Instructor: Dr. Ram Govindu
Email: rgovindu@sar.usf.edu
Class Time: 9:00 –12:30 p.m. Saturdays

Office: SMC-C229
Office Telephone: 941-359-4523
Office Hours: By Appointment

COURSE DESCRIPTION (CATLOG):
Principles of managing manufacturing and service organizations. Topics include: competitive use of operations, comprehensive manufacturing strategies, production system design, material requirements planning, JIT systems, quality management, statistical process control, and project management.

COURSE OBJECTIVES:
At the conclusion of the course students should be able to develop familiarity and expertise on:
1. Various issues related to managing operations in manufacturing and service industries. Issues include but are not limited to process design, demand forecasting, and optimization
2. Quality Management, Quality Control, Six-Sigma Concepts, and Lean Enterprise

TEXT BOOK:
Operations & Supply Chain Management for the 21st Century
Authors: Boyer and Verma
Publisher: South-Western; ISBN: 978-0-618-74933-1

TOPICS COVERED:
- Quality Management, Six Sigma, and Quality Control (Chapters 2 and 11)
- Lean Enterprise (Chapter 12)
- Process Modeling (Chapter 4)
- Forecasting (Chapter 5)
- Optimization (Chapter 9)

CANVAS USE:
The class syllabus is posted in Canvas, an online course management system. In this class, Canvas will be used for posting presentations, assignments, quizzes, and any other material. Information on how to use Canvas is available at: http://www.usfsm.edu/infocommons/students.php

COMPUTER LAPTOP USE:
USFSM requires all students to have laptops that can be brought with them to class. The Professor’s policy is as follows:
- You are welcome to use the laptop for viewing the presentations and/or work on problems simultaneously in class so long it helps your learning. If it hinders your learning, refrain from using them in class to better concentrate.
- If the laptops are being used for any purpose other than learning the subject in class, then the Professor reserves the right to ask you to shut down your laptop first and ask you to leave the class if the request is not heeded to.
GRADING, EVALUATION, AND ATTENDANCE POLICIES:

Final Grade will be a weighted score based on the following weights:

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homework Assignments</td>
<td>25%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>20%</td>
</tr>
<tr>
<td>Exam #1 (Take Home)</td>
<td>25%</td>
</tr>
<tr>
<td>Exam #2 (In Class)</td>
<td>25%</td>
</tr>
<tr>
<td>Attitude, Behavior, Class participation</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Grade cutoffs will be as follows:

- 95.0% for A+
- 93.0% for A
- 90.0% for A-
- 87.0% for B+
- 83.0% for B
- 80.0% for B-
- 77.0% for C+
- 73.0% for C
- 70.0% for C-
- 67.0% for D+
- 63.0% for D
- 60.0% for D-
- Below 60.0% for F

**Note:** Your score determines your grade. No individual requests for grade adjustments shall be entertained.

**Note:** At graduate level, a grade of C- is essentially a failing grade because you will be required to repeat the course if you earn a grade of C- or below.

**HOMEWORK ASSIGNMENTS:**

There will be seven Homework assignments in all. All assignments are individual tasks. All HW scores shall count towards the final grade. Every week specific topic/s will be covered in class along with solved example problems. Homework will be assigned Saturday night that will have of a set of problems/tasks similar to the ones discussed in the course. You will have 5 days to solve the problems/answer questions, and to create a report into one single file for submission on Canvas. The HW submissions must appear in the digital drop box before 11:59 p.m. US Eastern on Thursday the following week. No e-mail submissions or hard-copy submissions are accepted. You get partial credit for incomplete submissions. HW Reports will be graded for ‘Relevancy’ and ‘Completeness’ but not for ‘Accuracy.’ As long as the submissions happen before 11:59 p.m. on Thursday, and answers are relevant and complete; you get full points. Assignments submitted late will be penalized 20% of the grade for being up to 24 hours late and 50% of the grade for being 24 to 48 hours late. Beyond 48 hours, the assignment will not be graded for credit. Solutions will be made available on Canvas on Sunday past the deadline. It is your responsibility to compare solutions with your answers and learn from the same in preparation for exams. Please remember that solving assignments on your own is the most important step in preparing for exams. HW reports must demonstrate student’s own work. If any HW reports are found to be copied, ALL students who either helped or received help shall be treated as violators, will receive a zero score, and be reported for academic dishonesty.

**QUIZZES:**

There will be seven Quizzes in all. All Quizzes are individual tasks. All quiz scores shall count towards final grade. Every week specific topic/s will be covered in class. There will be a Quiz based on the topics covered that week. Quizzes are individual tasks and are administered on-line through Canvas. Each quiz consists of a set of “multiple choice” and/or “fill-in the blank” type of questions. You will have 5 days to complete the Quiz. Each quiz will be timed and must be completed within allotted time before the deadline which would be 11:59 p.m. Eastern on Thursday the following week. If submitted late, the penalty will be 20% for each minute late. No makeup quizzes are given. A missed quiz will result in a score of zero. Solutions will be made available on Sunday past the deadline. Academic dishonesty will be dealt with very strictly under university policies.

**EXAMS:**

There will be two exams in all. All exams are individual tasks. All exam scores shall count towards final grade. Exams will be open text book and open notes type. PPT files are also allowed. But no other material will be allowed. You are allowed to bring-in calculators to solve the problems. You are allowed to use your Laptop for Excel, Calculator, and view the text book and the PPTs; but not for anything else. Power Supply cannot be guaranteed. Exam #1 will be a take home one. It will be assigned on Canvas and you will be submitting your
ATTITUDE, BEHAVIOR, AND CLASS PARTICIPATION:
Although attendance will not be taken in class, attendance is mandatory on all days the class meets. When attending class in-person, students cannot show-up/leave at will. They must be present for the entire class duration and participate in solving problems. If you happen to miss any class for any reason, you need to seek permission in advance through e-mail and need to make up for course coverage. Quizzes, Homework assignments, and Exams are due by the deadline indicated irrespective of whether you have missed a class. When in class, you are expected to show up on time, pay attention to the class activities, show an attitude of learning, not disrupt class, show respect for others and in general exhibit a positive attitude. When in class, students have to participate in class proceedings and are strictly prohibited from playing with their electronic gadgets for texting, chatting, social networking, general browsing, … etc. 5% of the course final grade is reserved for attitude, behavior and class participation.

USFSM AND USF SYSTEM POLICIES

A. Academic Dishonesty: The University considers any form of plagiarism or cheating on exams, projects, or papers to be unacceptable behavior. Please be sure to review the university’s policy in the catalog, USFSM Undergraduate Catalog or USFSM Graduate Catalog, the USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

B. Academic Disruption: The University does not tolerate behavior that disrupts the learning process. The policy for addressing academic disruption is included with Academic Dishonesty in the catalog: USFSM Undergraduate Catalog or USFSM Graduate Catalog, USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

C. Contingency Plans: In the event of an emergency, it may be necessary for USFSM to suspend normal operations. During this time, USFSM may opt to continue delivery of instruction through methods that include but are not limited to: Canvas, Elluminate, Skype, and email messaging and/or an alternate schedule. It’s the responsibility of the student to monitor Canvas site for each class for course specific communication, and the main USFSM and College websites, emails, and MoBull messages for important general information. The USF hotline at 1 (800) 992-4231 is updated with pre-recorded information during an emergency. See the Safety Preparedness Website for further information.

D. Disabilities Accommodation: Students are responsible for registering with the Office of Students with Disabilities Services (SDS) in order to receive academic accommodations. Reasonable notice must be given to the SDS office (typically 5 working days) for accommodations to be arranged. It is the responsibility of the student to provide each instructor with a copy of the official Memo of Accommodation. Contact Information: Disability Coordinator, 941-359-4714, disabilityservices@sar.usf.edu, http://www.usfsm.edu/students/disability/

E. Fire Alarm Instructions: At the beginning of each semester please note the emergency exit maps posted in each classroom. These signs are marked with the primary evacuation route (red) and secondary evacuation route (orange) in case the building needs to be evacuated. See Emergency Evacuation Procedures.

F. Religious Observances: USFSM recognizes the right of students and faculty to observe major religious holidays. Students who anticipate the necessity of being absent from class for a major religious observance...
must provide notice of the date(s) to the instructor, in writing, by the second week of classes. Instructors canceling class for a religious observance should have this stated in the syllabus with an appropriate alternative assignment.

G. Sexual Misconduct/Sexual Harassment Reporting: USFSM is committed to providing an environment free from sex discrimination, including sexual harassment and sexual violence (USF System Policy 0-004). The Counseling and Wellness Center is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. This confidential resource can help you without having to report your situation to either the Office of Student Rights and Responsibilities (OSSR) or the Office of Diversity, Inclusion, and Equal Opportunity (DIEO), unless you request that they make a report.

Please be aware that in compliance with Title IX and under the USF System Policy, educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. If you disclose any of these situations in class, in papers, or to me personally, I am required to report it to OSSR or DIEO for investigation. The Deputy Coordinator for USFSM is Mary Beth Wallace, AVP for Student Enrollment, Engagement and Success, 941-359-4330 or marybeth@sar.usf.edu.

Campus Resources:
- Counseling Center and Wellness Center 941-487-4254
- Victim Advocate (24/7) 941-504-8599

List of off-campus resources:
- Hope of Manatee: 941-755-6805
- Safe Place & Rape Crisis Center (SPARCC) – Sarasota: 941-365-1976
- First Call for Help- Manatee: 941-708-6488
- Sarasota & North Port 941-366-5025
- Manatee Glens: 941-782-4800

H. Web Portal Information: Every newly enrolled USF student receives an official USF e-mail account. Students receive official USF correspondence and Canvas course information via that address.

GENERAL INSTRUCTION FOR STUDENTS

How to communicate with me:
- You can either (i) send me an email directly or through Canvas, or (ii) call me or (iii) set up an appointment to see me in my office. When emailing, please write the appropriate subject and please write your name at the bottom of the email. As a courtesy, please commence your email with a greeting such as “Dear Dr. Govindu” or “Dear Instructor”.

How NOT to communicate with me
- Please don’t email me from a non-USF email account.
- Please don’t submit deliverables to me through email. All deliverables must be submitted through Canvas.
- Please don’t reply to an email that I send to the entire class without changing the subject unless your question is about that subject. If you are using the “Reply” button as a means to get my email address in the “To” line, please change the subject line and also delete all previous text from that email, if your email pertains to something else.
- Please re-read your message to make sure there are no spelling or grammatical errors. The emails should be composed professionally.

How will I communicate with you?
- I will use the Canvas to send you all emails pertaining to the course. I will reply to your emails within 24 hours. Occasionally emails do tend to go to my Junk Mail folder so if you have not received my response within 24 hours, please either resend your email or call my office phone number and leave a message in case I am not in my office.
# COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Description</th>
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</thead>
</table>
| 1    | 3/14  | Syllabus and Course Outline  
Chapter 1: Operations and Supply Chain Strategy  
*HW #1 & Quiz #1 are assigned – (Due before 11:59 p.m. Thursday 3/19/15)* |
| 2    | 3/21  | Chapter 2: Quality Management  
*HW #2 & Quiz #2 are assigned – (Due before 11:59 p.m. Thursday 3/26/15)* |
| 3    | 3/28  | Chapter 11: Quality Improvement Methods  
*HW #3 & Quiz #3 are assigned – (Due before 11:59 p.m. Thursday 4/2/15)* |
| 4    | 4/4   | Chapter 12: Lean Enterprise  
*HW #4 & Quiz #4 are assigned – (Due before 11:59 p.m. Thursday 4/9/15)* |
| 5    | 4/11  | Exam #1 (on Chapters 2, 11, and 12) is assigned – (Due before 11:59 p.m. Wednesday 4/15/15)  
Chapter 4: Process Design and Analysis  
*HW #5 & Quiz #5 are assigned – (Due before 11:59 p.m. Sunday 4/19/15)* |
| 6    | 4/18  | Chapter 5: Forecasting  
*HW #6 & Quiz #6 are assigned – (Due before 11:59 p.m. Thursday 4/23/15)* |
| 7    | 4/25  | Chapter 9 – Optimization  
*HW #7 & Quiz #7 are assigned – (Due before 11:59 p.m. Thursday 4/30/15)* |
| 8    | 5/2   | Exam #2 – (on Chapters 4, 5, and 9) In Class |