



Chipola College

COURSE SYLLABUS

COURSE TITLE:

Operations Decision Making

COURSE NUMBER:

MAN 4504

COURSE DESCRIPTION:

This course focuses on operational decision-making management techniques to improve the processes and productivity in organizations. Discussion of quality and outcomes, efficiency, forecasting, work-flow processes, inventory control, design of goods and services, waiting lines, and critical path. Managing a project from beginning to end, including how to identify needs, and define, assign, and track items, is addressed. 3 semester hours credit.

PREREQUISITES:

MAN 3025 and STA 2023 or STA 2122.

REQUIRED TEXTBOOKS:

Operations Management with Student DVD, 10th Edition, Stevenson, McGraw-Hill/Irwin, ISBN-13: 978-0-07-728409-1.

GRADING POLICIES:

The standing of a student in each course is expressed by one of the following letters and corresponding grading system:

A – 100 – 93

B – 92 – 83

C – 82 – 70

D – 69 – 60

F – 59 or less

See your First Day Handout for individual instructor practices.

The Chipola Catalog provides specific information regarding other outcomes from the grading system. A student's Grade Point Average is derived from the grading system/quality point scale.

COURSE OBJECTIVES/STUDENT LEARNING OUTCOMES:

MAJOR LEARNING OUTCOMES:

Upon completion of the Operational Decision Making course, BAS students should be prepared to:

1. Demonstrate knowledge and application of quality management theories.
2. Assess outcomes to improve structures, systems and processes.
3. Evaluate work flow processes within a business.

4. Conduct a productivity audit within an organization and describe methods to increase productivity.
5. Manage a project from beginning to end, including how to identify needs, and define, assign, and track items
6. Integrate concepts from other BAS courses.

Contact Information:

Instructor: Tom Kish
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Phone: 850-272-0588
Institution: Chipola College
Department: Business Management

Participation:

One of the most valuable aspects of formal education is the sharing of thoughts, experiences and information. We will be discussing the topics of Operations Decision Making in the classroom and online. In addition, there will be discussion questions relating to that respective week's lesson posted on the **DISCUSSION** section of D2L. Students will post a response to the question by Thursday of that week and then post comments to at least two responses from other students by Sunday of that same week. You are encouraged to read current articles in newspapers and magazines to share with the class.

Chat Room and Discussion Room Etiquette

1. Do not attack another person's character
2. Every opinion is valuable
3. There may not be a right answer, just one that is better than another.

Assignments / Homework

Please complete the assigned problems by the dates shown on the class schedule. Submit your completed assignment to the **DROPBOX** in D2L. Assignments may also be turned in via handwriting or typed at 6:30 the night of class described below. My goal is to grade assignments within four days following the assignment due date.

Important dates and times

All of the ASSIGNMENTS will be due on the date below by 6:30:00 pm.

All of the QUIZZES will be due on the date below by 11:00 pm if on D2L and in class on the date shown in the schedule.

Grading:

The grading criteria are broken down as follows:

Homework – 20 points each – 25%

Quizzes – 15 points each – 30%

Exam 1 – 100 Points – 15%

Exam 2 – 100 Points – 15%

Participation – 3 points each class – 5%

SCHEDULE

Week	Class Day	Day	Topic / Text/Homework/Quiz/Exam
1	27-Aug	Thursday, August 27, 2009	Orientation- Read chapter 1 and 2
2	3-Sep	Thursday, September 03, 2009	Homework 1 due, Quiz chapter 1 and 2, Read Chapter 3
3	10-Sep	Thursday, September 10, 2009	Homework 2 due, Quiz chapter 3, Read Chapter 5 and 6
4	17-Sep	Thursday, September 17, 2009	Homework 3 due, Quiz chapter 5 and 6, Read Chapter 7
5	24-Sep	Thursday, September 24, 2009	Homework 4 due, Quiz chapter 7, Read Chapter 4
6	1-Oct	Thursday, October 01, 2009	EXAM 1 Chapters 1-7, Read Chapter 9 and 10
7	8-Oct	Thursday, October 08, 2009	Homework 5 due, Read Chapter 11 and 12
8	15-Oct	Thursday, October 15, 2009	Homework 6 due, Quiz chapter 11 and 12, Read Chapter 13
9	22-Oct	Thursday, October 22, 2009	OFF - FALL BREAK
10	29-Oct	Thursday, October 29, 2009	Homework 7 due, Quiz chapter 13, Read Chapter 14
11	5-Nov	Thursday, November 05, 2009	Homework 8 due, Quiz Chapter 14, Read Chapter 15 and 16
12	12-Nov	Thursday, November 12, 2009	EXAM 2 Chapters 9-16, Read Chapter 17 and 18
13	19-Nov	Thursday, November 19, 2009	OFF - THANKSGIVING HOLIDAY
14	26-Nov	Thursday, November 26, 2009	Homework 9 due, Quiz Chapter 17 and 18
15	3-Dec	Thursday, December 03, 2009	Review for FINAL
16	10-Dec	Thursday, December 10, 2009	FINAL EXAM Chapters 1-18

The class Schedule is tentative and subject to change. Any changes will be provided to the class or online and noted in the NEWS section.

NON-HARASSMENT, HOSTILE WORK/CLASS ENVIRONMENT:

Chipola College expects students to treat fellow students, their instructors, other Chipola faculty, and staff as adults and with respect. No form of “hostile environment” or “harassment” will be tolerated by any student or employee.

AMERICANS WITH DISABILITY ACT (ADA):

Students with disabilities are requested to voluntarily contact Ms. Gayle Duncan in the Office of Students with Disabilities, which is located in A106, to complete the intake process and determine their eligibility for reasonable accommodations. Any student whose disabilities fall within ADA guidelines must inform me at the beginning of the term of any special needs or equipment necessary to accomplish the requirements for this course. Students must also provide written proof of their disability to the instructor.

HONESTY AND PLAGIARISM:

The awarding of a college degree attests that an individual has demonstrated mastery of a significant body of knowledge and skills of substantive value to society. Any type of dishonesty in securing those credentials therefore invites serious sanctions, up to and including suspension and expulsion (see Academic Honor Code in the Handbook). Examples of dishonesty include actual or attempted cheating, plagiarism*, or knowingly furnishing false information to any college/university employee.

*Plagiarism is defined as submitting anything for credit in one course that has already been submitted for credit in another course, or copying any part of someone else’s intellectual work – their ideas and/or words – published or unpublished, including that of other students, and portraying it as one’s own. Proper quoting, using strict APA formatting, is required, as described by the instructor.

- Students must properly cite any quoted material. A term paper, business plan, term project, case analysis, or assignment may have **no more than 20% of its content quoted** from another source.
- I intend to utilize **plagiarism-detection software**, through which *all* written student assignments are/may be processed for comparison with material published in traditional sources (books, journals, magazines), on the internet (to include essays for sale), and papers turned in by students in the same *and* other classes in this *and all previous terms*. The penalty for plagiarism may range from zero credit on the assignment, to zero in the course, to expulsion from the university with appropriate notation in the student’s permanent file.

LIBRARY SUPPORT:

The library here at Chipola provides access to materials and services that support the academic programs. You are encouraged to utilize the resources in the library to complete assignments and for study purposes.

FACULTY EVALUATION:

Sometime during the term, students will be required to fill out a course evaluation form. These evaluations are completely anonymous but are used to help improve delivery of the course materials.

WITHDRAWALS:

Students may attempt a course up to 3 times; withdrawals count as attempts. On the 3rd attempt, a student may not withdraw, but must receive a grade.

It is the **student's** responsibility to complete the appropriate form to withdraw from a class or resign from all classes and to obtain the necessary signatures and submit the form to the Registrar's Office prior to the deadline.