Syllabus

ISDS 3115, version 1.2

Updated: May 28, 2015

ISDS 3115—Introduction to Operations Management

Course Description: Principles and methodologies concerning productivity and quality of manufacturing and service organizations; production and service systems design; process and capacity design; total quality management; systems for just-in-time and purchasing management; inventory and materials management.

Textbooks and Other Materials

This course utilizes both a textbook and a companion website that are *mandatory* for successful completion. The Pearson MyOMLab site contains the required assignments and exams for the course and a digital eTextbook. Therefore, in addition to your Moodle access, you are required to purchase an access code to the MyOMLab site. This access is specific to the LSU ODL version of the course, and you must use the Course ID provided below when you register.

Courses that require *paid* access to online materials require that special arrangements are made to provide extended material access periods in the event that a course extension is needed. For this reason, *do not attempt to purchase access from other sources.* Students enrolling in ODL courses are *required* to follow the steps provided below and in the Getting Started module in Moodle.

ODL is *not responsible* for student purchases that result in *the receipt of the wrong materials. It is the responsibility of the student to* order the correct textbook materials. Courses are written to specific textbook editions; edition substitutions *are not allowed*.

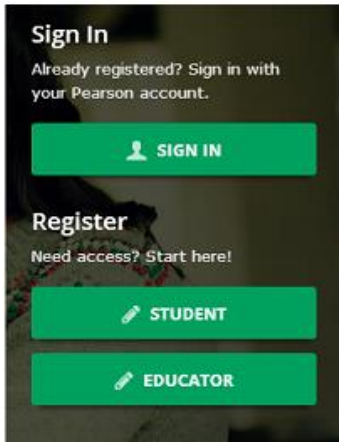
Registering for the Course

You can purchase your access to the eText and the MyOMLab site after creating an account at www.pearsonmylab.com. After you create an account using your Course ID, you will be prompted to purchase access to the course site. *It is your responsibility to follow the MyOMLab registration steps provided.*

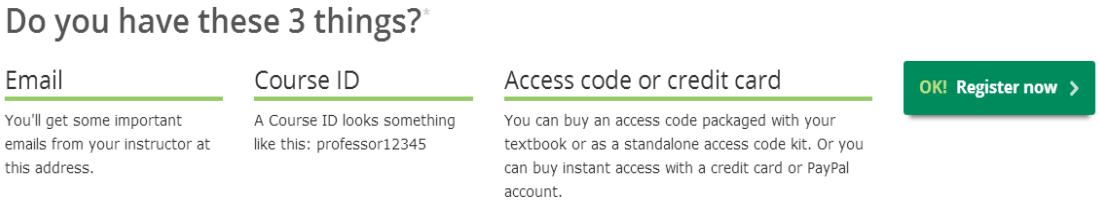
Steps for registering for your MyOMLab course:

a. Go to www.pearsonmylab.com.

b. On the home screen, click "Student" in the sign-in/registration box.



c. On the next screen, you will click "Register now." Make sure that you have the three things required to register successfully: an email address, your course ID, and either an access code (purchased prior) or a credit card (if you do not already have a code). Your Course ID for this course is **campus70161**.



d. On the next screen, you will see the name of the course listed in the "Your Course" box on the right side of the screen. It should read **ISDS 3115 Introduction to Operations Management**, taught by Extended Campus. Disregard the course end date. At this point, you should create a Pearson account. Once you complete the registration steps, you will have a choice between using a previously purchased access code (see below) and purchasing access with a credit card or PayPal.

Pre-Registration Purchasing Options

You may choose to purchase your materials before you follow the steps above to register for your course in MyOMLab. You are not required to purchase a hardcover textbook to complete this course, as the MyOMLab software contains access to an eTextbook. We *strongly* recommend that you use the eText that comes with your access in lieu of buying a hardcover

textbook. If you purchase a hardcover textbook, please be aware that *it is your responsibility to purchase an access code for MyOMLab*. Visit www.mypearsonstore.com or other online vendors and *search by the following ISBNs*.

Jay Heizer and Barry Render. *Operations Management*. 11th edition. Upper Saddle River, NJ: Pearson, 2014.

Textbook + MyOMLab access code:
ISBN-13: 978-0133130768 (textbook + MyOMLab access code)
ISBN-10: 0133130762

Textbook only:
ISBN-13: 978-0132921145
ISBN-10: 0132921146

MyOMLab access code only (includes eText):
ISBN-13: 978-0132920629
ISBN-10: 013292062X

Ordering Tips

Please review the following tips for ordering your course materials:

1. Do not purchase your textbooks until your enrollment is approved. During the processing period, a new section may be opened that could require a different textbook or edition.
2. *Always order by the ISBN***.** Publishers and vendors often offer the same textbook title under different ISBNs. You must have the correct ISBN to access your online website.
3. If you are having problems locating a textbook, contact us at Answers@outreach.lsu.edu for assistance.

Other Materials and Resources

Software: *Web browser, Adobe Flash, Adobe Shockwave Player, Adobe Acrobat Reader, Microsoft PowerPoint*

It is recommended that you use Mozilla Firefox or Google Chrome as your web browser. Internet Explorer is not compatible with your Moodle course site.

Adobe Flash and Adobe Shockwave player are required for online testing. Adobe Acrobat Reader is required to view PDF document files.

Hardware: *Web cam with a microphone (built-in or external), headphones or working speakers,* and *high speed internet*

Exams are completed online and require the hardware listed above. Students are encouraged to review the technical requirements provided on the ProctorU website and to perform a test on their equipment prior to enrolling in this course to make sure they have the necessary resources available.

Technical Requirements: http://www.proctoru.com/tech.php

Equipment Test: http://www.proctoru.com/testitout/

Nature and Purpose of the Course

Course Outcomes: This course has the following broad objectives.

1. To familiarize you with the general concepts and problem areas of operations management, and the other functional areas of an organization
2. To enable you to use and interpret basic techniques that are applied in practice to solve operations problems
3. To aid you in developing an "approach" to operations problems or any other related problems

Operations Management (OM) is the set of activities that creates value in the form of goods and services by transforming input resources into outputs. OM is an exciting area of management that has a profound effect on productivity and so on the quality of life. The goal of this course is to present a broad introduction to the field of operations in a realistic, practical matter. The operations function exists in some form in all organizations. Principles and techniques discussed in this course are found important and are applied in both manufacturing and service environment. The first portion of the course focuses on the design of operations systems. The remainder of the course deals with solving problems encountered in operating and controlling these systems.

This course will emphasize comprehension and application, not memorization. The cases and examples will help you to understand various concepts so that you can apply these concepts to problems and issues that will arise throughout operations management activities.

This is a **100% web-based class:** all materials, instruction, homework, quizzes, and help functions are either in Moodle or on the Pearson web-based learning software **MyOMLab**. The MyOMLab software tied together with the textbook provides an innovative learning tool, an exam tool, a homework/quiz tool, and an assessment center.

Working with the Course Materials

Remember, this course covers an entire semester of work or the equivalent of a classroom course lasting 15 weeks. That means that each module in this course equals nearly a week of course work and will require the same time and effort on your part. *Do not expect to complete*

each module in a single study session. Understand, too, that if you choose to submit assignments at a very high pace, your instructor may not be able to grade your work at the same rate.

Each module contains information, activities, and assignments organized under a consistent series of headings. Get familiar with how the module is organized. Each module in this course is organized into the following sections: Module Learning Objectives, Reading Assignment, Review Materials, Homework Assignment—MyOMLab, and Graded Quiz—MyOMLab. You should work through these parts of the module in order. Specific recommendations are provided in a link to general instructions for each module, which you should review before beginning the first module.

The MyOMLab software provides you with a personalized interactive learning environment where you can learn at your own pace and measure your progress. The MyOMLab **Study Plan** helps you monitor progress and lets you see at a glance exactly which topics you need to practice. MyOMLab generates a personalized study plan for each student based on his or her homework and quiz results, and the study plan links directly to interactive tutorial exercises for topics the you haven't yet mastered. You can regenerate these exercises with new values for unlimited practice, and the exercises include guided solutions and multimedia learning aids to give you the extra help you need.

The MyOMLab homework assignments, quizzes, and test questions are correlated to the textbook, and they are regenerated algorithmically providing unlimited different versions. Homework assignments include learning aids for extra help at point-of-use, and they offer helpful feedback including similar examples, step-by-step leading, video instructions when students need help or enter incorrect answer. Quizzes include less online help, but two attempts are available and the best counts for the grade. The tests are also taken using the MyOMLab software, but no online help is provided.

You should follow these steps in each module:

1. Check the information and material posted on the Moodle site. Read the summary and requirements related to the module you plan to work on.

2. Read the textbook chapter(s) assigned in the module and understand the basics of the concepts and quantitative methods.

3. Study the solved problems in the textbook and the ones posted on the Moodle site for the assigned chapter(s). For some chapters the numerical problems are dropped and only conceptual questions are on the quiz and exams.

4. Review the material based on the PowerPoint slides and chapter videos posted in Moodle.

5. Solve the Practice Homework for the chapter(s) assigned in the module.

6. Using the Study Plan feature of MyOMLab, monitor your progress and note exactly which topics you need to practice. Check your evaluation and the suggested area to study.

7. Complete and submit the Graded Homework assignment for the module in MyOMLab (these are typically numerical problems). You have two attempts, and the better score counts in the class grade. Here all the online help features of the MyOMLab system can be used. The grade percent and review option is provided immediately after the submission.

8. Complete the Practice Quiz in MyOMLab for the chapter(s) assigned in the module.

9. Complete and submit the Graded Quiz for the module in MyOMLab. You have a limited time with two attempts, and the better score counts in the class grade. The grade percent and review option is provided immediately after the submission.

10. Go back to the Study Plan in MyOMLab. Check your new evaluation and the updated area to review and study for the exam.

The class Moodle site contains several useful tools including the chapter summaries, slides, videos with problem solutions, solved numerical problems, glossaries, and application videos. Each module consists of one or two chapters from the textbook as indicated in the course outline above. The electronic version of the textbook that can be purchased with the required MyOMLab software can be printed page-by-page.

Solved problems are in the textbook and also posted on Moodle.

The PowerPoint slides provide a good review option and list of the major topics in each module. Several videos are also provided in Moodle to help you understand the numerical problem solution or to illustrate a concept.

The most frequently used numerical techniques will be assigned from selected chapters. Some less frequently used numerical techniques included in the textbook will be dropped from required material and will not be assigned or tested. For these chapters there are no assignments (since assignments in MyOMLab contain typically numerical problems to practice), which is your indication that *only* conceptual questions will be considered from those particular chapters. The assignment in each module is meant to help you practice numerical problem solutions and prepare for quiz and exam numerical problems.

Suggested Study Techniques

1. Carefully review the module objectives to help you focus on the information that will be covered on the exams.

2. Concentrate on the reading assignments and any additional resources provided. This review should include a detailed examination of any illustrative problems and examples. After an assignment has been completed, a rapid re-reading of the related text and other materials is strongly recommended.

3. Put yourself on a definite schedule. Set aside a certain block of hours per day or week for this course and work in a place where distractions are minimal.

4. Try to submit one assignment each week or at least every two weeks. Delays in submitting assignments usually result in lagging interest and the inability to complete the course.

5. Review your module assignments after they have been graded, paying special attention to any instructor feedback provided. We suggest that you wait for assignment feedback before you submit subsequent assignments.

6. Regardless of how you complete your graded assignments, keep in mind that module completion should not be your sole preparation for your exams. As with any college course, you should study for your exams.

Reading Assignments

You will read an average of 25 pages per module. Specific reading assignments will be given in each module.

Topic Outline

This course covers the following specific topics:

Module	Topic
01	Operations and Productivity
02	Operations Strategy in a Global Environment
03	Project Management
04	Forecasting
05	Design of Goods and Services
06	Managing Quality and Statistical Process Control
07	Process Strategy, Capacity, and Constraint Management
	Mid-Course Examination
08	Location Strategies
09	Layout Strategies

10	Supply Chain Management
11	Inventory Management
12	Aggregate Planning, Sales, and Operations Planning
13	Material Requirement Planning (MRP) and Enterprise Resource Planning (ERP)
14	Just-in-Time, TPS, and Lean Operations
	Final Examination

Module Assignments and Quizzes

All assignments, quizzes, and exams are completed and submitted using the MyOMLab software.

There is one **Graded Homework** assignment for most modules based on **numerical problems**. Here all the online help features of the MyOMLab system can be used, so this is an excellent quiz or exam preparation tool. There will be two attempts with no time limit for each homework assignment with different data sets and the best counts. There are **Practice Homework** assignments available to practice; those are not graded.

The graded homework assignment in each module requires you to practice **numerical problem solutions** to prepare for quiz and exam numerical problems. It provides students with immediate feedback and correction opportunity. The MyOMLab homework problems are correlated to the textbook, and they are regenerated algorithmically to give unlimited different versions. Questions include learning aids for extra help at point-of-use, and they offer helpful feedback when students enter incorrect answers.

There is one **Graded Quiz** for each module with **conceptual and numeric problems** similar to the exam items (60% of the items are conceptual, 40% are numerical problems). Numerical problems are similar to the homework problems in the same module. While you are taking the quiz, the online tools in MyOMLab are not available. There will be a **time limit,** but **two attempts** will be allowed and the best counts. The questions and problems are randomly selected from the pool of assigned and practice questions. There are also **Practice Quizzes** available to you, and those are not graded.

The two exams have a similar structure to the quizzes, and no tools are allowed except for a basic calculator. A formula sheet will be provided as a PDF document in your exam module in Moodle.

You should submit each module assignment as soon as it is completed. Some courses have restrictions that require that a grade be received before you can submit additional assignments. Specific information on assignment submission is included in Moodle. Please be sure to follow these instructions.

Once you *submit* an assignment, you cannot revise it, so be sure to check your work. Your instructor will normally post the grade for your assignment in Moodle within *seven calendar days*. Understand that occasional delays will occur, such as during holidays and semester breaks or if you submit several module assignments within the same week.

Academic Integrity

Students in Online Distance Learning (ODL) courses must comply with the *LSU Code of Student Conduct*. Suspected violations of the academic integrity policy may be referred to LSU Student Advocacy & Accountability (SAA), a unit of the Dean of Students. If found responsible of a violation, you will then be subject to whatever penalty SAA determines and will forfeit all course tuition and fees.

Plagiarism

Students are responsible for completing and submitting their own course work and preparing their own modules. All work submitted in the course modules must be the student's own work unless outside work is appropriate to the assignment; all outside material must be properly acknowledged. It is also unacceptable to copy directly from your textbook or to use published answer keys or the teacher's edition of a textbook.

Collaboration

Unauthorized collaboration constitutes plagiarism. Collaborative efforts that extend beyond the limits approved by the instructor are violations of the academic integrity policy. Students who study together are expected to prepare and write their own individual work for submission and grading.

For more information and links to the *LSU Code of Student Conduct* and the SAA website, go to the ODL Academic Integrity policy on our website.

Examinations and Grading Policy

There will be two examinations using the MyOMLab software. As explained above, the exams are similar in structure and makeup to the practice and graded quizzes and homework assignments. The mid-course exam follows Module 7, and the final exam follows Module 14. The final exam is not comprehensive.

You will have a maximum of three hours to complete the exam.

Module assignments count 100 points each and exams are 100 points each. Each quiz has a unique point total. Each component is weighted by predetermined percentages given below.

Component	Weight (%)
Average of Module Assignments	20%
Quizzes	20%
Mid-Course Exam	30%
Final Exam	30%

The following grading scale applies for students who complete the course on or after October 15, 2015. Prior to that date, the scale will be the same, except that pluses and minuses will be dropped from the grade posted in the student's permanent record and transcript.

97%–100% = A+
93%–96% = A
90%–92% = A-
87%–89% = B+
83%–86% = B
80%–82% = B-
77%–79% = C+
73%–76% = C
70%–72% = C-
67%–69% = D+
63%–66% = D
60%–62% = D-
0%–59% = F

YOU MUST PASS THE FINAL EXAMINATION IN ORDER TO PASS THE COURSE.

IMPORTANT: The final exam cannot be taken until you meet the following requirements. Under no circumstances may the final exam be taken earlier.

1. You must have been enrolled in the course for *at least eight weeks*, regardless of when the modules and other exams are completed.

2. You must have received an assignment grade for Module 14 in **both MyOMLab and Moodle.**

To read the full exam policy and other policy statements, please visit http://cms.outreach.slu.edu/cms/CEHomePage.aspx. Click on *Extended Campus,* select *Online Distance Learning*, and then click the link for *Policies*.

Taking Your Examinations

You are *required* to create a Louisiana State University ODL ProctorU account and to take your examinations through ProctorU, a remote proctoring service that allows you to take exams anywhere with internet access. Information on creating your ProctorU account can be found in the *Getting Started* module. You cannot use an account created through another university, so if you already have an account, you will still need to create an account associated with LSU Online Distance Learning (ODL).

The ProctorU website provides links you can use to find out how ProctorU works and to check your computer to see that it meets the technical requirements. In addition, to test using ProctorU, you need *access to a web cam with a microphone (built-in or external), headphones or working speakers*, and *high speed internet* to use this service. A complete list of technical requirements is available from the ProctorU website.

You should schedule your exams about a week before you are ready to take them in order to avoid any additional charges.

Transcript Information

After you have completed this course, your grade will be filed with the Office of the University Registrar. If a transcript is needed, it is your responsibility to make a request to the registrar. If you would like to order a transcript, visit the Office of the University Registrar Transcript Requests page to view your options at http://sites01.lsu.edu/wp/registraroffice/student-services/transcript-request/.

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Peter Kelle, PhD
Professor
Department of Information & Decision Sciences
Louisiana State University

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