BA-360 (#TBD) Introduction to Operations and Supply Chain Management
Summer 2019 (May 20 - June 15)
San Diego State University
College of Business Administration
Department of Management Information Systems
Study Abroad Program in Prague, Czech Republic

COURSE INFORMATION

Instructor: Robert Showghi, MBA
Email: rshowghi@mail.sdsu.edu (Course Section number must be included in the Subject line of all emails)
Class Days: MTWTHF
Class Times: 9:30pm-12:30pm
Class Location: Czech University of Arts & Sciences
Office Hours Times: MTWTHF 12:30pm-1:30pm
Units: 3

Course Overview

Introduction to Operations and Supply Chain Management, BA 360, is a 3 unit course that provides an overview of the introductory managerial concepts and quantitative techniques associated with the design, execution, and management of production and operations systems in manufacturing and services. Global impacts on operations and the influence of political, social, legal and regulatory, environmental and technological issues will be integrated in discussion on various topics. Students in this study abroad program, hosted at the Czech University of Arts & Sciences, will have firsthand opportunity to visit and survey multiple operations of international production facilities, have guided tours of the historic city of Prague, visit the national museum, the parliament, the national bank, a UNESCO’s World Heritage site, and visit the U.S. Chamber of Commerce.

Student Learning Outcomes: BA 360 contributes to these goals and learning outcomes:

- Define the role of operations and supply chain in an organization and its interactions with business functions such as accounting, finance, and marketing.
- Develop the basic business and operations strategies for increased productivity and competitiveness for service and manufacturing.
- Use descriptive and optimization models and incorporate cost drivers to improve general business decision making.
- Identify issues in inventories and resources for an organization and use basic models to improve its management.
- Design quality management strategies, techniques and tools for improved customer satisfaction.
- Plan the basic scheduling for a project and its management.
- List and apply lean operations principles.
- Identify supply chain’s strategic impacts on global business.
- Observe and analyze multiple international production operations facilities and, develop formal proposals for operations improvement opportunities.
- Visit cultural, historic and natural sites in and around Prague, Czech Republic.

Enrollment Information

Prerequisites:

- Mathematics 120; Economics 201 or Statistics 119.
- A solid knowledge of all explicit and implicit prerequisites is assumed and required.
Course Materials


[Note: Earlier and/or international versions of the text are acceptable ONLY IF the student assumes the risk of any differences/changes]

Software: Microsoft Excel will be used in this course.

Other: ParScore Test Form, number 2 pencils and a calculator is required for exams.

Course Structure and Conduct

Style of the Course:

• For this Study Abroad course in Prague, Czech Republic, a variety of teaching approaches and methods are incorporated in this course. These include lectures, class discussions, reading assignments, review of sample problems, homework assignments, practice problems, tours of operations and an Operations research paper.
• Your questions and participation in class will enhance your learning experience.
• You should complete all reading and (at minimum) review the relevant homework assignments and practice problems prior to class meetings.
• Please keep up with the readings and contribute during discussions and activities.
• Lecture notes will be posted on Blackboard after each lecture.
• Punctuality is as important in the classroom as in business. You are expected to be on time and to stay in class the whole period. Arriving late or leaving early will cause disturbances – any such behavior could impact the attendance / participation portion of your grade.
• Exams, quizzes and assignments are available for review in my office within two weeks after the due date. Reviews will be visual only, no notes may be taken. Exams, quizzes and assignments will not be retained and may be shredded two weeks after the review period.
• As this would be an intensive study abroad summer course, there would be absolutely no tolerance for tardiness and / or absenteeism. Any unexcused occurrences of either will result in 10% reduction of the final grade. Repeat offenders will be terminated from the program and retuned back the US with the first available flight.

Course Requirements:

There are many elements that contribute to the course grade to allow an opportunity for students to fully demonstrate their mastery of course materials.

• Exams:
  ▪ There will be 2 midterm exams;
  ▪ There will be a comprehensive final exam.
  ▪ NOTE: There are no make-up exams. You must take all exams at the time and location for the class in which you are enrolled.
  ▪ All exams are closed book and closed notes. However, you may bring one 8.5"x11" information sheet (one or two sides) to each exam (please add your name/RedID to the sheet). You can handwrite and/or type any information you wish on the information sheet, however, be careful to ensure all equations are written correctly! You must create your own information sheet. If Appendices and or Tables are required for the exam, they will be included in the exam booklet – you do not need to include them on your information sheet. The information sheet that you use for exams must be turned in with the exam, therefore, It is strongly encouraged that you make a copy of your information sheet prior to the exam (to support the comprehensive final exam).
  ▪ You need to bring a calculator to each exam. You can bring any calculator – if you use a programmable calculator, be sure to program it correctly! Please ensure your calculator batteries are fresh! You cannot
use a PDA, pocket computer, iPod or cell phone during the exams. Any student found accessing any of the above during an exam for any reason (i.e., checking the time) will receive a zero on the exam.

- Students are required to use Scantron Test Forms, (Long green form) for each exam. So, bring along at least 4 to be on the safe side.
- The following must be CLEARLY PRINTED on the Scantron test form for each test:
  1. Student name (Last, first)
  2. Red ID number
  3. Exam booklet number and version (from coversheet of exam booklet)
  4. [Students must also PRINT their name and Red ID on the coversheet of the exam booklet and the information sheet.]
- Scantron forms will not be returned to students. If a student wishes to review his or her individual Scantron form and exam, they must do so by attending office hours within two weeks of the time the exam results. Exam reviews will be visual only, no notes may be taken.

• Operations Research Paper:
  There will be three tours of production and process operations during the course of our visit to Cuba. Each student will write a brief paper about one of these operations, making suggestions for improvement opportunities on at least two subjects related to our study. Web-based research will be done to augment the recommendations and suggestions.
  - Beside the Cover and the Reference pages, the body of the paper shall be at least 5 to 7 pages single spaced with 12 point Times New Roman font.
  - The paper must be well written in paragraph format and should be both spell-checked and “clarity-checked”.
  - The paper must include the name of the company, description of the business, primary goods/services, location of headquarters, and why you selected this particular company.
  - The paper must address at least two (2) Operations Management topics as listed in the course outline. Some examples are listed below:
  - What are the competitive dimensions that form the competitive position of the company?
  - You must also include three (3) questions that you would ask if you had an interview with the company.

• Participation, Attendance & Punctuality:
  I expect on time attendance at all classes and all assigned functions and arrangements.

• Homework Assignments:
  Homework assignments using the MyOMLab* on-line system are required for most of the chapters that we cover. You must create an account and complete each assignment by 11:59 pm on the day they are due. Late assignments will penalized by 25% per day late.
  * MyOMLab is an on-line system created by the text publisher (Pearson) for homework assignments.
  The use of MyOMLab is required for this MIS 302 course.

To register for MyOMLab:
  2. Under Register, click Student.
  3. Enter your instructor’s course ID: (showghiixxxx), and click Continue

Homework Due Dates: See the Course Schedule for homework completion due dates

Academic Honesty

The University adheres to a strict policy regarding cheating and plagiarism. These activities will not be tolerated in this class. Become familiar with the policy (http://www.sa.sdsu.edu/srr/conduct1.html). Any cheating or plagiarism will result in
Examples of Plagiarism include but are not limited to:

- Using sources verbatim or paraphrasing without giving proper attribution (this can include phrases, sentences, paragraphs and/or pages of work)
- Copying and pasting work from an online or offline source directly and calling it your own
- Using information you find from an online or offline source without giving the author credit
- Replacing words or phrases from another source and inserting your own words or phrases
- Submitting a piece of work you did for one class to another class

If you have questions on what is plagiarism, please consult the policy and this helpful guide from the Library

### Assessments and Grading

Course grades will be assigned in accordance with San Diego State University policy (see Graduate Bulletin, pp. 62-64). Graduate grades shall be: A (outstanding achievement, available for the highest accomplishment), B (average, awarded for satisfactory performance), C (minimally passing), D (unacceptable for graduate credit, course must be repeated), F (failing).

**Table 1. Your course grade will be based on the following weighted components**

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Midterm exam Score:</td>
<td>50%</td>
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<tr>
<td>Final Exam:</td>
<td>25%</td>
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<tr>
<td>Operations Research Paper:</td>
<td>10%</td>
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<tr>
<td>Attendance/ Participation &amp; Quizzes</td>
<td>10%</td>
</tr>
<tr>
<td>Homework Assignments:</td>
<td>5%</td>
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</tbody>
</table>

**Grade of Incomplete.** A grade of Incomplete (I) indicates that a portion of required coursework has not been completed and evaluated in the prescribed time period due to unforeseen, but fully justified, reasons and that there is still a possibility of earning credit. It is your responsibility to bring pertinent information to the instructor and to reach agreement on the means by which the remaining course requirements will be satisfied. The conditions for removal of the Incomplete shall be reduced to writing by the instructor and given to you with a copy placed on file with the department chair until the Incomplete is removed or the time limit for removal has passed. A final grade is assigned when the work agreed upon has been completed and evaluated. An Incomplete shall not be assigned when the only way you could make up the work would be to attend a major portion of the class when it is next offered. Contract forms for Incomplete grades are available at the Office of the Registrar website.
**Tentative Course Schedule**

**Table 2. The course schedule, including topics and class activities listed by week**

Changes to the course schedule, if any, will be announced in class.

<table>
<thead>
<tr>
<th>Wk #</th>
<th>Date</th>
<th>Topic</th>
<th>Location</th>
<th>Reading</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20-May</td>
<td>Operations &amp; Productivity / Organizational Strategy</td>
<td>Online</td>
<td>Chapters 1 &amp; 2</td>
<td>Intro to MYOMLB</td>
</tr>
<tr>
<td></td>
<td>21-May</td>
<td>Project Management</td>
<td>Online</td>
<td>Chapters 3</td>
<td>Chapters 1 &amp; 2 HW</td>
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<tr>
<td></td>
<td>22-May</td>
<td>Forecasting</td>
<td>Online</td>
<td>Chapters 4</td>
<td>Chapter 4 HW</td>
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<tr>
<td></td>
<td>23-May</td>
<td>Exam 1</td>
<td>Online</td>
<td>Chapters 1, 2, 3 &amp; 4</td>
<td>Chapter 4 HW</td>
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<tr>
<td></td>
<td>24-May</td>
<td>Travel to Prague</td>
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<td></td>
<td>25-May</td>
<td>Arrive to Prague</td>
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<td></td>
<td>26-May</td>
<td>Program Opening &amp; Orientation</td>
<td></td>
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<tr>
<td></td>
<td>27-May</td>
<td>Sustainability &amp; Supply Chain</td>
<td>Czech University of Life Sciences</td>
<td>Chapters 5s</td>
<td></td>
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<td></td>
<td>28-May</td>
<td>Plant Operations Visit: Velké Žernoseky Vineyard</td>
<td></td>
<td>Cultural Trip: Guided tour to Terezín WWII. Concentration Camp</td>
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<tr>
<td></td>
<td>29-May</td>
<td>Quality Management</td>
<td>Czech University of Life Sciences</td>
<td>Chapter 6</td>
<td>Chapter 5s HW</td>
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<td></td>
<td>30-May</td>
<td>Statistical Process Control</td>
<td>Czech University of Life Sciences</td>
<td>Chapter 6s</td>
<td>Chapters 6 HW</td>
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<td></td>
<td>31-May</td>
<td>Process Strategy</td>
<td>Czech University of Life Sciences</td>
<td>Chapters 7</td>
<td>Chapters 6s HW</td>
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<tr>
<td></td>
<td>1-Jun</td>
<td>Individual Activities</td>
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<td></td>
<td>2-Jun</td>
<td></td>
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<tr>
<td></td>
<td>3-Jun</td>
<td>Exam 2 Review</td>
<td>Czech University of Life Sciences</td>
<td>Chapters 5s, 6, 6s &amp; 7</td>
<td></td>
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<tr>
<td></td>
<td>4-Jun</td>
<td>Plant Operations Visit: Becherovka Liqueur Distillery</td>
<td></td>
<td>Cultural Trip: Karlovy Vary (Carlsbad)- Mineral hot streams</td>
<td></td>
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<tr>
<td>2</td>
<td>5-Jun</td>
<td>Exam 2</td>
<td>Czech University of Life Sciences</td>
<td>Chapters 5s, 6, 6s &amp; 7</td>
<td>Chapters 7 HW</td>
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<tr>
<td></td>
<td>6-Jun</td>
<td>Supply Chain Management</td>
<td>Czech University of Life Sciences</td>
<td>Chapter 11</td>
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<td></td>
<td>7-Jun</td>
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<td></td>
<td>8-Jun</td>
<td>Individual Activities</td>
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<td></td>
<td>9-Jun</td>
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<td></td>
<td>10-Jun</td>
<td>Inventory Management</td>
<td>Czech University of Life Sciences</td>
<td>Chapter 12</td>
<td>Chapter 11 HW due</td>
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<td></td>
<td>11-Jun</td>
<td>MRP &amp; ERP</td>
<td>Czech University of Life Sciences</td>
<td>Chapter 14</td>
<td>Chapter 12 HW due</td>
</tr>
<tr>
<td>3</td>
<td>12-Jun</td>
<td>Plant Operations Visit: The original Budweiser Brewery</td>
<td></td>
<td>Cultural Trip: UNESCO World Heritage site: Český Krumlov Castle</td>
<td></td>
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<tr>
<td></td>
<td>13-Jun</td>
<td>Linear Programming / Exam 3 Review</td>
<td>Czech University of Life Sciences</td>
<td>Module B</td>
<td>Chapter 16 HW due</td>
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<tr>
<td></td>
<td>14-Jun</td>
<td>Exam 3</td>
<td>Czech University of Life Sciences</td>
<td>Chapters 11, 12, 14, 16 &amp; Mod B</td>
<td>Research Paper Due TurnItIn</td>
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<td></td>
<td>15-Jun</td>
<td>Return to San Diego</td>
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