

**Course Code & No. - Section:** INTB417  
**Course Title (Credits):** Global Operations and Management (3)  
**Term & Year:** Fall/2017  
**Course Ref. No. (CRN):** 10024

**Instructor:** Philip Wainwright  
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**Office:** 2<sup>nd</sup> floor, TCES  
**Office Hours:** By Appointment

**Class Meeting Time:** Thursday 6:00 – 9:00 PM  
**Classroom:** LTCC D 123

**Prerequisites (from Catalog):** ACCT 204, ECON 101, and ECON 102

### Course Description

This course provides an understanding of supply, production and distribution management strategies. Topics include: quality management, production methods and distribution planning, inventory systems, process design and lean/six sigma principles. In the context of SNC's four core themes, this course is most closely focused on professional preparedness and economic sustainability.

### Student Outcomes

Upon successful completion of this course, a student will be able to:

1. Understand and explain the role of operations management.
2. Describe integral process used to operate and manage leading manufacturing, distribution and service providers.
3. Explain the principles of quality in organizations and describe several quality management techniques.
4. Explain the core components of a global supply chain and how each component can affect the cost and quality performance of the global operation.
5. Analyze the business process in a global value chain and identify opportunities for improvement.
6. Describe how to design production and service processes. Analyze processes and apply tools for improving process efficiency.
7. Explain and apply various demand forecasting and scheduling models.
8. Describe and apply methods of inventory analysis, management, and control.
9. Describe the added complexity of operating in a global environment.

### Methods of Assessing Student Outcomes

Student outcomes will be assessed using the following:

- |                                                                                                                                                                       |     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1. Case Studies, Target Co/ Lean report, Homework assignments, Quizzes                                                                                                | 40% |
| 2. Class Participation and Attendance                                                                                                                                 | 30% |
| 3. Tests (2): mid-term and final                                                                                                                                      | 30% |
| 4. Grading scale will be the standard breakdown on 10 point increments with +/-'s assigned to the top /bottom 3 percentage points of the 10 point range respectively. |     |

### Detailed Breakdown of Course Assessment Categories

1. Case Studies, Target Co / Lean Study report, Homework assignments & Quizzes. Each week there will be a reading assignment and a case study, a quiz, or a homework assignment due.

2. Class Participation and Attendance. This will be evaluated based on the instructor's interpretation of the students' discussions and their regular and timely attendance to class.
3. Tests. There will be two tests – the mid-term and the final. The Final Exam will be comprehensive in nature. Tests will be taken in class.

### **Scale for Written Assignment Grading**

Students will use the standard written assignment Rubric for grading.

### **Required Texts and Materials**

1. Text: Roger G. Schroeder, Operations Management in the Supply Chain: Decisions and Cases, 6<sup>th</sup> Edition, ISBN: 978-0-07-352524-2
2. Supplemental Text: The Lean Playbook; Dan Olsen

### **Attendance/Participation**

20% of your grade is generated by class attendance and participation. Please ensure you arrive to class on time. If you are unable to attend class, please notify the instructor by email prior to missing the class.

### **Class Requirements**

Cell phones and pagers must be turned off or set to silent mode.

### **Sanctions for Cheating and/or Plagiarism**

#### **The Honor Code**

The faculty of SNC believes students must be held to high standards of integrity in all aspects of college life in order to promote the educational mission of the College and to encourage respect for the rights of others. Each student brings to the SNC community unique skills, talents, values and experiences which, when expressed within the community, contribute to the quality of the educational environment and the growth and development of the individual. Students share with members of the faculty, administration and staff the responsibility for creating and maintaining an environment conducive to learning and personal development, where actions are guided by mutual respect, integrity, responsibility and trust. The faculty and students alike must make diligent efforts to ensure high standards are upheld by their colleagues and peers as well as themselves. Therefore faculty and students accept responsibility for maintaining these standards at Sierra Nevada College and are obligated to comply with its regulations and procedures, which they are expected to read and understand.

#### **Consequences of Violating the Student Honor Code**

SNC students and faculty share the responsibility for maintaining an environment of academic honesty. Thus, all are responsible for knowing and abiding by the SNC Faculty/Student Honor Code published in the current SNC Catalog. Faculty are responsible for presenting the Honor Code and the consequences of violating it to students at the start of their classes AND for reporting all incidences of academic dishonesty to the Provost. Students are responsible for knowing what constitutes CHEATING, PLAGIARISM and FABRICATION and for refraining from these and other forms of academic dishonesty. Violations of the Honor Code become part of a student's academic record.

1<sup>st</sup> Offense: Student receives a zero for assignment/exam and counseling with faculty on the honor code, consequences for violating the honor code, and the value of academic honesty in learning.

2<sup>nd</sup> Offense: Student fails course and receives counseling with faculty on the honor code, consequences for violating the honor code, and the value of academic honesty in learning.

3<sup>rd</sup> Offense: Student is expelled.

## ADA Accommodations

In accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, students with a documented disability are eligible for support services and accommodations. If a student wishes to request an accommodation, please contact the Director of Academic Support Services, Henry Conover, at (775) 831-1314 x7534, [hconover@sierranevada.edu](mailto:hconover@sierranevada.edu), office in Prim Library: PL-304.

## The SNC Email System

The SNC email system is the official communication vehicle among students, faculty members and administrative staff and is designed to protect the confidentiality of student information as required by the Family Educational Rights and Privacy Act of 1974 Act (FERPA). Students should check their college email accounts daily during the school year.

Students have a right to forward their SNC e-mail to another e-mail account (for example, @hotmail or @gmail). However, confidentiality of student information protected by FERPA cannot be guaranteed for SNC e-mail forwarded to an outside vendor. Having email redirected does not absolve a student from the responsibilities associated with official communication sent to his or her SNC email account.

## The Sierra Nevada College Mission Statement:

Sierra Nevada College graduates will be educated to be scholars of and contributors to a sustainable world. Sierra Nevada College combines the liberal arts and professional preparedness through an interdisciplinary curriculum that emphasizes entrepreneurial thinking and environmental, social, economic and educational sustainability.

## The Core Themes:

Liberal Arts	Professional Preparedness
Sustainability	Entrepreneurial/Intra-preneurial
Innovation	
Critical Thinking	Business Writing Skills

## Class Schedule

8/24	Course Overview, Syllabus, Intro to Operations, Planning criteria, how Lean will be used (PowerPoint development)
8/31	Read Ch1; QPIC overview (Fig 1.1);
9/7	Read Ch2; Discuss McDonalds Strategy;
9/7	Lean Chpts 1-3 MVP
9/14	Present (3 min) Target profile, mission and strategy; information sources used to date.
9/ 14	Lean Chpts 4-8 Iteration
9/21	Read Ch 4; Process selection in Target/ Lean
9/21	Lean Chpts 9- 10 Intuit
9/28	Read Ch5; Service delivery in Target
10/5	Read Ch 6; Process flow analysis; Intro to Paediatric Orthopedic Clinic
10/ 5	Lean Chpts 11-14 Quicken
10/12	Read Paediatric Ortho Clinic pp. 459
10/12	Test Review
10/19	Mid Term Test on first 5 Chapters of Operations Management Textbook

- 10/19 Analysis/Discussion of Pediatric Case; Key/problematic processes in Target
- 10/26 Review Ch 6, 7, 9 + Lean, Case write-up
- REAL V. HYPOTHETICAL
- 11/2 Read Ch 8 (Quality);
- Review Operations Textbook chapters
- 1-6 Written Self - Assessment
- Lean Review+ TEST
- 11/9 Read Mt. Rundle Hotel Banff Case pp 476
- 11/9 In Class Written Test : 10 Questions
- 11/16 Analysis/Discussion of Hotel Banff Case
- 11/16 Written Lean Case Project due
- 11/30 Review
- 11/30 Review and Practice Exam
- 11/30 Survey
  
- 12/7 Read Ch 9 (Quality measurement/improvement)
  
- 12/7 Read Ch 10 (Supply chain management)
  
- 12/14 Final Last Three Chapters

11/17	Read Ch 12 (Capacity Planning)
11/ 17	Target Presentations
11/23	Read Ch 13 (Scheduling Operations)
11/23	Target Presentations
11/ 23	Read Ch 14 (Project Planning/Scheduling)
11/30	Target Presentations
11/30	Read Ch 15 (Independent demand inventory)
12/10	Target Presentations
12/10	Read Ch 16 (ERP/MRP for dependent demand inventory)
12/10	Target Presentations
12/17	Final exam 1830 - 2130

This course is designed to help the student understand and gain an appreciation for the many different areas of Operations Management.