NOTRE DAME COLLEGE COURSE SYLLABUS
BU 386 – Operations Management

Syllabus

About the Course

Instructor

Instructor information is listed in the Moodle course.

Course Description

Examines the processes used by a company to produce and distribute valuable products and services to its customers. Operations management appraises the methods that aid in management decision-making. Course topics addressed are strategy and value, capability, capacity, supply chain, quality tools, inventory management, project management and value creation. **Prerequisite**: BU 235. **3 credit hours**

Student Learning Outcomes

Program Learning Outcomes

Program outcomes aligned with this course are as follows:

1. Analyze, summarize and communicate information in order to solve abstract problems and formulate recommendations.
2. Apply and integrate reflective and critical thinking skills to assess and create business strategies appropriate for organizations in specified business environments.
3. Demonstrate the ability to evaluate, analyze, and present quantitative data using technological instruments to make appropriate business decisions.

Course Learning Outcomes

By the end of this course, students will be able to:

- Evaluate operational strategies that will add value
- Identify and select cost management methods
- Examine the impact of supply chain management and lean systems
- Compare and distinguish total quality management theories and the associated tools
- Analyze capacity and other operations management constraints
- Evaluate the impact of inventory management

Required Course Materials

Operations Management (5th ed.), David A. Collier & James R. Evans, Cengage
ISBN: 9781285451374

Recommended Readings and Materials

Supplemental resources will be listed in the course.

About Notre Dame College

Notre Dame College Mission Statement

Notre Dame College of Ohio, a Catholic institution in the tradition of the Sisters of Notre Dame, educates a diverse population in the liberal arts for personal, professional, and global responsibility.

Notre Dame College Goals

Notre Dame College engages students, staff, and the wider community in the educational experience. Those who choose a Notre Dame education are encouraged to develop core values and skills. The objectives and requirements of this course further the values/skills related to thinking logically, analytically, and creatively; communicating effectively in speech and writing; demonstrating mastery of an academic discipline; and choosing wisely for health and well-being.

Institutional Learning Outcomes

Undergraduate students, as members of the Notre Dame College learning community, will be able to do the following:

- **Be Responsible:**
  - **Personally**: Choose a life that honors values, purpose, and accountability to self and others.
  - **Professionally**: Contribute to and enrich one's chosen discipline by acting morally and ethically.
  - **Globally**: Appreciate the world at local, national, and global levels and strive to have a positive impact.
- **Communicate Effectively:** Articulate thoughts and ideas clearly and effectively in written and oral forms in a variety of formats and situations.
- **Think Critically:** Exercise open-minded reflection and reasoning to analyze, evaluate, and make decisions.
- **Be Information Literate:** Research and evaluate information for accuracy, value, context, and meaning in order to formulate an argument.
- **Practice Ethical Inquiry:** Investigate and apply ethical reasoning in decision-making using ethical principles, including Catholic social teaching.

College Policies

Academic Policies and Procedures

See Notre Dame College Catalog for policies:

- **Incompletes**
- **Appealing a grade**
- **Course withdrawal policy**
- **Students with disabilities:** Students with documented learning disabilities must work with the director of the Learning Center who will provide the student with a letter for the instructor that documents the accommodation to be made. Refer to the catalog for the stated policy.

Personal Responsibility

Please take personal responsibility for your work and your future. You need to take responsibility for working diligently in your classes, planning for assignments and exams, doing your best, and taking responsibility for your performance. This set of expectations is something you should be able to transfer into your future professional world.

Academic Dishonesty

Academic dishonesty includes, but is not limited to, the following: 1) the completion or attempted completion of any academic work by means other than those permitted; and 2) the alteration of a document relating to the grading process, including changing an instructor's grade book or changing answers on a test after the time to complete the test is over.

Examples of academic dishonesty include, but are not limited to, unauthorized collaboration, copying another student's answers, unauthorized aids on a test, using purchased or premade term papers, plagiarism, and destroying another student's work.

Plagiarism occurs when an individual presents the ideas, thoughts, or words of another as his or her own. Plagiarism includes, but is not limited to, using phrases, sentences, or ideas from a published source, including the Internet, without citing that source representing another's unpublished work as your own; rewriting or paraphrasing the work of another without giving credit to that person by citation; and submitting a paper as one's own work that has been copied, in whole or in part, from another's work.

Generally, the faculty decides upon sanctions for acts of academic dishonesty. Thus, academic dishonesty may carry specific penalties carried out by the faculty outside of the judicial procedure. Those penalties include, but are not limited to, failure on the specific assignment, failure of the course, and a creation of a plagiarism file, which includes an Incident of Plagiarism Form detailing the offense, filed with the Office of Academic Affairs. Note that although deference is given to the faculty to handle matters of academic dishonesty, such action does not preclude further disciplinary action under the college judicial procedure.

For further information on academic dishonesty, access the *Notre Dame College Catalog*.

Disruptive Student Policy

The College seeks an environment that promotes academic achievement and integrity, that is protective of free inquiry, and that serves the educational mission of Notre Dame College. Similarly, the College seeks a community that is free from violence, threats, and intimidation; that is respectful of the rights, opportunities, and welfare of students, faculty, staff, and guests of Notre Dame College; and that does not threaten the physical or mental health or safety of

members of the College community. As a student at Notre Dame College, you are expected to adhere to the Student Code of Conduct. To review the Student Conduct Code, please see the *Student Handbook*.

Students with Disabilities

Notre Dame College makes reasonable accommodations for students with disabilities. A qualified student with a disability may request support services from the Learning Center on a yearly basis. In order to receive services at Notre Dame College, students with disabilities must provide documentation which meets state and federal standards for indicating the presence of a disability. (See "Disability Services.")

Technology and Skills Requirements

Succeeding in Online Courses (Undergraduate)

How do I know if I can succeed in an online course?

Succeeding in accelerated online courses is much different from succeeding in traditional classroom courses. A different set of skills and habits is required for students to be successful in any accelerated course, especially those that are taken online. Research conducted over the years has demonstrated that students who can identify with most of the characteristics listed below are likely to be successful in accelerated online courses:

- They are self-starters who do not procrastinate.
- They are good at meeting deadlines.
- They are motivated to read, write, and participate in class activities.
- They have the ability to work independently and in teams.
- They are resourceful in solving routine technological problems.
- They are strong in reading, writing, and English language grammar skills.
- They schedule specific time each week to participate in online courses.
- They don't delay in asking questions when they don't understand something.
- They have reliable and consistent access to the Internet.
- They are proficient in basic computer and e-mail skills.
- They are disciplined in managing their time and daily schedule.

What do I need to participate in an online course?

Taking online courses at Notre Dame College is rewarding and fulfilling; however, to succeed, students must be highly organized and disciplined. Online faculty and the Finn Center monitor student engagement and participation in online courses. Students who do not log in to their courses at the beginning of a term may be administratively withdrawn.

Minimally, students need the following:
- A desktop or laptop computer purchased in the last few years
- A recent version of Microsoft Office products including Word, PowerPoint, and Excel
- An Internet browser (highly recommended: Google Chrome)
- A recent version of Adobe Acrobat Reader (available free online)
- A media player such as QuickTime or Windows Media Player

- Reliable high-speed (cable or DSL) Internet access
- A backup plan in the event the computer crashes

Help Desk

Students enrolled in any course through Notre Dame College can contact the help desk 24 hours a day, seven days a week. To contact the help desk:

- Call: 1 (866) 259-4329 (from anywhere in the United States)
- E-mail: support@learninghouse.com (from anywhere in the world)

Course Policies

Attendance Policy

For verification of enrollment in online courses, students must log in during Week 1 of each eight-week "D" term.

All students who have not logged in to their class by the end of the first week of each eight-week D term will be automatically dropped from their course.

All students enrolled in an online course at Notre Dame College must complete one of the following academically related activities within their online course in order to be marked as having attended and actively participated in the online course(s):

1. Post to a discussion board.
2. Submit an assignment.
3. Submit a quiz or exam.
4. Submit some other assessment as assigned.

Simply logging in to a course and navigating within the virtual classroom will not constitute participation; the student must complete one of the above academically related activities.

All students who have logged in to their course but who have not participated academically by the end of the second week of the D term will be automatically dropped from their course.

Makeup Exam / Late Work or Makeup Work Policy

Make-up exams and late assignments will only be allowed under the following circumstances:
- Prior arrangement with the instructor
- Family crises (death, critical illness)
- Student documented illness

Netiquette Guide

1. **Ask questions.** If you find something confusing or want to know more, do not hesitate to ask questions. Make sure to post your questions in the appropriate thread.

2. **Participate.** Do not hide in the background; it is not fair to lurk and let others do all the work. Contribute to discussions to get as much as possible from the course and maintain your participation grade.
3. **Do not dominate a discussion.** Share your knowledge, but not to the point of excluding others. If you have something to offer, please share it, but allow everyone to contribute equally to a discussion.
4. **Be intellectually rigorous.** Do not excuse sloppy or illogical thinking. Challenge yourself and one another.
5. **Be tactful.** Be critical of ideas, but remember there are other people involved. Be tactful and kind. You can hurt the feelings of a person reading your post.
6. **Forgive other students' mistakes.** Do not correct others, even if you follow the rules of netiquette and use good manners. Just because you do not agree with a student's post does not mean that he or she is wrong. Instead, offer a different perspective to encourage further discussion.
7. **Read the whole thread before posting.** Read all the posts in a thread before responding so you don't repeat what others have already said. Try to contribute clarifying information or a new idea to a discussion.
8. **Be concise.** Do not waste people's time by posting basic, repetitive information. Make your point clearly and quickly.
9. **Reread and check your posts.** Practice professionalism. Be mindful of how you look online; others will likely judge the tone and quality of your writing. Reread your posts and edit for clarity and mechanics.
10. **Cite your sources.** If you use a source, cite it properly. Give credit where credit is due. Include links where appropriate.
11. **Maintain confidentiality.** Respect your classmates' privacy. Do not repeat the personal information that others share.
12. **Report technical problems.** If the platform is not working properly, please let your instructor know as soon as possible.

Course Requirements and Methods of Evaluation

Grade Allocation

Assignment	Point Values	Percent of Total Grade
Forum Discussions (16 @ 10 points each)	160	20%
Problems (16 @ 15 points each)	240	30%
Assignments (15 @ 20 points each)	300	37.5%
Final Research Paper	100	12.5%
Total	**800**	**100%**

Grading Scale

Letter Grade	Numerical Equivalent	Quality Points
A	93–100%	4.0 per credit hour

Letter Grade	Numerical Equivalent	Quality Points
A-	90–92%	3.7 per credit hour
B+	87–89%	3.3 per credit hour
B	83–86%	3.0 per credit hour
B-	80–82%	2.7 per credit hour
C+	77–79%	2.3 per credit hour
C	73–76%	2.0 per credit hour
C-	70–72%	1.7 per credit hour
D	65–69%	1.0 per credit hour
F	0–64%	0.0 per credit hour

Assignment Descriptions

Assignment details will be listed in the course.

Course Calendar

The instructor reserves the right to make changes in the schedule and assignments based on the needs of the class. For important College dates, including withdrawal dates, please refer to the [academic calendar](#).

Module	Learning Resources	Assignments Due	Course Learning Outcomes
1	Chapters 1 and 2	Introduction post Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
2	Chapters 3 and 4	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
3	Chapters 5 and 6	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
4	Chapters 7 and 8	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
5	Chapters 9, 10, and 11	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
6	Chapters 12 and 13	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
7	Chapters 14 and 15	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points)	
8	Chapters 16, 17, and 18	Discussion post #1 (10 points) and Discussion post #2 (10 points) Problem #1 (15 points) and Problem #2 (15 points) Assignment #1 (20 points) and Assignment #2 (20 points) **Final (100 points)**	