

**ISOM 3313 - Production and Operations Management**

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 Section: 32349 MTWR 9:30 - 10:45 am room B211  
 Text: *Operations Management*, William J. Stevenson, McGraw-Hill Irwin, 10<sup>th</sup> Ed.  
 Prereq: ECON 2173 (*drop this class if you haven't mastered statistics*)

This overview course in operations management will expose students to the different tools used by upper and middle management in both the service sector as well as the manufacturing sector. Production and operations management is at the heart of every manufacturing and service firm worldwide because it deals directly with the design and management of the production of goods and services.

Topics include: productivity, strategy, decision making, quality improvement, work measurement, project management; and product, process, capacity, and layout decisions. The instructional process consists of lecture, in-class quizzes and discussion, and exams.

**COURSE OBJECTIVES**

Upon completing this course, the student will:

1. understand and be able to explain the role that operations management plays in providing competitive advantage to an organization.
2. apply decision-making processes to propose productivity improvements.
3. understand and be able to make simple design decisions related to quality, processes, reliability, capacity, location, layout, and job design.
4. understand the project management environment and will be able to plan the activities of a small project.
5. be able to explain the relationship between quality, productivity, and competitiveness.

**EVALUATION AND GRADING**

Your course grade is comprised of the following elements, with the percentages appearing in parenthesis after each component. Feel free at any time to drop by my office and discuss your grade with me - I will be candid.

Quizzes (30%)

Midterm (35%)

Final (35%)

Cut-offs for letter grades are as follows:

Average	Grade
$89.5 \leq \text{Avg.}$	A
$79.5 \leq \text{Avg.} < 89.5$	B
$69.5 \leq \text{Avg.} < 79.5$	C
$59.5 \leq \text{Avg.} < 69.5$	D
$\text{Avg.} < 59.5$	F

### Quizzes

Quizzes may be given at any time, will be graded on a scale of 0-10, and will take three forms:

1. WebCT quizzes listed in the course schedule. You'll have three attempts and I'll take the highest score. All WebCT-based quizzes are accessible for one week; in general, they will appear about a week before the due date. The WebCT clock governs availability.
2. Traditional in-class pop quizzes and/or group exercises – these quizzes will be of the pencil and paper variety and may be group or individual efforts.
3. Case answers (discussed in classes indicated on the schedule). These cases/problems are identified in your syllabus and cover material after we have discussed it in class. You should develop answers to these cases *prior to* class. For the most part, we will discuss the cases in class, however I may ask for your work from time to time. Please bring a neatly formatted, typed hard copy to class to hand in.

The good news is that with this many quiz grades at my disposal; I will drop at least one. ***Missed quizzes, whether online or in class may not be made up.***

### Midterm & Final

We will take one midterm exam and one final exam during this semester. Both exams will be a combination of short answer, multiple choice, and open-ended calculation questions. For each exam you will need to bring a couple of sheets of notebook paper, sharp pencils, ***and a non-cell phone, unshared calculator.*** You will not need a scantron sheet.

I test primarily from class notes, most of which are derived from our textbook. In order to do well in my class you should a) completely understand your notes, b) answer all of the review questions at the end of every chapter and c) work all of the problems from each chapter. As a general rule, if we work a problem in class, you will see one of that type on an exam.

The comprehensive final exam will be weighted more heavily towards "last half" material and will be given in accordance with the final exam schedule. Our exam date is 8/2.

### MISCELLANEOUS

Come to class if it suits you; bring your book and calculator with you when you can make it. The slides I use are available via the website (for a week or two) and by e-mail (i.e., send me an e-mail and I'll attach the notes file in reply) and are generally handy to have.

I detest WebCT but admit it is handy to use for quizzes. All other announcements and information is found on my [ISOM 3313 page](#). Use my [gwillis@uco.edu](mailto:gwillis@uco.edu) address for all communication.

A detailed schedule of readings and activities appears on the following pages; the schedule is subject to change as the semester proceeds with the exception of exam dates. If you never check your UCONNECT e-mail account, set it up so it forwards to the e-mail account that you favor.

I will return your midterm exam for your review after it has been graded, but you must return it to me before you exit the classroom. Failure to do so will result in a grade of 0 for the exam.

Why OM? Well, it's part of being a well-rounded business student. Customers don't throw money at us and expect nothing in return; we should be able to provide a good or service they value and that's what OM is about.

The University of Central Oklahoma complies with Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act of 1990. Students with disabilities who need special accommodations must make their requests by contacting Disability Support Services. Students should also notify the instructor of special accommodation needs by the end of the first week of class.  
If an emergency occurs that prevents the administration of a final examination, the student's final course grade will be calculated based on the work in the course completed to that point in time and the faculty member's considered judgment. Final exams will not be rescheduled, and a grade of "F" will NOT be given as a result of the missed exam. Go to this site and read the info: <http://www.uco.edu/academicaffairs/FORMS/StudentInfoSheet.pdf> UCO subscribes to the Turnitin.com plagiarism prevention service. Students agree that by taking this course, all required assignments may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted assignments will be included as source documents in the Turnitin.com restricted access reference database for the purpose of detecting plagiarism of such assignments. Use of the Turnitin.com service is subject to the Terms and Conditions of Use posted on the Turnitin.com website. Turnitin.com is just one of the various plagiarism prevention tools and methods which may be utilized by your faculty instructor during the term of the semester. In the UCO Student Handbook, there is a process for contesting any plagiarism allegations against you. I have used Turnitin.com and will continue to do so. L33t is b8.

Class	Class Activity
Jun 6 Mon	Chapter 1
Jun 7 Tue	Discuss Hazel case pp. 36-37 Chapter 2
Jun 8 Wed	WebCT/Quiz Day Quizzes for chapter 2 due by 9 pm
Jun 9 Thu	Discuss Home-Style Cookies case pp. 64-65 Chapter 3
Jun 13 Mon	Chapter 3 continued
Jun 14 Tue	Discuss M&L Manufacturing case p. 126
Jun 15 Wed	WebCT/Quiz Day Quiz for chapter 3 due by 9 pm
Jun 16 Thu	Chapter 4 & Supplement
Jun 20 Mon	Discuss critical thinking exercises 1-4 pp. 166-167
Jun 21 Tue	Discuss problems 7 & 17 pp. 180-181 Chapter 5
Jun 22 Wed	WebCT/Quiz Day Quizzes for chapter 4 & 4S and Chapter 5 due by 9 pm
Jun 23 Thu	Discuss Outsourcing of Hospital Services case p. 213
Jun 27 Mon	Chapter 5 Supplement
Jun 28 Tue	Discuss problems 13 & 15 p. 232-3 Chapter 6
Jun 29 Wed	WebCT/Quiz Day Quizzes for chapter 5S and 6 due by 9 pm
Jun 30 Thu	<b>Midterm Exam chapters 1, 2, 3, 4, 5, 5S &amp; 6</b>
Jul 4 Mon	No Class
Jul 5 Tue	Chapter 6 Supplement
Jul 6 Wed	WebCT/Quiz Day
Jul 7 Thu	Discuss Custom Cabinets, Inc., case pp. 317-318
Jul 11 Mon	Chapter 7 & 7 Supplement
Jul 12 Tue	Discuss Making Hotplates p. 356; problems 6 & 10 on p. 366 and Product Recall
Jul 13 Wed	WebCT/Quiz Day
Jul 14 Thu	Chapter 8
Jul 18 Mon	Discuss Hello, Wal-Mart? case p. 395
Jul 19 Tue	Chapter 9
Jul 20 Wed	WebCT/Quiz Day
Jul 21 Thu	Discuss Tip Top Markets pp. 453-454
Jul 25 Mon	Chapter 17
Jul 26 Tue	Chapter 17 continued
Jul 27 Wed	WebCT/Quiz Day
Jul 28 Mon	Discuss Time, Please case p. 825
Aug 2 Tue	<b>Final Exam over chapters 1, 2, 3, 4, 4S, 5, 5S, 6, 6S, 7, 7S, 8, 9, &amp; 17 (weighted heavily towards last half of semester)</b>

Our exam dates are etched in stone – if we haven't finished covering all the material, the exam will include everything we have covered up to that date.

Final exam date is 8/2 from 9:00-10:50.