

# Syllabus

## ISDS 3115, version 2.0

Effective: November 30, 2017

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### 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

The required materials for this course are a textbook, either hardcover or electronic, and access to a Pearson MyOMLab course site. The Pearson MyOMLab site contains the required assignments and exams for the course and a digital eTextbook. Access to the site is specific to the LSU ODL version of the course, and you must use the Course ID provided in Moodle when you register.

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

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#### Textbook and Other Materials

##### Registering with Pearson and Purchasing Access to MyOMLab

You may purchase instant access to MyOMLab and an electronic version of your textbook right after creating an account at the Pearson MyLab & Mastering site. Instructions for this are provided in the "Getting Started" module in your Moodle course. Please carefully follow those steps after logging in to Moodle.

##### Hard Copy Textbook

You may also purchase a hard copy of the textbook. This is not required to complete this course, as the MyOMLab software contains access to an eBook. If you purchase a hard copy textbook, please be aware that you must also purchase access to MyOMLab. You may

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purchase this access by ordering an access card with your textbook, or by following the directions in Moodle.

Please use the following ISBNs to purchase a hard copy of the textbook.

Jay Heizer, Barry Render, and Chuck Munson. *Operations Management*. 12<sup>th</sup> edition. Upper Saddle River, NJ: Pearson, 2017.

Hard copy only:

**ISBN-13:** 978-0-13-413042-2

**ISBN-10:** 0-13-413042-1

Hard copy plus MyOMLab access code:

**ISBN-13:** 978-0-13-442240-4

**ISBN-10:** 0-13-442240-6

Binder-ready copy only:

**ISBN-13:** 978-0-13-416351-2

**ISBN-10:** 0-13-416351-6

Binder-ready copy plus MyOMLab access code:

**ISBN-13:** 978-0-13-447181-5

**ISBN-10:** 0-13-447181-4

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## Ordering Tips

Please review the following tips for ordering your course materials:

- Do not purchase your materials until your enrollment is approved. During the processing period, a new section may be opened that could require a different textbook or edition.
- Always order by the ISBN.
- Check our official [LSU Online Distance Learning bookstore](#), which carries most of the required textbooks.
- If you are having problems locating a textbook, contact us at [Answers@outreach.lsu.edu](mailto:Answers@outreach.lsu.edu) for assistance.

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## Other Materials and Resources

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

Adobe Flash and Adobe Shockwave player are required for online testing, viewing animations and videos, and using the MyOMLab site. Adobe Acrobat Reader is required to view PDF document files.

Microsoft PowerPoint is required to view chapter PowerPoint reviews. Microsoft Word is used to open module documents.

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

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

### ProctorU Technical Requirements

### Equipment Test

## Nature and Purpose of the Course

### Course Outcomes

Upon completion of this course, students should be able to:

1. Discuss the general concepts and problem areas of operations management, and the other functional areas of an organization
2. Use and interpret basic techniques that are applied in practice to solve operations problems
3. Develop 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 thus 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 important and are applied in both manufacturing and service environments. 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 emphasizes 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, assignments, quizzes, and help functions are either in Moodle or in the Pearson learning software MyOMLab. The MyOMLab course site and the eTextbook provide interactive learning tools, an exam tool, an assignment/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, Graded Module 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 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 assignment 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 assignments, quizzes, and test questions are correlated to the textbook, and they are regenerated algorithmically to provide unlimited versions. Graded assignments include learning aids for extra help at point-of-use, and they offer helpful feedback including similar examples, step-by-step leading, and 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 in MyOMLab, but no online help is provided.

### Working Through the Modules

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 in the module for the assigned chapter(s). For some chapters, the numerical problems are dropped and only conceptual questions are on the quizzes and exams.
4. Review the material in the PowerPoint slides and any 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 Module Assignment in MyOMLab (these are typically numerical problems). You have two attempts, and the better score counts toward your 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. Return to Moodle and submit the Graded Module Assignment Verification. You must do this in order to receive a grade for your work in the Moodle grade book.
9. Complete the Practice Quiz in MyOMLab for the chapter(s) assigned in the module.
10. Complete and submit the Graded Quiz 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.
11. Return to Moodle and submit the Graded Quiz Verification. You must do this in order to receive a grade for your work in the Moodle grade book.
12. 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 topic outline below. The electronic version of the textbook that can be purchased with the required MyOMLab software can be printed page-by-page. The solved problems are in the textbook and are also posted in Moodle.

The PowerPoint slides provide a good review and list the major topics in each module. Several videos are also provided in Moodle to help you understand the numerical problem solutions 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. The assignment in each module is meant

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to help you practice numerical problem solutions and prepare for quiz and exam numerical problems.

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### Suggested Study Techniques

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

<b>Module</b>	<b>Topic</b>
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 Lean Operations

#### **Final Examination**

### **Module Assignments and Quizzes**

All assignments, quizzes, and exams are completed and submitted in MyOMLab. When you have completed your items in MyOMLab, you must return to Moodle and submit a verification for each one.

There is one graded assignment for most modules based on numerical problems and conceptual questions. During your attempt all the online help features of the MyOMLab system can be used, so this is an excellent quiz or exam preparation tool. These help functions include the following:

- The "Help Me Solve This" tab gives detailed step-by-step instructions, similar to the problem solutions.
- The "Video" tab provides detailed instruction and solution videos.
- The "eText Pages" show the relevant textbook pages for the solution.
- "Ask My Instructor" provides an opportunity for feedback from the instructor for the specific problem.

You will have two attempts for each problem with different data sets and the better one counts. The assignment has no time limit. You can lock the correct answers on a problem or try again if you made mistakes. You can review your answers at any time, and you can receive partial credit on questions with multiple parts. There are also Practice Homework assignments available, which are not graded.

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There is one graded quiz for each module with conceptual and numerical 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 is a time limit of 60 minutes, and you will have two attempts and the better one 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.

Once you submit an assignment for the final time, 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 are two exams that you will take in MyOMLab. The exams are similar in structure and content to the practice and graded quizzes and homework assignments. The mid-course exam covers Modules 01–07, and the final exam covers Modules 08–14. The final exam is not comprehensive.

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

Module assignments, quizzes, and exams count 100 points each. Each component is weighted by the predetermined percentages below.

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

The following grading scale applies.

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 EARN A PASSING AVERAGE ON THE EXAMS 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 three weeks*, regardless of when the modules and other exams are completed.

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

To read the full exam policy and other policy statements, please visit the [ODL policies page](#).

## 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 ODL.

There is a separate charge for each proctored exam. You should schedule your exams about a week before you are ready to take them in order to avoid any additional charges.

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, a microphone (built-in or external), headphones or working speakers, and high speed internet.

## 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 LSU's [Office of the University Registrar Transcript Requests page](#) to view your options.

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