Course and Contact Information

Instructor: David Gilliss
Office Location: BT 353
Telephone: 408-812-7727 (Emergency Only)
Email: david.gilliss@sjsu.edu, d1g@pacbell.net
Office Hours: M, W 4:30 - 5:30 PM
Class Days/Time: M, 6:00 – 8:45 PM
Classroom: BBC 222

Course Goals and Student Learning Objectives

1) To gain an understanding and appreciation of the principles and applications relevant to the planning, design, and operations of manufacturing/service firms.

2) To develop skills necessary to effectively analyze and synthesize the many inter-relationships inherent in complex socio-economic productive systems.

3) To reinforce analytical skills already learned, and build on these skills to further increase your "portfolio" of useful analytical tools for operations tasks.

4) To gain some ability to recognize situations in a production system environment that suggests the use of certain quantitative methods to assist in decision making on operations management and strategy.

5) To increase the knowledge, and broaden the perspective of the world in which you will contribute your talents and leadership in the business operations.

6) To understand the managerial responsibility for Operations, even when production is outsourced, or performed in regions far from corporate headquarters.
Fundamentals of Operations Management (Business 140)
Spring, 2016   Section 04 Syllabus

Textbook:

Course Requirements and Assignments
SJSU classes are designed such that in order to be successful, it is expected that students will spend a
minimum of forty-five hours for each unit of credit (normally three hours per unit per week), including
preparing for class, participating in course activities, completing assignments, and so on. More details
about student workload can be found in University Policy S12-3 at

Assignments:
Group Case Paper: Each student group will prepare a paper on one of the cases at the end of the
chapters in the text book. The group will identify an Issue (a problem or opportunity), show the
Application of Text Material to the company issue, discuss three possible Alternatives for resolution
of the issue and select the most appropriate alternative as a Recommendation. The group will submit
a 5-page paper on the case, using the underlined items above as topic headings.

Group Project Paper and Presentation: As a unified effort, each group of students will submit a 10-
page paper and give a presentation (10 min.) on the detailed analysis of an ongoing company (i.e.,
manufacturer/ service provider). In addition to describing the company’s products, services, strategy
and quality control system, the group will provide a financial analysis of the company’s recent (3-5
year) history (in spreadsheet form), the state of the industry and a SWOT analysis (strengths,
weaknesses, opportunities and threats) of the organization. The group will provide three
recommendations that the company should follow to maximize future success. This paper and
presentation may be organized into Background, Services and Customers, Financial and Operational
Analysis, Industry Environment, Opportunities for Improvement and Specific Recommendations.

attend all meetings of their classes, not only because they are responsible for material discussed therein,
but because active participation is frequently essential to insure maximum benefit for all members of
the class. Attendance per se shall not be used as a criterion for grading.”
Grading Policy

Assignment (Assignment Weight):
Case Paper 10%
Mid-term Exams (3 x 10 %) 30%
Class Project 20%
Class Participation 10%
Final Exam 30%
Total 100%

Each assignment will receive a score based on 100 possible points. Grading categories for written assignments include Content, Analysis and Style. Letter grades will be assigned on a curve at the end of the course to ensure a fair grade distribution.

Extra credit options: None.

Penalty for late or missed work: failure to complete all class assignments, cases, papers, exams, projects or presentations will result in a failing grade for the course. Late assignments may be accepted at the discretion of the instructor and will receive a reduced grade.

Exams
Three Mid-term exams and a Final exam will be given during the course. The material covered on the exams will come from the textbook, the PowerPoint slides and the material discussed in class.

Classroom Protocol/Participation
Participation is a subjective perception and observation of each individual’s class participation. It includes attendance, punctuality, contributions to class discussion, contributions to group efforts, etc. Those who demonstrate average active participation and attitude score accordingly. Those students who show innovation, creativity leadership, and extra effort without attempting to dominate class discussions score higher. Active student participation is encouraged and expected. Examples of quality participation include: asking relevant questions, stimulating discussion with relevant examples from your workplace, and supplementing class discussions with reference to timely newspaper/magazine/internet articles related to the practical application of course material. Students are responsible for attending all classes, except in very special circumstances with the prior permission of the instructor, and for completing the reading assignment prior to each class. In addition, they are responsible for keeping up with class materials when they miss a class. Hats will not be worn in the classroom.
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University Policies

General Expectations, Rights and Responsibilities of the Student

As members of the academic community, students accept both the rights and responsibilities incumbent upon all members of the institution. Students are encouraged to familiarize themselves with SJSU’s policies and practices pertaining to the procedures to follow if and when questions or concerns about a class arises. To learn important campus information, view University Policy S90–5 at http://www.sjsu.edu/senate/docs/S90-5.pdf and SJSU current semester’s Policies and Procedures, at http://info.sjsu.edu/static/catalog/policies/html. In general, it is recommended that students begin by seeking clarification or discussing concerns with their instructor. If such conversation is not possible, or if it does not address the issue, it is recommended that the student contact the Department Chair as the next step.

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Add/drop deadlines can be found on the current academic year calendars document on the Academic Calendars webpage at http://www.sjsu.edu/provost/services/academic_calendars/. The Late Drop Policy is available at http://www.sjsu.edu/aars/policies/latedrops/policy/. Students should be aware of the current deadlines and penalties for dropping classes.

Information about the latest changes and news is available at the Advising Hub at http://www.sjsu.edu/advising/.

Recording Devices

Use of any recording devices in the classroom is strictly prohibited.

Academic integrity

Your commitment, as a student, to learning is evidenced by your enrollment at San Jose State University. The University Academic Integrity Policy S07-2 at http://www.sjsu.edu/senate/docs/S07-2.pdf requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The Student Conduct and Ethical Development website is available at http://www.sjsu.edu/studentconduct/.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 at http://www.sjsu.edu/president/docs/directives/PD_1997-03.pdf requires that students with disabilities requesting accommodations must register with the Accessible Education Center (AEC) at http://www.sjsu.edu/aec to establish a record of their disability.
<table>
<thead>
<tr>
<th>CLASS TEXT</th>
<th>CLASS DATE</th>
<th>TEXT CHAPTERS</th>
<th>SUBJECTS</th>
<th>PERCENT OF GRADE</th>
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<td>Course Standards, Case Assignments</td>
<td>Feb. 1, 2016</td>
<td>1</td>
<td>Introduction to Operations Management</td>
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<td>2</td>
<td>Operations Strategy and Competitiveness</td>
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<td>Feb. 8</td>
<td>3</td>
<td>Product Design and Process Selection</td>
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<td>4</td>
<td>Supply Chain Management</td>
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<td>Just-in-Time and Lean Systems</td>
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<td>8</td>
<td>Forecasting</td>
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<td>Mar. 7</td>
<td>9</td>
<td>Capacity Planning and Facility Location</td>
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<td>Work System Design</td>
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Total 100%

(Please note that the course calendar is “subject to change with fair notice”.)