San José State University
School: College of Business
Department: Organization and Management
Course Number: BUS 140
Title: Fundamentals of Operations Management
Section: 11
Semester: Spring
Year: 2017

Instructor: Dr. Guru Pundoor
Office Location: BT 557
Email: guru.pundoor@sjsu.edu
Office Hours: Thursdays 8:45-9:45pm
Class Hours: Thursdays 6:00-8:45pm
Classroom: BBC 222

Course Description
Operations management is an area of management concerned with designing, overseeing, and controlling the processes that transform inputs into products or services. This course will help students understand the importance and impact of operations management, its cross-functional application in almost every business and learn the skills and analytical techniques that are used by operations management professionals.

Course Goals and Learning Objectives
- To gain an understanding and appreciation of the principles and applications relevant to the planning, design, and operations of manufacturing/service firms.
- To develop skills necessary to effectively analyze and synthesize the many interrelationships inherent in complex socio-economic productive systems.
- To reinforce analytical skills already learned, and build on these skills to further increase your "portfolio" of useful analytical tools for operations tasks.
- 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.
- To increase the knowledge, and broaden the perspective of the world in which you will contribute your talents and leadership in the business operations.
- To understand the managerial responsibility for Operations, even when production is outsourced, or performed in regions far from corporate headquarters.
- To provide an understanding and appreciation for the field of operations, supply chain and strategy that will be useful in the student’s careers irrespective of the major/specialization.
Required Texts/Readings

Course Slides
Course slides will be made available on Canvas. Instructions on how to login into Canvas are at http://guides.instructure.com/

Classroom Protocol
Active student participation is encouraged and expected. Absence should be accompanied with appropriate documents, such as a note from your doctor. When you can’t attend a class meeting, you are responsible for keeping up with class materials and for finding out about announcements made during the meeting.

Dropping and Adding
Students are responsible for understanding the policies and procedures about add/drops, academic renewal, etc. Information on add/drops are available at http://www.sjsu.edu/registrar/calendar. Information about late drop is available at http://www.sjsu.edu/aars/. Students should be aware of the current deadlines and penalties for adding and dropping classes.

Assignments and Grading Policy
Quizzes (12%)
Write-ups and homework (12%)
Exam 1 (20%)
Exam 2 (20%)
Final Exam (20%)
Group Project (16%)
A- 90-93.3% A 93.4-96.6% A+ 96.7-100% B- 80-83.3% B 83.4-86.6% B+ 86.7- 89.9% C- 70-73.3% C 73.4-76.6% C+ 76.7-79.9% D- 60-63.3% D 63.4-66.6% D+66.7-69.9% F <60%

Active class participation is encouraged and expected. Extra credit assignments may be given during the course at the instructor’s discretion.

Quizzes (12%)
There will be around 4-5 quizzes along the semester. In-class quizzes may not be announced in advance. Some quizzes may be assigned to be completed at home. Top three quizzes will be considered towards the final score. No make-up quizzes will be given.

Write-ups & Homework (12%)
Students will be given opportunities to submit write-ups on articles or videos provided for viewing at home. Some questions at the end of chapters may be assigned as home-works. Credits will be given for these write-ups and homework submissions.

Exams (60%)
Three exams (two mid-terms exams and a final) will be given. Exams cover reading assignments and class discussions. Exams can be taken only on the assigned dates. No make-up exams will be
given unless emergent needs prevent you from taking the exams. In case of prolonged absence that forces you to miss more than one exam, you are required to contact the instructor and the department at your earliest possible time.

**Group Project (16%)**
In the final project, you are required to apply an operations management technique we discuss in the class to a real-life problem. Two parts are due at the end of the semester. First, a 8–10 page write-up (besides the title page and all your calculations and supporting materials, such as tables and figures) should be submitted. Second, your group should prepare a 15–20 minute presentation. The two parts constitute your overall project grade.

Student’s performance-related information, including quizzes, exam scores, and semester grade, will not be handled via e-mail. Any email inquiries about exam performance will not be acknowledged. Students, who have grade-related questions, are encouraged to come see me during my office hours in the current or the subsequent semester for such queries. Your semester grade will be available via “My SJSU” website.

**Questions**
All students are encouraged to bring questions, concerns, and comments to my attention as soon as they arise. Once final grades are submitted, changes to grades will only be made to correct errors in tallying scores.

**University Policies**

**Academic integrity**
Students should know the University’s Academic Integrity Policy that is available at [http://info.sjsu.edu/static/catalog/integrity.html](http://info.sjsu.edu/static/catalog/integrity.html). Your own commitment to learning, as evidenced by your enrollment at San Jose State University and the University’s integrity policy, require 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 website for Student Conduct and Ethical Development is available at [http://www.sjsu.edu/studentconduct/](http://www.sjsu.edu/studentconduct/)

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person’s ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include in your assignment any material you have submitted, or plan to submit for another class, please note that SJSU’s Academic Policy F06-1 requires approval of instructors.

**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 requires that students with disabilities requesting accommodations must register with the DRC (Disability Resource Center) to establish a record of their disability.
College of Business Policies:
To ensure that every student, current and future, who takes courses in the Boccardo Business Center has the opportunity to experience an environment that is safe, attractive, and otherwise conducive to learning, the College of Business at San José State has established the following policies:

Eating:
Eating and drinking (except water) are prohibited in the Boccardo Business Center. Students with food will be asked to leave the building. Students who disrupt the course by eating and do not leave the building will be referred to the Judicial Affairs Officer of the University.

Cell Phones:
Students will turn their cell phones off or put them on vibrate mode while in class. They will not answer their phones in class. Students whose phones disrupt the course and do not stop when requested by the instructor will be referred to the Judicial Affairs Officer of the University.

Computer Use:
In the classroom, faculty allow students to use computers only for class-related activities. These include activities such as taking notes on the lecture underway, following the lecture on Web-based PowerPoint slides that the instructor has posted, and finding Web sites to which the instructor directs students at the time of the lecture. Students who use their computers for other activities or who abuse the equipment in any way, at a minimum, will be asked to leave the class and will lose participation points for the day, and, at a maximum, will be referred to the Judicial Affairs Officer of the University for disrupting the course. (Such referral can lead to suspension from the University.) Students are urged to report to their instructors computer use that they regard as inappropriate (i.e., used for activities that are not class related).

Academic Honesty:
Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.
# BUS 140, Spring 2017, Course Schedule

*Tentative schedule, any changes will be announced in class.*

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Chapter(s)</th>
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<tbody>
<tr>
<td>Jan 26</td>
<td>Course Overview, Introduction</td>
<td>1</td>
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<tr>
<td>Feb 02</td>
<td>Competitiveness, Strategy and Productivity</td>
<td>2</td>
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<td>Forecasting</td>
<td>3</td>
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<tr>
<td>Feb 09</td>
<td>Forecasting</td>
<td>3</td>
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<td>Product and Service Design</td>
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<td>Feb 16</td>
<td>Strategic Capacity Planning</td>
<td>5</td>
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<td>Process Selection and Facility Layout</td>
<td>6</td>
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<td>Feb 23</td>
<td>Exam 1</td>
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<td></td>
<td>Project Discussion</td>
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<td>Mar 02</td>
<td>Location Planning and Analysis</td>
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<tr>
<td>Mar 09</td>
<td>Management of Quality</td>
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<td>Quality Control</td>
<td>10</td>
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<td>Mar 16</td>
<td>Aggregate Planning</td>
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<td>MRP</td>
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<td>Mar 23</td>
<td>Exam 2</td>
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<td>Project Discussion</td>
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<td>Mar 30</td>
<td>Spring Break – No class</td>
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<tr>
<td>Apr 06</td>
<td>Inventory Management</td>
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<td>Apr 13</td>
<td>Lean Operations</td>
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<td>Supply Chain Management</td>
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<td>Apr 20</td>
<td>Project Management</td>
<td>17</td>
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<td>Apr 27</td>
<td>TBD (Spillover topics/guest lecture)</td>
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<td></td>
<td>Project Discussion</td>
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<td>May 04</td>
<td>Project Report Due</td>
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<td>Group Presentations</td>
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<td>May 11</td>
<td>Group Presentations</td>
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<td>Wrap-up</td>
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<td>May 18</td>
<td>Final Exam (17:15-19:30)</td>
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