

MGT 301: Managerial Concepts and Practices II

Spring Quarter 2006 Course Syllabus

Section 603 – Tuesday & Thursday–11:50-1:20
Classroom: DePaul Center 8207

Section 604 – Tuesday & Thursday–3:10-4:40
Classroom: DePaul Center 8207

Instructor: Dr. Lori S. Cook
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Course Description:

The primary objective of this course is to provide an understanding of the importance of operations as it relates to a firm's ability to successfully compete in the marketplace. This course focuses on understanding the relationship between the demands of the competitive environment and the internal systems of the organization. The emphasis in the course is on the quantitative and behavioral tools and techniques used by managers to make decisions related to the analysis and control functions.

Teaching Philosophy:

My teaching philosophy is that a successful student is one who can explain complex ideas simply and accurately and who can apply the concepts to other situations. Hence, don't just memorize the material. To be successful, you should (1) attend class, (2) ask questions when you don't understand the material (3) treat the small group in-class exercise as a learning experience and (4) jointly work on homework assignments. The latter two ideas are especially important to master the material.

As an instructor I have the following responsibilities:

1. Come prepared to every class.
2. Plan my course so you can accomplish the learning objectives.
3. Treat you as responsible adults.
4. Create a mutually respectful classroom environment.
5. Encourage you to ask and answer questions.

As students you have the following responsibilities:

1. Come prepared to every class.
2. Complete all work on time with the proper thought.
3. Behave as responsible adults.
4. Treat others with respect.
5. Learn from your teammates.

..... **Welcome to my class....**

Introduction to Operations Management

Chapter 1 - Operations & Productivity
 Chapter 2 - Operations Strategy
 Chapter 3 - Project Management
 Chapter 4 - Forecasting

Designing Operations

Chapter 5 - Design of Goods & Services
 Chapter 7 - Process Strategy
 Chapter 7 Supplement - Capacity Planning

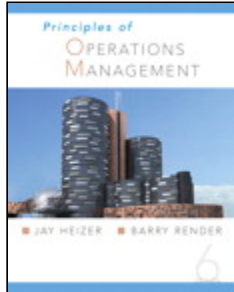
Managing Operations

Chapter 6 & Supplement Chapter 6 - Managing Quality & SPC
 Chapter 11- Supply Chain Management
 Chapter 12,13,14 - Inventory Mgt (Independent & Dependent)

Week	Class Session	Topic	Due Digital Dropbox
1	Mar 28 Mar 30	Chapter 1 - Operations and Productivity Chapter 2 - Operations Strategy	
2	Apr 4 Apr 6	Chapter 3 - Project Management	
3	Apr 11 Apr 13	Chapter 4 - Forecasting	Assignment 1
4	Apr 18 Apr 20	Chapter 5 - Design of Goods and Services Chapter 7 - Process Strategy	Assignment 2
5	Apr 25 Apr 27	Chapter 7 supplement - Capacity Planning	Assignment 3
6	May 2 May 4	May 2 - EXAM 1 - Chapter 1, 2, 3, 4, 5, 7, 7 supp Chapter 6 - Managing Quality	
7	May 9 May 11	Chapter 6 Supplement – SPC	
8	May 16 May 18	Chapter 12 - Inventory Management	Assignment 4
9	May 23 May 25	Chapter 13 - Aggregate Planning Chapter 14 - Materials Requirement Planning	Assignment 5
10	May 30 June 1	Chapter 11 - Supply Chain Strategy	Assignment 6
11		Section 603 – Tuesday & Thursday–11:50-1:20 EXAM 2 – Tuesday, June 6th - 8:45-11:00A.M. Section 604 – Tuesday & Thursday–3:10-4:40 EXAM 2 – Monday, June 5th - 2:45-5:00P.M.	

NOTE: This is a tentative schedule. Changes may occur throughout the quarter.

Textbook: Principles of Operations Management and Student CD, 6/E



Jay Heizer, *Texas Lutheran University*
Barry Render, *Graduate School of Business, Rollins*

ISBN: 0-13-155445-X
Publisher: Prentice Hall
Copyright: 2006
Format: Cloth Bound w/CD-ROM

NOTE: Supplemental materials will be distributed in class or posted on the course web page.

Prerequisites: Management 300 and 301 are an integrated sequence and must be taken in the designated order. The following classes: MGT300, ECO105 and BMS 142 should all be completed prior to enrolling MGT 301.

Grading: Your course grade will be determined according to the following breakdown:

Exam 1	35%
Exam 2	35%
Team Assignments (Problem Sets & Cases)	25%
Class Participation (Individual & Group)	5%
TOTAL	100%

Grading Scale: Final grades will be assigned based on the following scale:

93-100 %	A
90-93 %	A-
87-90 %	B+
83-87 %	B
80-83 %	B-
77-80 %	C+
73-77 %	C
70-73 %	C-
60-70 %	D
Below 60%	F

PLEASE READ THE FOLLOWING COURSE POLICIES & PROCEDURES

Examinations:

Missing Exams: NO makeup exams will be given. It is impossible to make an equivalent exam without placing the student at either an advantage or disadvantage. The exam dates are the only days you may take the exams, unless a verifiable medical or family emergency exists. If a student misses an exam they will receive a grade of zero for the exam.

The exams will be closed book. They will consist of both qualitative and quantitative problems. Each student **MUST** bring his or her own calculator. Under no circumstances may you share calculators during an examination.

Attending Class:

Class Attendance: Students are expected to attend all classes and to be there on time. Failure to attend class several times during the quarter may result in a reduction in your final grade. If you have to miss class make sure you contact me ahead of time. **To count for attendance you must be present for the entire class.**

Please read the following carefully:

You are allowed only **TWO excused absences from class. Those students who miss more than two classes will have points deducted from their participation grade. This includes the first week of class. You will not get credit for attendance if you leave early.**

Participation (Individual & Group): Your participation is a critical element to this course. Students are expected to ask questions and participate in class discussion. If you are confused or I did not explain something clearly do not hesitate to ask questions. Remember if you have a question chances are someone else has the same exact question.

At the end of the quarter, I will ask you to perform a peer evaluation for each member of your group. The peer evaluation is simply a chance for you to express to me the contributions of your fellow group members.

Homework - Assigning Problem Sets & Cases:

I firmly believe in the team process used in this course. While the team process can be difficult at times, research has clearly shown that on average a team will always produce better results than individuals. One of the objectives of my course is to give you exposure to the team process and an opportunity to learn about group behavior.

The assignments (problem sets & cases) will be performed in teams. It is expected that teams will **NOT** work with other teams or seek additional help outside the classroom other than the instructor. If I have evidence that teams have collaborated on ANY assignment, the entire team(s) will receive a ZERO for the assignment (at a minimum)!

I suggest the following guidelines when completing the assignments. Every team member must participate in doing the assignments. Teams can determine how members will contribute. Here are some alternative strategies:

- 1. Each problem is solved by two of the team members and the duo develops the final answer;**
- 2. Every team member does every problem and then the team develops a final answer; or**
- 3. The team splits up the assignment and there is no overlap.**

Students from previous classes tell me that option #1 is the best because it reduces the amount of work (versus option 2) and allows for students to check their answer with their team member (versus option 3). **NOTE: Be careful when deciding how to complete the assignments. If you elect option 3 with no overlap you are potentially putting your grade at risk.**

I do not permit “free riders” on a team. Every team member is expected to participate equally over the quarter.

Late Homework: Late homework is defined as anything turned in to me after I request the assignments. Unless otherwise specified ALL homework will be submitted electronically via the Digital Drop Box (option under Student Tools).

Use the following naming convention for your group's files when using the student drop box: **MGT 301_groupnumber**. Please make sure when I open the assignment file that the team name and member names are at the beginning of the file. Please submit only ONE file for your entire group.

In **extreme cases**, if your group has experienced extenuating circumstances and **I have approved** that you all may turn it in at a time other than when I have requested the assignment, it must be turned in electronically via the Digital Drop Box (option under Student Tools). I will **NOT** accept any homework that is received via **email**. Late homework will be subjected to a penalty of **15 percent per 24 hours for the first 48 hours**. Any assignment over 48 hours late will receive a grade of ZERO.

Guidelines for Team Formation:

Teams: Learning can be enhanced through an appropriately structured team. Teams will be constructed during the first class meeting. Teams comprised of **FOUR** class members will be used throughout the entire term to complete all assignments.

- a. Teams should have **four** members.
- b. Teams should be **homogeneous** on available meeting times. This maximizes available meeting times.
- c. Teams should be **heterogeneous** on major, gender, race, place of birth, etc. This maximizes alternative viewpoints.
- d. Each team member should have at least one person who has used Excel to develop simple spreadsheets.

If Team Problems Occur:

- a. If the team thinks that a member is “Free-Riding” first talk to the free rider. Notify me by e-mail. Do this at the **first sign of trouble**.
- b. If talking to the individual(s) does not work, I would like to see the **entire team** “off the record” to discuss the problem. This discussion will in no way affect anyone’s grade. I will not allow anyone to place blame or allow intra-team fighting, but help address the problem. Please don’t wait until mid-quarter to address the problems.
- c. I do permit teams to dissolve but **only** after meeting with me as a last resort.

It is better to confront the team’s problem head-on than to let them simmer throughout the quarter. That is a recipe for an ulcer and bad feelings.

Policies & Professional Behavior Guidelines:

Email: I receive a great deal of email on a daily basis. If you send me email, please state in the **subject line MGT 301**. This alerts me to give your message precedence.

PowerPoint files: Copies of the PowerPoint files used for presentation in the class may be obtained from the course web page. The files are listed by chapter and/or topic and you may download the entire file to a disk. This information is only for students in this particular class and not for widespread distribution.

Although I will try to maintain the class schedule and objectives, I may need to make adjustment throughout the quarter. I will post any schedule changes on the course web site.

Tardiness: Please arrive on time. If you are later than the start of class, please quietly take a seat nearest the entrance. Walking across the room and in my line of sight disturbs other students and my concentration.

Side Conversations: Side conversations make it difficult for your classmates to actively listen and learn.

Sleeping: Get a good night's rest or take a nap before coming to class. Falling asleep in class is not considered professional behavior.

Inattention: Please don't read other books or newspapers or study for other courses during my class. Simply stated it is not polite. Please pay attention and join in the individual and group discussions. It will help you master the material.

PLEASE READ THE FOLLOWING:

Academic Integrity Policy

Academic integrity entails absolute honesty in one's intellectual efforts. The *DePaul Student Handbook* details the facets and ramifications of academic integrity violations, but you should be especially aware of the policies on cheating and plagiarism.

Cheating is any action that violates University norms or an instructor's guidelines for the preparation and submission of assignments. Such actions may include using or providing unauthorized assistance or materials on course assignments, or possessing unauthorized materials during an examination.

Plagiarism involves the representation of another's work as your own, for example:

- (a) submitting as one's own any material that is copied from published or unpublished sources such as the Internet, print, computer files, audio disks, video programs or musical scores without proper acknowledgement that it is someone else's;
- (b) paraphrasing another's views, opinions or insights without proper acknowledgement or copying of any source in whole or in part with only minor changes in wording or syntax even with acknowledgement;
- (c) submitting as one's own work a report, examination, paper, computer file, lab report or other assignment which has been prepared by someone else.

If you are unsure about what constitutes unauthorized help on an exam or assignment, or what information requires citation and/or attribution, please consult me immediately. Violations may result in the failure of the assignment, failure of the course, and/or additional disciplinary actions.