University of Cincinnati

I. Course Information:

Title: Operations Management
Course #: OM 3080-001
Credit Hours: 3
Term: Summer 2018
Prerequisites: N/A

II. Instructor Information:

Name: Craig Zielazny
Office Information: LCB, Room 106
Office: (513)556-7019
Email: zielazcg@mail.uc.edu
Office Hours: Thursdays from 4:30pm – 6:00pm
Communication Policy: Students are encouraged to contact me anytime via email or phone. A response will be given within 24 hours except on weekends.

TA: Scott Fueston – fuestosp@mail.uc.edu – Office hours TBD

III. Link to Pace:

This course aligns with PACE, the Lindner College of Business platform for developing the total business professional.

P – Professionalism

• Enhance oral & written communication, express ideas clearly, logically and persuasively.
• Develop and practice teamwork skills through group projects and exercises.
• Practice professional habits of punctuality, preparation, respect and participation.

A – Academics

• Develop foundational knowledge of core business functions and their interactions within firms.
• Begin applying functional and cross-functional knowledge to critically analyze business problems; for example applying techniques for business plan development.
C – Character

- Learn and apply leadership techniques for project management (plan, brief, execute, debrief).
- Build an understanding and initial skills of managing diversity, including understanding cultural differences, and challenges and opportunities of global business.
- Understand importance of ethics and social responsibility in business and personal settings.

E – Engagement

- Build understanding of importance and practices of networking through interactions with business professionals and guest speakers.
- Develop awareness and appreciation of involvement in social organizations, community service, and professional group opportunities.

IV. Course Materials

Required


V. Course Description:

Purpose: To develop a working knowledge of the concepts and tools related to operations and supply chain management so that you can apply them various work environments.

Process: Introduce and explain the terms, concepts, methodologies via lecture, problems, discussion, and examples.

Payoff: Achieve a working knowledge of OSCM such that you can recognize how it fits into your company and you can use it to improve the processes employed.

VI. Instructional Methods (Including Description about Bb):

The following course utilizes the Blackboard (Bb) Learning Management System to provide student-centered online learning that will enhance the teaching and learning process. Through a variety of instructional methods (e.g. discussion boards, video lectures, readings, online assessments, etc.) the learner will become immersed and engaged in the learning process. If you are not familiar with these tools, please visit https://kb.uc.edu/kbarticles/blackboard-landing.aspx.

VII. Course Communication:

University policy requires that the email set up in Blackboard is the primary means of communication. It is advisable that you use your UC email for this purpose and that you check it often. If you choose to change your email in Blackboard to a non-UC email it is
your responsibility to ensure you check it frequently. Please see the attached Student Email Policy for more information:
http://www.uc.edu/content/dam/uc/infosec/docs/general/Policy_StudentEmail.pdf

VIII. Course and Grading Policies:

1. **Course Structure:** Changes to the syllabus, due dates, course requirements or grading requirements will be made as far in advance as possible. Due dates will be clearly marked in Blackboard. All assignments will be submitted via Blackboard using a Word document, PDF document or an Excel document. When completing discussion board assignments please make sure to abide by the rules of netiquette which are posted under course documents.

2. **Academic Integrity:** As with all Lindner College of Business efforts, in this course you will be held to the highest ethical standards, critical to building character. Ensuring your integrity is vital and ultimately is your responsibility. To help ensure the alignments of incentives, the Lindner College of Business has implemented a “Two Strikes Policy” regarding Academic Integrity that supplements the UC Student Code of Conduct (see: http://www.uc.edu/conduct/Code_of_Conduct.html)

   - All academic programs at the Lindner College of Business use this “Two Strikes Policy”; Any student who has been found responsible for two cases of academic misconduct may be dismissed from the College.
   - All cases of academic misconduct (e.g., copying other students assignments, failure to adequately cite or reference, cheating, plagiarism, falsification, etc.) will be formally reported by faculty; and
   - Students will be afforded due process for allegations as outlined in the policy.

3. **Disability:** Students with disabilities who need academic accommodations or other specialized services while attending the University of Cincinnati will receive reasonable accommodations to meet their individual needs as well as advocacy assistance on disability-related issues. Students requiring special accommodation must register with the Disability Services Office. http://www.uc.edu/aess/disability.html

4. **Counseling Services, Clifton Campus:** Students have access to counseling and mental health care through the University Health Services (UHS), which can provide both psychotherapy and psychiatric services. In addition, Counseling and Psychological Services (CAPS) can provide professional counseling upon request; students may receive five free counseling sessions through CAPS without insurance. Students are encouraged to seek assistance for anxiety, depression, trauma/assault, adjustment to college life, interpersonal/relational difficulty, sexuality, family conflict, grief and loss, disordered eating and body image, alcohol and substance abuse, anger management, identity development and issues related to diversity, concerns associated with sexual orientation and spirituality concerns, as well as any other issue of concerns. After hours, students may call UHS at 513-556-2564 or CAPS Cares at 513-556-0648. For urgent physician consultation after-hours students may call 513-584-7777.
5. **Title IX:** Title IX is a federal civil rights law that prohibits discrimination on the basis of your actual or perceived sex, gender, gender identity, gender expression, or sexual orientation. Title IX also covers sexual violence, dating or domestic violence, and stalking. If you disclose a Title IX issue to me, I am required forward that information to the Title IX Office. They will follow up with you about how the University can take steps to address the impact on you and the community and make you aware of your rights and resources. Their priority is to make sure you are safe and successful here. You are not required to talk with the Title IX Office. If you would like to make a report of sex or gender-based discrimination, harassment or violence, or if you would like to know more about your rights and resources on campus, you can consult the website www.uc.edu/titleix or contact the office at 556-3349.

6. **Missed and/or late examinations, quizzes, and graded exercises:**
   - TBD

7. **LCB Weather Related Protocol:**
   When inclement weather threatens the safety of the University of Cincinnati community, the Senior Vice President for Administration and Finance may invoke University Rule 3361:10-55-01 and declare an emergency closing.

   The Lindner College of Business will observe the university emergency closing protocol for all on-campus classes. During a university emergency closing, all college offices will be closed.

   Students should clarify with their course instructors how the closure will affect assignments and deadlines, and whether class information from the missed session(s) will be posted on Blackboard, and/or if the class will meet virtually during the closure.

   *In the event of inclement weather and the university is closed, the closure will not affect online courses. All course assignments and activities will remain as scheduled in the course syllabus.*

8. **Criteria for letter grades:**
   Your course grades will be based on your performance on the following:

   There will be 4 exams each representing 25% of the total grade. The exams will be incremental not comprehensive. The 4th exam will be exam week. Exams will be multiple choice and completed online in class during class time.

   Homework will be assigned each class but will not be turned in or graded. The purpose is to identify material which you should know and practice in preparation for the exams. It is expected that you will complete the homework on your own and ask questions if needed.
### X. Course Schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>Chapters</th>
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| Week 1 – May 10     | Introduction  
|                 | Chapter 1 – Operations and Supply Chain  
|                 | Chapter 2 – Strategy                                                   |
| Week 2 – May 17     | Chapter 11 – Process Design and Analysis  
|                 | Chapter 3 – Design of Products and Services  
|                 | Chapter 7 – Manufacturing Processes                                     |
| Week 3 – May 24     | Exam 1 on Chapters 1, 2, 11, 3, 7                                        |
| Week 4 – May 31     | Chapter 8 – Facility Layout                                              |
| Week 5 – June 7     | Chapter 9 – Service Processes  
|                 | Chapter 10 – Waiting Line Analysis                                     |
| Week 6 – June 14    | Chapter 12 – Six Sigma Quality  
|                 | Chapter 13 – Process Capability and SPC                                 |
| Week 7 – June 21    | Exam 2 on Chapters 8, 9, 10, 12, 13  
|                 | Chapter 16 – Global Sourcing  
|                 | Chapter 17 - ERP                                                       |
| Week 8 – June 28    | Chapter 18 – Forecasting                                                 |
| Week 9 – July 5     | Chapter 20 – Inventory Management                                       |
| Week 10 – July 12   | Exam 3 on Chapters 16, 17, 18, 20  
|                 | Chapter 19 – Sales and Operations Planning                             |
| Week 11 – July 19   | Chapter 22 – Workcenter Scheduling                                      |
| Week 12 – July 26   | Chapter 21 – MRP  
|                 | Chapter 14 – Lean                                                      |
|                 | Chapter 23 – Theory of Constraints                                      |
| Week 13 – August 2  | Exam 4 on Chapters 19, 22, 21, 14, 23                                   |