



OSCM 303: Operations Management

Spring 2021 Course Syllabus

Monday/Wednesday 5:00 p.m. - 6:15 p.m.

Instructor: Heung Gweon Sin

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Office Hours: Monday 2:30 PM to 3:30 PM (virtual and by appointment)

Prerequisites:

1. ACCT 203 and MATH 108 with a grade of C or better; sophomore standing.
2. Familiarity with MS Excel. Deficiencies should be self-remediated.

Course Description:

This School of Business core course provides an examination of the principal functions of operations managers in various settings, with strong emphasis on service operations, in regard to how they operate and function. Analytic models are used to describe key planning and control activities. Operations management (OM) is responsible for the production of goods and services in an organization. It not only has a significant impact on other areas such as marketing, finance, and accounting within an organization, but more importantly, also impacts the external customers of the organization. It is therefore no surprise that the performance of an organization is often largely determined by the performance of its operations area. To gain competitive advantage, operations managers pursue effectiveness and efficiency in value-adding processes at both not-for-profit and for-profit organizations. This course exposes students to a wide range of OM subjects including operations strategy, process selection, lean management, project management, quality management, inventory control, and supply chain management. Students develop both qualitative and quantitative OM skills through course lectures, class discussions, homework exercises, and in-class demonstrations.

Undergraduate program learning goals:

1. Our students will demonstrate an understanding of the social, global, ethical, and legal contexts of business and will be able to reflect on the role of the individual in business.
2. Our students will demonstrate an understanding of and the ability to apply knowledge of professional skills necessary for success in business including effective business writing.
3. Our students will demonstrate technical and analytic skills appropriate for success in business.
4. Our students will demonstrate an understanding of and the ability to apply knowledge of core business disciplines including accounting, finance, information systems, management, marketing, and operations management.
5. Our students will demonstrate knowledge and skills appropriate for specialization in their majors.
6. Our students will demonstrate an understanding of how research in the business disciplines

contributes to knowledge and how such research is conducted.

Required Texts and Learning Materials:

- Jay Heizer, Barry Render, and Chuck Munson, *Principles of Operations Management*, 11th edition, 2020, Pearson Education, Inc.
- Additional material as determined by the instructor

Computer/Software/Email:

Access to the internet and a computer is required. Many of the course material will be online in our Blackboard course. Communication will be via Blackboard and/or your GMU e-mail only. E-mail from non-Mason sources will not be answered.

Methods of Student Evaluation:

Students will be evaluated based on homework, quizzes, and exams.

Grading:

- Attendance: 10%
- Homework: 15%
- Quizzes: 15%
- Midterm Exam: 30%
- Final Exam: 30%

Course Grade:

1. Students must be officially registered in this section to receive a grade. It is the sole responsibility of the student to verify their own registration status.
2. The final letter grade is assigned objectively and strictly according to the WEIGHTED average of the numerical scores of all exams, quizzes, and assignments.
3. Final course letter grade assignments:

COURSE AVERAGE	COURSE GRADE	COURSE AVERAGE	COURSE GRADE
97.00 to 100	A+	80.00 to 82.99	B-
93.00 to 96.99	A	77.00 to 79.99	C+
90.00 to 92.99	A-	70.00 to 76.99	C
87.00 to 89.99	B+	60.00 to 69.99	D
83.00 to 86.99	B	0 to 59.99	F

EXAMS:

No make-up exams will be given except in Documented Emergency.

Homework and Quizzes:

Homework due dates will be given in class. **Late assignments will not be accepted.** No make-up quizzes will be given.

CELL PHONES SHOULD BE TURNED OFF IN CLASS

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TENTATIVE COURSE SCHEDULE: THIS SCHEDULE MAY CHANGE.

Date	Topics	Reading
2/22-2/24	Course Orientation Operations and Productivity	Chapter 1
3/3	Operations and Productivity	Chapter 1
3/8-3/10	Operations Strategy	Chapter 2
3/15-3/17	Quiz #1 Project Management	Chapter 3
3/22-3/24	Project Management	Chapter 3
	Forecasting	Chapter 4
3/29-3/31	Forecasting	Chapter 4
	Quiz #2	
4/5-4/7	Design of Goods and Services	Chapter 5
	Quality Management	Chapter 6
4/12-4/14	Midterm Exam Quality Management	Chapter 6
4/19-4/21	Process Strategy	Chapter 7
4/26-4/28	Quiz #3 Location Strategies	Chapter 8
5/10-5/12	Layout Strategies	Chapter 9
	Supply Chain Management	Chapter 11
5/17	Inventory Management	Chapter 12
	Quiz #4	
5/24-5/26	Inventory Management	Chapter 12
	Short Term Scheduling	Chapter 15
5/31-6/2	Just in Time/Lean Operations	Chapter 16
	Final Exam Please refer to the masonkorea website for exam date/time	

School of Business Recommendations for Honor Code Violations
Approved May 2016

UG-Non Freshman Students (including transfer students)

Type of Violation	First Offense	Second Offense
Plagiarism 1. Failure to cite/attribute sources 2. Representing someone else's work as the student's own (e.g., copying and pasting)	An F in the class; referral to Writing Center; and Academic Integrity Seminar completion	An F in the class; referral to the Writing Center; Academic Integrity Seminar completion; termination from the School of Business; and at least one semester suspension or expulsion
Cheating 1. On a minor assignment (e.g., homework, quizzes) 2. Cheating on a major assignment or exam, submitting course work from another course as original work	An F in the class; and Academic Integrity Seminar completion An F in the class; and Academic Integrity Seminar completion, and at least one semester suspension	An F in the class, Academic Integrity Seminar completion; termination from the School of Business; and at least one semester suspension or expulsion
Lying (e.g., providing fraudulent excuse documents, falsifying data)	An F in the class; and Academic Integrity Seminar completion, and at least one semester suspension	An F in the class; Academic Integrity Seminar completion; termination from the School of Business; and at least one semester suspension or expulsion
Egregious Violation (e.g., stealing an exam; submitting coursework from another class as original work across multiple courses; lying to an employer about academic performance, false identification or posing as another, in person or online)	An F in the class, Academic Integrity Seminar completion; termination from the School of Business; and at least one year suspension	An F in the class; Academic Integrity Seminar completion; termination from the School of Business; and expulsion

Guidelines for COVID-19 in Korea Campus: Spring 2021

In the interest of everyone's safety, students and faculty must follow these guidelines during the Spring 2021 semester.

1. Use the basement entrance to enter and exit Mason's building. Your temperature will be screened each time you enter the building. Allow additional time before class to complete the entrance screening procedure. Carry your student ID card with you at all times and be ready to show it when you enter and exit the building. Do not prop doors or let others enter the building through doors on the ground floor.
2. Wear a face mask at all times. Remain 6 feet apart from others. Clean your seat and desk space with disinfectant wipes before you begin class. Use hand sanitizer regularly, and avoid shaking hands or other forms of physical contact. Do not share pens, pencils or other personal items. Limit your use of the elevators, and use stairs to travel between floors of the building. Students are expected to purchase their own masks for personal use. Disinfectant wipes and hand sanitizer will be available in each classroom.
3. Classrooms are marked to indicate appropriate seating to allow for social distancing. Only sit in allowable seats, and maintain current set-up of classroom furniture. If you are asked to re-arrange classroom furniture by your professor for in-class exercises, return furniture to its original position when you are finished.
4. Observe these rules at all times during the class period and while in Mason's building or other public areas of the campus. This includes during class breaks, in small group work (in or out of class), meetings with your professors during office hours, tutoring sessions at the Academic Resource Center, socializing in common areas, or any other activities on campus.
5. Make sure windows and doors remain open during the class period to promote circulation of outside air. Classrooms without windows have mechanical systems that vent air, but doors should be kept open at all times.
6. The safest option for studying is to study alone in your dorm room or at home. If you must study in the building, alone or in groups, observe these rules at all times.
7. All faculty and students must abide by these rules in the classroom. If you see others who are not observing the rules outside the classroom, you may report this to your instructor, student affairs or academic affairs.
8. Do not enter the Mason building or come to class if you have symptoms such as fever, chills, sore throat, persistent cough, shortness of breath or other respiratory difficulties. If you must miss class for this reason, send an email immediately to the professor prior to the beginning of class. You will not be penalized for missing class for this reason, but you may be asked to provide documentation that you sought medical diagnosis or treatment. You are responsible for making up any missed assignments or tests as a result of your absence.
9. Students who come to class with visible signs of illness will be asked to leave the classroom immediately and seek assistance from the IGC Health Clinic. Faculty will report your name and symptoms to the Office of Student Affairs (mksa@gmu.edu) to confirm that you have sought medical assistance.
10. Failure to comply with any of these guidelines may result in disciplinary action through the Student Code of Conduct.