
BA 423 – Production and Operations Management

Self-Paced Course - Web Based Format Option

Session begins on the 1st day of enrollment month and ends on the last day of the 6th month

Instructor Information

Instructor Name: William King (Bill)

Contact Information: For questions, comments, or concerns please contact the Self-Paced Degree Program office:

Telephone: 563-425-5200 or 1-800-553-4150

E-mail: selfpaced@uiu.edu

Address: Upper Iowa University, PO Box 1857, Fayette, IA 52142

Course Description

Semester Credits: 3 semester credits

Catalog 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, and 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: BA210 and BA256 or MATH220

Credit Hours: As a requirement of HLC Accreditation, all UIU courses, regardless of meeting schedule or instructional mode, follow the Federal Credit Hour Definition. As such, each credit hour earned at UIU is equivalent to a minimum of 45 hours of student engagement.

For more information on how specific instructional modes meet this requirement, please see *UIU's Policy Guidelines for Instructional Time Expectations*: [UIU Policies](#).

Course Materials

It is the student's responsibility to make sure she/he has access to all required course materials by the start of the session.

Required Textbooks

Operations and Supply Chain Management (Looseleaf) 10TH 19 Author: Russell, Roberta S. / Taylor, Bernard W. ISBN: 978-1-119-90567-7 Edition: 11TH 2023 Publisher: John Wiley & Sons, Inc.

Required Resource: APA formatting is required for this course. The APA Manual 7th Edition is required and the details are as follows: American Psychological Association. (2020). Publication Manual of the American Psychological Association (7th ed.). Washington, DC: American Psychological Association. ISBN: 978-1-4338-3217-8

Recommended Resources

UIU Writing Center

- Email: writingcenter@uiu.edu
- Phone: (563) 425-5272

UIU Academic Success

- Email: academicsuccess@uiu.edu
- Phone: (563) 425-5264

Ordering Textbooks

Purchase your textbook through the online university bookstore, [BNC Virtual](#), or by phone at (800) 325-3252.

Course Outcomes

Upon completion of this course, students will ...

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1. Demonstrate understanding of production and operations processes
 2. Ability to apply the various forecasting techniques to production and operations systems.
 3. Demonstrate understanding of the aggregate planning concepts.
 4. Demonstrate comprehension of the factors relevant to competitive advantage in production and operations management.
 5. Describe the environmental context of production and operations management.
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Program Student Learning Outcomes

1. Access, utilize, evaluate and synthesize quantitative and qualitative information in making business decisions.
 2. Understand how internal and external environments impact functional areas of business.
 3. Communicate effectively in various forms, such as written, oral, visual or electronic formats.
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Course Requirements and Grading Criteria

Course Requirements

1. Review the **entire** course syllabus before beginning the course. Be sure you understand the course procedures and objectives. Procedures do change, so please review **ALL** requirements and policies even if this is not your first course including, but not limited to, administrative withdrawal. Your course status will be affected if policies are not followed.
2. Students who develop a regular time schedule and set goals for unit completion are most successful in completing courses within a specific timeframe.
3. The feedback you receive from the instructor of your work is **critical** to your success on subsequent lessons. These comments allow you to improve and modify the next units if necessary.
4. Assignments are submitted using uiuLearn. Please complete all assignments and modules in order.
5. If the information in your syllabus is not clear or if units are not graded within a reasonable period of time, please contact your instructor using uiuLearn's email tool, if that doesn't work contact the Self-Paced Program office. We would like the opportunity to address concerns, however, we may not know unless we hear from YOU!
6. ALWAYS keep a copy of your completed work when submitting it for grading.

Grading Criteria

Activity	Points
Student Introduction	35
Discussion question (25 @ 5 points each)	125
Problems (25 @ 10 points each)	250
Cases (3 @ 30 points each)	90
Check your learning quizzes (8 @ 25 points each)	200
Final Assessment parts 1 & 2 (150 points each)	300
Total	1000

Grading Scale

Letter Grade	Percent	Points
A	100-93	930-1000
A-	92-90	900-929
B+	89-88	870-899
B	87-82	830-869
B-	81-80	800-829
C+	79-78	770-799
C	77-72	730-769
C-	71-72	700-729
D+	68-69	670-699
D	64-67	630-669
D-	60-63	600-629
F	59-0	Below 600

Grades and Feedback

This syllabus contains all assignments necessary for completing your self-paced course. Submit your completed assignments via uiuLearn.

If you need academic assistance with the course, please feel free to contact the Self-Paced Degree Program office.

To protect the integrity of the final assessment/exam, you only receive your final grade on the exam; you do not receive any feedback on the answers to the exam questions. The answers to the questions on the exam are not shared with students. Please remember to stay academically honest.

Turnitin

Turnitin is a tool for both teachers and students to ensure academic integrity by checking the originality of submitted papers to avoid issues of plagiarism and academic dishonesty. Students should be aware that Turnitin scans submitted work and compares it to ALL other sources on file.

Extension Policy

Students will be allowed to request an extension and receive an 'X' (extension grade) at the end of their original six-month enrollment period if:

- A minimum of one assignment has been received for grading per guidelines **AND**
- All course units and exams are not completed and submitted **OR**
- A course withdrawal has not been initiated.

Note: The fee for a self-paced extension is \$99 per course. The request for an extension must be submitted no earlier than one month before the end of the course and no later than a week before the end of the course.

Extension grade details

- When the extension is granted and an "X" grade is issued, the student will receive a four-month enrollment period to complete the course.
- Students do not have the option to withdraw from a course after the initial six-month enrollment period.
- An 'X' grade posted to the student's official record will be replaced with a final letter grade; however, the extension will remain on the official transcript as a notation.
- If the course is not completed by the end of the extension period, the instructor will assign a final grade (A-F) based on work completed in relation to the total course requirements.
- If credit is not earned by the end of the extension period, students can re-enroll and repeat the entire course for credit.

Note: Students are not reported as enrolled during the extension period and are not eligible for student loan deferment. No more than one extension will be granted.

Course Schedule

Unit 1

Unit 1 Activities	Read Course Syllabus Read Chapters 1 & 2 in the textbook Read Unit 1 Article : “Having Addressed Supply, Oil Market Faces New Threat” (Article is linked on the site)
Assignments	✓ Student Introduction (35 Pts.) ✓ Discussion Questions (2 @ 5 Pts. = 10 Pts.) ○ Chapter 1 – Question 1.16 (page 24) ○ Chapter 2 – Question 2.7 (page 100) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 1 – Problem 1.5 (page 25) ○ Chapter 2 – Problem 2.8 (page 104) ✓ Check Your Learning Quiz: Chapters 1 & 2 (25 Pts.) TOTAL UNIT 1 ASSIGNMENT POINTS = 90 Pts.

Unit 2

Unit 2 Activities	Read Chapters 3 & 4 in the textbook
Assignments	✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.) ○ Chapter 3 – Question 3.6 (page 140) ○ Chapter 3 – Question 3.7 (page 140) ○ Chapter 4 – Question 4.1 (page 191) ○ Chapter 4 – Question 4.10 (page 191) ✓ Problems (4 @ 10 Pts. = 40 Pts.) ○ Chapter 3 – Problem 3.6 (page 141) ○ Chapter 3 – Problem 3.16 (page 144) ○ Chapter 4 – Problem 4.4 (page 192) ○ Chapter 4 – Problem 4.10 (page 193) ✓ Check Your Learning Quiz: Chapters 3 & 4 (25 Pts.) ✓ Comprehensive Case (30 Pts.) ○ Chapter 3 – Case 3.3 (page 152) TOTAL UNIT 1 ASSIGNMENT POINTS = 115 Pts.

Unit 3

Unit 3 Activities	Read Chapters 5 & 6 in the textbook Read Unit 3 Article : “Strategies to Improve Digital Service of Newspaper Utilizing Service Design Methodology” (Article is linked on the site)
Assignments	✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.) ○ Chapter 5 – Question 5.1 (page 225) ○ Chapter 5 – Question 5.12 (page 226) ○ Chapter 6 – Question 6.5 (page 260) ○ Chapter 6 – Question 6.9 (page 260) ✓ Problems (4 @ 10 Pts. = 40 Pts.) ○ Chapter 5 – Problem 5.2 (page 226)
	Read Chapters 5 & 6 in the textbook Read Unit 3 Article : “Strategies to Improve Digital Service of

Unit 3 Activities	Newspaper Utilizing Service Design Methodology” (Article is linked on the site)
	○ Chapter 5 – Problem 5.8 (page 227) ○ Chapter 6 – Problem 6.9 (page 261) ○ Chapter 6 – Problem 6.13 (page 261) ✓ Check Your Learning Quiz: Chapters 5 & 6 (25 Pts.) TOTAL UNIT 3 ASSIGNMENT POINTS = 85 Pts.

Unit 4

Unit 4 Activities	Read Chapters 7 & 8 in the textbook Read Unit 4 Article : “Motivation in the Workplace to Improve the Employee Performance” (Article is linked on the site)
Assignments	✓ Discussion Questions (2 @ 5 Pts. = 10 Pts.) ○ Chapter 7 – Question 7.11 (page 297) ○ Chapter 8 – Question 8.28 (page 359) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 7 – Problem 7.1 (page 297) ○ Chapter 8 – Problem 8.1 (page 359) ✓ Check Your Learning Quiz: Chapters 7 & 8 (25 Pts.) ✓ Comprehensive Case (30 Pts.) ○ Chapter 7 – Case Problem 7.1 (pages 303-304) TOTAL UNIT 4 ASSIGNMENT POINTS = 85 Pts.

Unit 5

Unit 5 Activities	Read Chapters 9 & 10 in the textbook Read Unit 5 Article : “Supply Chain and Quality Management” (Article is linked on the site)
Assignments	✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.) ○ Chapter 9 – Question 9.1 (page 422) ○ Chapter 9 – Question 9.15 (page 423) ○ Chapter 10 – Question 10.4 (page 465) ○ Chapter 10 – Question 10.16 (page 466) ✓ Problems (4 @ 10 Pts. = 40 Pts.) ○ Chapter 9 – Problem 9.1 (page 423) ○ Chapter 9 – Problem 9.6 (page 423) ○ Chapter 10 – Problem 10.2 (page 466) ○ Chapter 10 – Problem 10.6 (page 467) ✓ Check Your Learning Quiz: Chapters 9 & 10 (25 Pts.) TOTAL UNIT 5 ASSIGNMENT POINTS = 85 Pts.

Unit 6

Unit 6 Activities	Read Chapters 11 & 12 in the textbook Read Unit 6 Article : “How to Evaluate a New Supplier” (Article is linked on the site)
Assignments	✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.)



COURSE SYLLABUS

Unit 6 Activities	Read Chapters 11 & 12 in the textbook Read Unit 6 Article: “How to Evaluate a New Supplier” (Article is linked on the site)
	○ Chapter 11 – Question 11.2 (page 496) ○ Chapter 11 – Question 11.22 (page 497) ○ Chapter 12 – Question 12.1 (page 568) ○ Chapter 12 – Question 12.5 (page 568) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 12 – Problem 12.1 (page 568) ○ Chapter 12 – Problem 12.7 (page 570) ✓ Comprehensive Case (30 Pts.) ○ Chapter 12 – Case Problem 12.1 (page 580) ✓ Check Your Learning Quiz: Chapters 11 & 12 (25 Pts.) TOTAL UNIT 6 ASSIGNMENT POINTS = 95 Pts.

Unit 7

Unit 7 Activities	Read Chapter 13 & 14 in the textbook Read Unit 7 Article: “Effectively Managing Your Inventory” (Article is linked on the site)
Assignments	✓ Discussion Questions (2 @ 5 Pts. each = 10 Pts.) ○ Chapter 13 – Question 13.2 (page 616) ○ Chapter 14 – Question 14.1 (page 673) ✓ Problems (4 @ 10 Pts. Each = 40 Pts.) ○ Chapter 13 – Problem 13.1 (page 617) ○ Chapter 13 – Problem 13.9 (page 617) ○ Chapter 14 – Problem 14.1 (page 674) ○ Chapter 14 – Problem 14.10/14.4 (pages 676/674) ✓ Final Assessment Part I (150 Pts.) ✓ Check Your Learning Quiz: Chapters 13 & 14 (25 Pts.) TOTAL UNIT 7 ASSIGNMENT POINTS = 225 Pts.

Unit 8

Unit 8 Activities	Read Chapters 15, 16, & 17 in the textbook Read Unit 8 Article: “The transfer process of lean practices in multi-plant companies” (Article is linked on the site)
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Assignments	✓ Discussion Questions (3 @ 5 Pts. Each = 15 Pts.) ○ Chapter 15 – Question 15.3 (page 750) ○ Chapter 16 – Question 16.2 (page 788) ○ Chapter 17 – Question 17.2 (page 823) ✓ Problems (3 @ 10 Pts. Each = 30 Pts.) ○ Chapter 15 – Problem 15.1 (page 751) ○ Chapter 16 – Problem 16.1 (page 789) ○ Chapter 17 – Problem 17.1 (page 824) ✓ Final Assessment Part II (150 Pts.) ✓ Check Your Learning Quiz: Chapters 15, 16, & 17 (25 Pts.) ✓ TOTAL UNIT 8 ASSIGNMENT POINTS = 220 Pts.
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Course Expectations

Late Work

Late work is not accepted without obtaining an official extension ('X' grade) from the University. See the syllabus policy on Extensions for details.

Professional Writing and Speaking Guidelines

Communications in class and online should follow the Student Conduct and Discipline, Respect for the University Environment, and Code of Student Responsibility in the [Student Handbook](#) (pg. 20 and 21). Respect the opinions of others using appropriate language and communications.

University Policies

Withdrawal (W)

If a student decides to withdraw from a course before the end of an enrollment period, the student's charges, financial aid, tuition assistance, and/or veteran benefits could be affected. All students should consult with the Business Office and Financial Aid Office to understand the financial impact of withdrawing prior to initiating the withdrawal process.

Tuition adjustments are independent from academic and financial aid deadlines. Upon receiving a request for withdrawal, using the number of lessons submitted as compared to the total due, a refund of tuition is made according to the following guideline.

On or before the first day of the enrollment period* 100%

After the first lesson through 10% of the enrollment period 90%

After the first 10% through the first 25% of the enrollment period 50%

After the first 25% of the enrollment period 0%

*Enrollment is measured by the number of assignments to be submitted during a six-month period of time, as determined by the University, during which semester credits are earned toward graduation. The refund/repayments shall be calculated using the percentages noted above as determined using the number of assignments completed and the number of assignments yet to be submitted.

For example, if a student submitted 2 of 17 assignments, they completed 11.76% of the class assignments. The student would be refunded 50% of the tuition cost.

For students from Wisconsin, Maryland, Georgia, Oregon, or Arizona, state laws apply. For students enrolled through the cpacredits.com program, no refund is allowed after the first two weeks.

Students who withdraw from a course prior to submitting the first assignment, or who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99.

Course withdrawal may impact financial aid eligibility. A financial aid counselor is available to discuss this decision.

Upper Iowa University is required to use a pro rata schedule to determine the amount of Title IV aid the student has earned at the time of withdrawal. If financial aid funds have been released to the student because of a credit balance on the student's account at Upper Iowa University, the student may be required to repay some or all of the amount released to the student. This policy is subject to federal regulations. Contact the Financial Aid Office for details.

Withdrawing from a course in progress may result in significant student account charges. Consult with the Business Office before withdrawing. For more information on financial aid implications, go to uiu.edu/financialaid.

AI-Free Assignments

Use of generative AI is not permitted for assignments requiring independent analysis, critical thinking, or personal reflection (e.g., take-home exams, reflective essays). Unauthorized use constitutes a violation of academic integrity and may fall under the Academic Misconduct Policy.

Administrative Withdrawal (AW)

A grade of AW (administrative withdrawal) is recorded for any course from which a student is administratively withdrawn. **At least one complete assignment/unit must be received and verified by the instructor within the first 60 days of the enrollment period or the student will be administratively withdrawn from the course.** Students who are administratively withdrawn for non-submission of assignments, will be charged an administrative fee of \$99. Non-Attendance (NA): Never attended grades are not applicable to the Self-Paced Degree Program.

Academic Accommodations

It is the policy of Upper Iowa University to ensure equal access to educational and co-curricular activities to students with disabilities as mandated by the Americans with Disabilities Act Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act of 1973. A student seeking accommodations should contact the Director of Student Accessibility Services as early in the session as possible. In order to receive accommodations, students are required to disclose their disability to the Director by completing an application for services that can be found on the Student Accessibility Webpage. In addition to the application packet, the student is required to submit supporting documentation. Submit these to the Student Accessibility Services Office either in person or by email/Fax. A brief interview, in-person, by phone or virtually, with the Director will confirm or deny the accommodations requested. The Student Accessibility Services Office will email accommodation letters to the appropriate professor, the student, and the student's advisor. Additionally, students should work cooperatively with their instructors throughout the session to make sure that their accommodations are appropriate and effective.

Upper Iowa University (UIU) provides closed captioning/transcriptions in acknowledgment of the Americans Disability Act, Rehabilitation Act, and various state laws. The information displayed is computer generated and not reviewed before being published. UIU makes no representations or warranties and expressly disclaims any responsibility or liability with respect to any errors or omissions in, or the accuracy, reliability, timeliness, or completeness of, any information that appears in a closed caption or transcript.

Contact the Director at (563) 425-5949, accessibility@uiu.edu or stop by the office on the 2nd floor of the Student Center, Office of Student Life, Room 229.

Emergency Directives: (Fire, Natural Disaster, Threat on campus, etc.)

In accordance with Upper Iowa University's emergency management plan, any student that requires assistance in the event of an emergency (Fire, natural disaster, threat on campus) is responsible for notifying their instructor of the need for assistance. (Evacuation, and/or indoor safety protocols) This information will be held confidential and only needed in the unlikely event that there is an emergency.

Copyright Statement

In recognition of the Copyright Law of the United States (Title 17, United States Code), Upper Iowa University reminds both faculty members and learners that a willful infringement of the law may result in disciplinary action. The University library has available materials discussing the "fair use" concept, along with criteria and guidelines for reproduction and use of copyrighted materials.

This syllabus is subject to change.

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