2

Lesson 6: Week of Monday, December 3, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> In <i>Operations Management</i> Chapter 13: Inventory Management Chapter 14: JIT and Lean Operations Chapter 15: Supply Chain Management In <i>The Goal</i> Chapters 31 - 36 	
Discussion #6 of <i>The Goal</i> . Post initial message by:	Wed, 12/5
Discussion #6 of <i>The Goal</i> . Post two responses by:	Sun, 12/9
Homework 5 Follow-Up Discussion. All posts due by:	Fri, 12/7
Homework Problems for Lesson 6. Submit to dropbox by:	Sun, 12/9
Final Exam Problems available for download beginning Saturday, 12/8 (12:01 AM).	

Lesson 7: Week of Monday, December 10, 2018

Assignments	Due Date
Readings: <ul style="list-style-type: none"> In <i>Operations Management</i> Chapter 16: Scheduling Chapter 17: Project Management Chapter 18: Management of Waiting Lines In <i>The Goal</i> Chapters 37 - 40 	
Discussion #7 of <i>The Goal</i> . Post initial message by:	Wed, 12/12
Discussion #7 of <i>The Goal</i> . Post two responses by:	Sun, 12/16
Homework Problems for Lesson 7. Submit to dropbox by:	Wed, 12/12
Homework is due early this week to provide time for feedback to students before the final exam is due.	
Homework 6 Follow-Up Discussion. All posts due by:	Fri, 12/14
Final Exam Multiple Choice Questions available for completion beginning Thursday, 12/13 (12:01 AM). Must complete within a 75-minute window prior to due date.	Sun, 12/16
Final Exam Problems. Submit to the dropbox by:	Sun, 12/16
Optional Extra Credit Homework 7 Follow-Up Discussion. All posts due by:	Sun, 12/16
Complete Course Evaluation. A link will be sent to your campus email address and posted in the course. Both links are for the same survey and you only need to complete it once.	Sun, 12/16