

BA 423 – WB 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: Randy Scott

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:

BA 210 and BA 256 or MATH 220

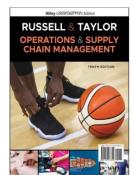
Credit Hours: As a requirement of HLC Accreditation, all UIU courses, regardless of meeting schedule or instructional mode, follow the Federal Credit Hour Definition. As such, each credit hour earned at UIU is equivalent to a minimum of 45 hours of student engagement.

For more information on how specific instructional modes meet this requirement, please see *UIU's Policy Guidelines for Instructional Time Expectations:* <u>UIU Policies</u>.

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

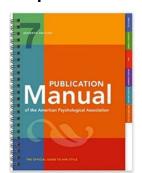
Author: Russell, Roberta S. / Taylor, Bernard W.

ISBN: 978-1-119-57765-2

Edition: 10TH 19

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

Additional Resources

UIU Writing Center

Email: writingcenter@uiu.edu and phone number: (563-425-5854)

UIU Academic Success

• Email: academicsuccess@uiu.edu or phone number- (563-425-5264)

Ordering Textbooks

Purchase your textbook through the online university bookstore, MBS Direct, or by phone at (800) 325-3252.

Course Objectives

- 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, including its strategic importance and its relationship to legal and social factors.

General Education Task

Not Applicable

Course Requirements and Grading Criteria

Course Requirements

- 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 tabs/ documents/forms even if this is not your first course. Your course status may 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. Assignments are submitted using uiuLearn. Please complete all assignments and modules in order.
- 4. 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!

Assignments

Student Introduction (35 Pts.): Since our paths may never cross face-to-face, this will be an opportunity for to introduce you.

Discussion Questions (5 Pts. Each): There will be a total of **25 Discussion Questions** (1-2 questions per chapter). The discussion questions are from your unit readings. Your response should be in your own words aided by source citations from the textbook and/or other sources as you deem beneficial to your overall understanding of the material. Minimum response length requirements are 1-2 full paragraph per discussion question citing references as appropriate per APA – 7th Edition.

Problems (10 Pts. Each): There will be a total of **25 Problems** (1-2 problems per chapter) from the textbook. These problems are word/mathematical problems. Templates will be provided for select problems.

Comprehensive Cases (30 Pts. Each): There will be **three comprehensive cases** as assigned at the end of select chapters in the textbook. These are complex cases in that there are multiple areas to review and address. The cases are specific to the topics covered in the chapter in which the cases are part of. It is expected that the case will take 1-2 pages to answer fully. Your work will need to be cited per APA – 7th Edition.

Check Your Learning Quizzes (CYLQs) (25 Pts. Each): There will be eight Check Your Learning Quizzes (CYLQs) (one per Unit) based on the content material of the assigned textbook readings for that Unit. The CYLQs will consist of Multiple Choice and True/False questions and will be open book with a **two-hour time limit** to complete the CYLQ. Each quiz will have 25 Multiple Choice and/or True/False questions.

Assessments (150 Pts. Each):

Final Paper Parts I and II:

A final assessment in the form of two (2) independent Final Research Papers written in 2 parts. There will be 5-8 pages per submission (including the cover and references pages). Students may choose whatever topic they wish to research. The external reference material will be provided by your instructor. This is in addition to the textbook.

- The topics for the final assessments will consist of two parts:
 - o **Part I Unit 7:** will be based on either Chapters 9 or Chapter 10
 - o Part 2 Unit 8: will be based on either Chapter 13 or Chapter 16
- Please select your Research Paper topic from the list of the following topics for the Research Paper due in Unit 7 and Unit 8:
 - o Part I due Unit 7: Chapter 9 or, Chapter 10
 - 1. **Proposal: Recommendations for handling projects (Chapter 9** and a recommended **article** to read as linked in Unit 7)
 - 2. List and support five reasons for Supply Chain management (Chapter 10 and a recommended article to read as linked in Unit 7)
 - o Part II due Unit 8: Chapter 13 or Chapter 16
 - 1. Proposal: Recommendations to best manage inventory (Chapter 13 and a recommended article to read as linked in Unit 8)
 - 2. List and support four challenges facing Lean Management Systems (Chapter 16 and a recommended article to read as linked in Unit 8)

Grading Criteria:

The course letter grade will be based on the following 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 Part I and Part II (2 @ 150 points each)	
Total Points	1,000

Grading Scale:

This course will use the following scale:

Letter Grade	Percent	Points
А	93-100	930-1000
A-	90-92	900-929
B+	87-89	870-899

В	83-86	830-869
B-	80-82	800-829
C+	77-79	770-799
С	73-76	730-769
C-	70-72	700-729
D+	67-69	670-699
D	63-66	630-669
D-	60-62	600-629
F	0-59	0-599

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. 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

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 <u>OR</u>
- 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 fourmonth 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 reenroll 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 27) ○ Chapter 2 – Question 2.7 (page 98) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 1 – Problem 1.5 (page 28) ○ Chapter 2 – Problem 2.8 (page 101) ✓ 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 135) Chapter 3 – Question 3.7 (page 135) Chapter 4 – Question 4.1 (page 183) Chapter 4 – Question 4.10 (page 183) ✓ Problems (4 @ 10 Pts. = 40 Pts.) Chapter 3 – Problem 3.6 (page 136) Chapter 3 – Problem 3.14 (page 139) Chapter 4 – Problem 4.4 (page 184) Chapter 4 – Problem 4.10 (page 185) ✓ Check Your Learning Quiz: Chapters 3 & 4 (25 Pts.) ✓ Comprehensive Case (30 Pts.) Chapter 3 – Case 3.3 (page 147) TOTAL UNIT 1 ASSIGNMENT POINTS = 115 Pts.

Unit 3

	Read Chapters 5 & 6 in the textbook	
Unit 3 Activities	Read Unit 3 Article: "Strategies to Improve Digital Service of Newspaper Utilizing Service Design Methodology" (Article is linked on the site)	
	✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.)	
Assignments	 Chapter 5 – Question 5.1 (page 216) 	
	 Chapter 5 – Question 5.12 (page 216) 	

	Read Chapters 5 & 6 in the textbook
Unit 3 Activities	Read Unit 3 Article: "Strategies to Improve Digital Service of Newspaper Utilizing Service Design Methodology" (Article is linked on the site)
	○ Chapter 6 – Question 6.5 (page 248)
	○ Chapter 6 – Question 6.9 (page 248)
	✓ Problems (4 @ 10 Pts. = 40 Pts.)
	○ Chapter 5 – Problem 5.2 (page 217)
	 ○ Chapter 5 – Problem 5.8 (page 217)
	 Chapter 6 – Problem 6.9 (page 249)
	 Chapter 6 – Problem 6.13 (page 250)
	✓ 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 283) ○ Chapter 8 – Question 8.27 (page 341) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 7 – Problem 7.1 (page 283) ○ Chapter 8 – Problem 8.1 (page 341) ✓ Check Your Learning Quiz: Chapters 7 & 8 (25 Pts.) ✓ Comprehensive Case (30 Pts.) ○ Chapter 7 – Case Problem 7.1 (pages 289-290) TOTAL UNIT 4 ASSIGNMENT POINTS = 85 Pts. □ Chapter 7 – Case Problem 7.1 (pages 289-290) □ Comprehensive Case (30 Pts.) □ Chapter 7 – Case Problem 7.1 (pages 289-290) □ Comprehensive Case (30 Pts.) □ Chapter 7 – Case Problem 7.1 (pages 289-290) □ Comprehensive Case (30 Pts.) □ Chapter 7 – Case Problem 7.1 (pages 289-290) □ Comprehensive Case (30 Pts.) □ Chapter 7 – Case Problem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Chapter 7 – Case Ptoblem 7.1 (pages 283) □ Ch

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 402) ○ Chapter 10 – Question 10.4 (page 441) ○ Chapter 10 – Question 10.16 (page 441) ✓ Problems (4 @ 10 Pts. = 40 Pts.) ○ Chapter 9 – Problem 9.1 (page 402) ○ Chapter 9 – Problem 9.6 (page 402) ○ Chapter 10 – Problem 10.2 (page 442) ○ Chapter 10 – Problem 10.6 (page 443) ✓ Check Your Learning Quiz: Chapters 9 & 10 (25 Pts.) TOTAL UNIT 5 ASSIGNMENT POINTS = 85 Pts.

Unit 6

	Read Chapters 11 & 12 in the textbook
Unit 6 Activities	Read Unit 6 Article: "How to Evaluate a New Supplier" (Article is linked on the site)
Assignments	 ✓ Discussion Questions (4 @ 5 Pts. = 20 Pts.) ○ Chapter 11 – Question 11.2 (page 469) ○ Chapter 12 – Question 12.1 (page 537) ○ Chapter 12 – Question 12.5 (page 537) ○ Chapter 12 – Question 12.5 (page 537) ✓ Problems (2 @ 10 Pts. = 20 Pts.) ○ Chapter 12 – Problem 12.1 (page 537) ○ Chapter 12 – Problem 12.7 (page 539) ✓ Comprehensive Case (30 Pts.) ○ Chapter 12 – Case Problem 12.1 (page 549) ✓ Check Your Learning Quiz: Chapters 11 & 12 (25 Pts.) TOTAL UNIT 6 ASSIGNMENT POINTS = 95 Pts.

Unit 7

Offic 1	
	Read Chapter 13 & 14 in the textbook
Unit 7 Activities	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 582) ○ Chapter 14 – Question 14.1 (page 634) ✓ Problems (4 @ 10 Pts. Each = 40 Pts.) ○ Chapter 13 – Problem 13.1 (page 582) ○ Chapter 13 – Problem 13.9 (page 583) ○ Chapter 14 – Problem 14.1 (page 635) ○ Chapter 14 – Problem 14.10/14.4 (pages 637, 635) ✓ Final Assessment Part I (150 Pts.)
	✓ Check Your Learning Quiz: Chapters 13 & 14 (25 Pts.) TOTAL UNIT 7 ASSIGNMENT POINTS = 225 Pts.

Unit 8

Ullit 6	
	Read Chapters 15, 16, & 17 in the textbook
Unit 8 Activities	Read Unit 8 Article: "The transfer process of lean practices in multiplant companies" (Article is linked on the site)
Assignments	 ✓ Discussion Questions (3 @ 5 Pts. Each = 15 Pts.) ○ Chapter 15 - Question 15.3 (page 708) ○ Chapter 16 - Question 16.2 (page 745) ○ Chapter 17 - Question 17.2 (page 776) ✓ Problems (3 @ 10 Pts. Each = 30 Pts.) ○ Chapter 15 - Problem 15.1 (page 709) ○ Chapter 16 - Problem 16.1 (page 745) ○ Chapter 17 - Problem 17.1 (page 776) ✓ Final Assessment Part II (150 Pts.) ✓ Check Your Learning Quiz: Chapters 15, 16, & 17 (25 Pts.) ✓ TOTAL UNIT 8 ASSIGNMENT POINTS = 220 Pts.

Course Expectations

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 Responsibly in the <u>Student Handbook</u> (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 lowa 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 lowa 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/financial aid.

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. Students through the cpacredits.com partnership follow the withdrawal policy listed above. 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 Disability Services (DDS) as early in the session as possible. In order to receive accommodations, students must disclose their disability to the DDS by completing a Voluntary Disclosure Form, as well as providing appropriate documentation. The Voluntary Disclosure Form is available in the DDS office or online at Disability Services. Students will be given a Request for Accommodations Contract during their initial appointment with the DDS. This appointment will be in person for Fayette campus students and over the phone for center, online, and self-paced students. It is the student's responsibility to provide the instructors with a copy of the Request for Accommodations Contract (for Center or online students, these contracts are emailed out to instructors by the DDS for the student). Additionally, students should work cooperatively with their instructors throughout the session to make sure that appropriate accommodations are being made. You can contact the DDS at (563) 425-5949, disabilityservices@uiu.edu, or stop by the office in the Student Center, Office of Student Life, Room 229.

Academic Misconduct Policy

Cheating, academic dishonesty, and plagiarism constitute a violation of the offender's own integrity, as well as the integrity of the entire University; they will not be tolerated. Violators will receive sanctions based on the level of academic misconduct.

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 instructors involved.

Academic dishonesty includes, but is not limited to:

- Sharing academic materials knowing they will be used inappropriately.
- Accessing another person's work without permission.
- Providing false or incomplete information on an academic document.
- Changing student records without approval.
- Obtaining and using texts or other materials 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.

Levels of Academic Misconduct and Sanctions

The faculty member teaching the course has the primary responsibility for resolving allegations of academic dishonesty, though egregious violations will be resolved by the School administration, the Academic Misconduct Board, or some combination thereof. The final decision on the level of a violation rests with the Academic Misconduct Board. Options for resolving an alleged case of academic dishonesty range from dismissing the allegation with no negative sanction to being expelled from the university (Academic Misconduct Policy: Table 1). A negative sanction is defined as an action taken by the faculty member that affects the student's grade for the assignment or his or her cumulative grade for the course. Anytime academic misconduct is detected, the procedures outlined in Academic Misconduct Policy: Table 1 should be followed. The incident will be maintained in a searchable database maintained by the Office of Academic Affairs.

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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