

COURSE SYLLABUS

Course Prefix & Number	Bus 360	
Course Name	Principles of Production-Operations Management	
Term	Spring	2024

1. COURSE INFORMATION

1.1. Instructor Information

Instructor:	Dr. Sean Jordan
Office:	413 College of Professional Studies
Physical Office Hours:	By Appointment (Instead of making you adjust to my schedule, I will do my best to adjust to yours)
Virtual Office Hours:	By Appointment (Instead of making you adjust to my schedule, I will do my best to adjust to yours)
Office Telephone:	
E-mail:	sjordan@uwsp.edu
Expected Instructor Response Time:	Same day or next day during the week. Slightly longer on the weekend.

1.2. Course Information

Meeting Time & Location for face-to-face sessions:	Mondays: 2:00PM - 3:15PM in CPS 229 Wednesdays: Asynchronous unless specified
Course Description:	Use quantitative management science techniques such as facility layout, process planning, work measurement, inventory control, scheduling, quality control, forecasting, linear programming (LP), just in time (JIT), and statistical process control (SPC) to solve operational problems. For SBE majors.
Credits:	3
Prerequisites:	Either MATH 354 or MATH 255, and one of the following: MATH 109, MATH 111, or MATH 225

1.3. Textbook & Course Materials


Required Text(s):	<u>Operations Management 12th ed.</u> by Heizer & Render (2017)
Recommended Text(s):	None
Other Readings:	Read the Primers in Canvas
Other Required Materials / Applications:	A financial or business calculator (yx, xy or ^ keys) and (log or ln keys), Excel

1.4. Course Technology

Course Website:	Canvas
Other Websites:	None
Course Delivery:	In-person & Online

Delivery Mode Changes: Changes to course delivery may occur at any time during the term to address public health and safety concerns.

Canvas Support:

Click on the HELP button () in the global (left) navigation menu and note the options that appear:

- Ask Your Instructor a Question
Submit a question to your instructor
 - Use Ask Your Instructor a Question sparingly; technical questions are best reserved for Canvas personnel and help as detailed below.
- Chat with Canvas Support (Student)
Live Chat with Canvas Support 24x7!
 - Chatting with Canvas Support (Student) will initiate a *text chat* with Canvas support. Response can be qualified with severity level.
- Contact Canvas Support via email
Canvas support will email a response
 - Contacting Canvas Support via email will allow you to explain in detail or even upload a screenshot to show your difficulty.
- Contact Canvas Support via phone
Find the phone number for your institution
 - Calling the Canvas number will let Canvas know that you're from UWSP; phone option is available 24/7.
- Search the Canvas Guides
Find answers to common questions
 - Searching the [Canvas guides](#) connects you to documents that are searchable by issue. You may also opt for [Canvas video guides](#).
- Submit a Feature Idea
Have an idea to improve Canvas?
 - If you have an idea for Canvas that might make instructions or navigation easier, feel free to offer your thoughts through this Submit a Feature Idea avenue.

Self-train on Canvas through the Self-enrolling/paced [Canvas training course](#).

UWSP Technology Support:

The Office of Information Technology (IT) provides a Service Desk to assist students with connecting to the Campus Network, virus and spyware removal, file recovery, equipment loan, and computer repair. You can contact the Service Desk via email at

techhelp@uwsp.edu or at (715) 346-4357 (HELP) or visit: [IT Service Desk](#).

For technology instruction sheets, online support videos, and other related resources, go to: [UWSP Online Student Support](#).

The university also provides a Technology Tutoring service in which tutors meet with students one-on-one to provide technology assistance. To receive help of this nature visit: [Tech Essentials Training](#).

Additional tools designed to help students taking online or hybrid courses can be found at: [UWSP Online Student Orientation](#).

2. LEARNING OUTCOMES

2.1. Course Goals

The objective of this course is to study the methods used by operations and production managers to make decisions in a company's pursuit of its strategic goals and objectives. Mathematical and spreadsheet tools will be reviewed and or developed as needed.

2.2. Course Learning Objectives

This is basically a tools-based course. The objective is for you to be able to apply the tools to:

- Define business problems in terms of the course tools
- Analyze business problems in terms of the course tools
- Evaluate business problems and make decisions using the course tools

2.3. Academic Unit

SBE Mission:

The UW-Stevens Point School of Business and Economics creates career ready graduates and leaders through applied learning. We serve the businesses, economy, and people of the greater Central Wisconsin region. We specialize in preparing students for success by providing professional development experiences, access to employers, and in-demand skills.

The SBE achieves its mission by valuing:

- Talent development
- Lifelong learning
- Career preparation
- On the job experiences
- Community outreach
- Regional partnerships
- Continuous improvement

**Accreditation
Commitment:**

SBE is accredited by the Association to Advance Collegiate Schools of Business (AACSB), a designation earned by only 5 percent of world business schools. Accreditation instills a culture of continuously improving our programs through connections with local business leaders, alumni and the community.

3. COURSE POLICIES

3.1. Attendance

While not exactly attendance, you need to keep up with the schedule. You also need to check your UW-SP email regularly.

3.2. Late Work

Late work may not be accepted. If accepted, late work will lose 25% per calendar day.

3.3. Etiquette/Netiquette

Be professional.

4. GRADING

4.1. Grading Scheme

Letter Grade	Percentage Range (x = your score)				
A	93.0%	≤	x	≤	100.0% (or other max)
A-	90.0%	≤	x	≤	92.9%
B+	87.0%	≤	x	≤	89.9%
B	83.0%	≤	x	≤	86.9%
B-	80.0%	≤	x	≤	82.9%
C+	77.0%	≤	x	≤	79.9%
C	73.0%	≤	x	≤	76.9%
C-	70.0%	≤	x	≤	72.9%
D+	67.0%	≤	x	≤	69.9%
D	60.0%	≤	x	≤	66.9%
F	0.0%	≤	x	≤	59.9%

4.2. Grading Notes (if provided)

The above is the default grading scheme before any curve is applied. Grades may be curved from there at the discretion of the professor.

If curved, I generally place roughly the top 25% of the students with a A or A- and roughly 75% of students with a A, A-, B+, B or B-. I will use whichever system gives students the higher grade.

4.3. Points Available

Item Description	Points	Percent of Total
Chapter 1 Quiz	20	5%
Chapter 2 Quiz	10	2.5%
Chapter 3 Quiz	25	7%
Chapter 4 Quiz	35	9%
Chapter 6 Quiz	30	8%
Chapter 7 Quiz	30	8%
Chapter 8 Quiz	10	2.5%
Chapter 9 Quiz	10	2.5%
Chapter 11 Quiz	10	2.5%
Chapter 12 Quiz	25	7%
Chapter 15 Quiz	25	7%
Chapter 16 Quiz	10	2.5%
Module F Quiz	30	8%
Lean Paper	50	13%
Lean Presentation	20	5%
Participation	40	10%
TOTALS	380	100%

5. COURSEWORK DESCRIPTIONS & COMMENTARY

5.1. Exams

None

5.2. Quizzes

Whether you call them exams or quizzes, there is one for each chapter and they are on your schedule in Canvas and below.

5.3. Assignments

Week of January 22, 2024 – January 28, 2024

Submit Online Class Introductions (Due January 28, 2024 by 11:59pm)

Review Course Schedule and Class Syllabus

Watch Instructor Introduction

Review Instructor's Teaching Philosophy

Review Chapter 1

Week of January 29, 2024 – February 4, 2024

Review Chapter 2

Take Chapter 1 Quiz (Due January 29, 2024 by 11:59pm)

Week of February 5, 2024 – February 11, 2024

Review Chapter 3

Take Chapter 2 Quiz (Due: February 5, 2024 by 11:59pm)

Week of February 12, 2024 – February 18, 2024

Review Chapter 6

Take Chapter 3 Quiz (Due: February 12, 2024 by 11:59pm)

Week of February 19, 2024 – February 25, 2024

Review Chapter 16

Take Chapter 6 Quiz (Due: February 19, 2024 by 11:59pm)

Week of February 26, 2024 – March 3, 2024

Review Chapter 4

Take Chapter 16 Quiz (Due: February 26, 2024 by 11:59pm)

Week of March 4, 2024 – March 10, 2024

Review Chapter 11

Take Chapter 4 Quiz (Due: March 4, 2024 by 11:59pm)

Week of March 11, 2024 – March 17, 2024

Spring Break (No Class)

Week of March 18, 2024 – March 24, 2024

Review Chapter 12

Take Chapter 11 Quiz (Due: March 18, 2024 by 11:59pm)

Week of March 25, 2024 – March 31, 2024

Review Chapter 13

Take Chapter 12 Quiz (Due: March 25, 2024 by 11:59pm)

Week of April 1, 2024 – April 7, 2024

Review Chapter 15

Take Chapter 13 Quiz (Due: April 1, 2024 by 11:59pm)

Lean Papers Due

Week of April 8, 2024 – April 14, 2024

Review Chapter 8

Take Chapter 15 Quiz (Due: April 8, 2024 by 11:59pm)

Week of April 15, 2024 – April 21, 2024

Review Chapter 9

Take Chapter 8 Quiz (Due: April 15, 2024 by 11:59pm)

Week of April 22, 2024 – April 28, 2024

Review Module F

Take Chapter 9 Quiz (Due: April 22, 2024 by 11:59pm)

Week of April 29, 2024 – May 5, 2024

Begin Presentations

Take Module F Quiz (Due: April 29, 2024 by 11:59pm)

Week of May 6, 2024 – May 12, 2024

Finish Presentations

Take Module F Quiz (Due: April 29, 2024 by 11:59pm)

5.4. Smiley Professional Events – This section applies only to courses requiring Pro Events

Smiley Professional Events (or **Pro Events**) and the **Anderson Classroom to Career Center (C2C)** are flagship programs of the Sentry School.

Pro Events connect you to:

- *Campus* (e.g., academic coaching, student clubs);
- *Community* (e.g., Rotary, Business Council); and
- *Careers* (e.g., internships, networking).

As a Sentry School student, you will be able to choose from a wide variety of speakers, workshops and special events. With over 300 events per year on the Pro Events calendar, you will have significant flexibility in selecting your events. Whatever you choose, Pro Events will help you to make the most out of your time as a student and to prepare for transitioning into a successful career.

Find the Pro Events calendar in the new Virtual C2C/Suitable system! Get started by either downloading the Suitable app in your preferred app store or by visiting app.suitable.co. Then log in with your UWSP email; be sure to give access to your camera and turn on notifications.

For this course, you must attend **two** official Pro Events. One event must be before the mid-semester cut-off (**Mar. 15**); a second event must be before the end-of-semester cut-off (**May 10**). If you go to extra events before the mid-semester cut-off, those credits will carry over into the second half of the semester. Attendance at each event will count for ___ points towards your final grade.

You can verify your courses with Pro Events requirements in the Virtual C2C/Suitable system by clicking under your name in the bottom left of the home page, then *Settings*, then *School Information*.

As you attend Pro Events, you will see your attendance credits under the *Completed* tab on the *Achievements* page. Please allow a week for confirmation of attendance at events held outside the Sentry School, such as Career Services events.

After the mid-semester deadline (**Mar. 15**) and the final cut-off (**May 10**), the Pro Events team will assign your attendance credits to your Sentry School classes with Pro Events requirements. Attendance credits will be assigned to courses in alpha-numeric order. If you have a question about Pro Events attendance, please email proevents@uwsp.edu.

You may earn Pro Events credits by attending both live Zoom events and in-person events. For maximum schedule flexibility, check out the Anderson Center Canvas page for details on “Create Your Own” events and the “Lunch with a Leader” program. “Create Your Own” events include meetings with Career Advising, Financial Coaching or Academic Coaching staff. The “Lunch with a Leader” program allows you to set up a lunch (virtual or in-person) with a business expert to learn more about their industry, company and profession.

Only students registered for 100% online or branch-campus classes have access to Pro Events recordings. The number of videos available will be pro-rated based on the number of such courses in which you are enrolled. Video events must be completed one week before the general Pro Events cut-offs. **For Spring 2024, the video deadlines are Mar. 8 for the first half-semester and May 3 for the second half-semester.**

If you have multiple courses or affiliations with Pro Events requirements, it is your responsibility to make sure you have attended enough events for each course/affiliation.

6. SCHEDULE

6.1. Dates and Deadlines

The instructor will provide a tentative course schedule in a supplementary file. All provided course schedules are organized by week number in accordance with the official UWSP Academic calendar. A direct link to the UWSP Academic calendar can be found here: [UWSP Academic Calendar](#).

7. OTHER ADMINISTRATIVE DETAILS

7.1. ADA / Equal Access for Students with Disabilities

The American Disabilities Act (ADA) is a federal law requiring educational institutions to provide reasonable accommodations for students with disabilities. Links to UWSP’s policies regarding ADA, nondiscrimination, and Online Accessibility (IT & Communication Accessibility) can be found at: [UW Legal and Policy Information](#).

UW-Stevens Point will modify academic program requirements as necessary to ensure that they do not discriminate against qualified applicants or students with disabilities. The modifications should not affect the substance of educational programs or compromise academic standards; nor

should they intrude upon academic freedom. Examinations or other procedures used for evaluating students' academic achievements may be adapted. The results of such evaluation must demonstrate the student's achievement in the academic activity, rather than describe his/her disability.

If modifications are required due to a disability, please inform the instructor and contact the Disability Resource Center (DRC) to complete an Accommodations Request form. The DRC is located in room 108 in the Collins Classroom Center (CCC). For more information, call 715-346-3365 email drc@uwsp.edu, or visit: [Disability Resource Center](#)

7.2. Nondiscrimination Statement

No person shall be discriminated against because of race, ethnicity, color, age, religion, creed, gender, gender identity, sexuality, disability, nationality, culture, genetic information, socioeconomic status, marital status, veteran's status, or political belief or affiliation and equal opportunity and access to facilities shall be available to all. To address concerns regarding any of these issues please call 715-346-2606 or visit: [Equal Opportunity Human Resources](#)

7.3. SBE Inclusivity Statement

It is my intent that students from diverse backgrounds and perspectives be well-served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that the students bring in and out of class be viewed as a resource, strength, and benefit. Every person has a unique perspective and we learn from hearing many of them, but not all perspectives are represented in course readings. So, learning depends upon all of you contributing to the class with your own opinions and perspectives. It is my intent to present materials and activities that are respectful of diversity: gender identity, sexuality, disability, age, socioeconomic status, ethnicity, race, nationality, religion, and culture. Your suggestions are encouraged and appreciated. Please let me know ways to improve the effectiveness of the course for you personally, or for other students or student groups.

If you have experienced a bias incident (an act of conduct, speech, or expression to which a bias motive is evident as a contributing factor regardless of whether the act is criminal) at UWSP, you have the right to report it. To do so, first go to the [Hate Bias Response Team website](#), then click the button that corresponds to the appropriate campus, and finally complete and submit the report. You may also contact the Dean of Students office directly at dos@uwsp.edu.

Further information on UWSP's commitment to an inclusive campus can be found here: [Equity, Diversity, and Inclusion](#)

7.4. Religious Beliefs Accommodation

It is UW System policy (UWS 22) to reasonably accommodate your sincerely held religious beliefs with respect to all examinations and other academic requirements. A direct link to this policy can be found here: [Chapter UWS 22 Accommodation of Religious Beliefs](#).

7.5. Help Resources

This section offers help resources relating to academic tutoring, healthcare, counseling, and other matter of student wellbeing. For help recourse related to technology use, please see section 1.4 above.

The Tutoring and Learning Center helps with Study Skills, Writing, Technology, Math, & Science. The Tutoring and Learning Center is located at 234 Collins Classroom Center (CCC). For more information, call 715-346-3568 or visit: [Tutoring-Learning Center \(TLC\) at UWSP](#).

If you need healthcare, UWSP Student Health Service provides student-centered healthcare that empowers and promotes wellness for all UWSP students. Student Health Service is located on the 1st floor of Delzell Hall. For more information, call 715-346-4646 or visit: [UWSP Student Health Services](#).

The UWSP Counseling Center is staffed with licensed mental health professionals dedicated to assisting students as they navigate difficult circumstances or resolve personal concerns. Therapy and consultation services are free of charge for registered students. The UWSP Counseling Center is located on the 3rd Floor of Delzell Hall. For more information, call 715-346-3553 or visit: [UWSP Counseling Center](#).

In addition to the support services provided by Student Health Service and the UWSP Counseling, there are also professional support services available to students through the Dean of Students. Responding to students with care, concern, and resources is critical in supporting the success of our students and campus community, and therefore the Dean of Students maintains a list of resources that can provide support for a wide variety of situation. That list can be found here, [Dean of Students Resources](#). Moreover, the Office of the Dean of Students supports the campus community by reaching out and providing resources in areas where a student may be struggling or experiencing barriers to their success. Faculty and staff are asked to be proactive, supportive, and involved in facilitating the success of our students through early detection, reporting, and intervention. As such, an instructor may contact the Office of the Dean of Students if he or she senses that a student is in need of additional support beyond what the instructor is able to provide. Simply put, the Dean of Students is here to help. If you are ever unsure of what to do or who to contact, contact the Dean of Students Office at 715-346-2611 or visit them online at [UWSP Office of the Dean of Students](#).

UWSP students may also share a concern directly if they or another member of our campus community needs support, is distressed, or exhibits concerning behavior that is interfering with the academic or personal success and/or the safety of others. Please report any concerns of this nature at: [UWSP Dean of Students Anonymous Reports](#).

7.6. Emergency Response Guide

In the event of an emergency, follow UWSP's emergency response procedures. For details on all emergency response procedures, please go to: [UWSP Emergency Guidebook pdf](#).

7.7. UWSP Community Bill of Rights and Responsibilities

UWSP values a safe, honest, respectful, and inviting learning environment. In order to ensure that each student has the opportunity to succeed, a set of expectations has been developed for all

students, staff, and faculty. This set of expectations is known as the Rights and Responsibilities document, and it is intended to help establish a positive living and learning environment at UWSP. For more information, go to: [UWSP Community Bill of Rights and Responsibilities](#).

7.8. University Attendance Policy

In addition to the course attendance policies determined by the instructor (noted above if applicable), the university provide standard guidelines by which students are to abide. All exceptions to the course attendance policy or the university guidelines should be documented in writing. A link to the university's attendance guidelines can be found at: [University Attendance Policy](#).

7.9. University Drop Policy

You are expected to complete the courses for which you register. If you decide you do not want to take a course, you must follow the procedures established by the university to officially drop the course. If you never attend or stop attending a course and fail to officially drop, you will receive an F in the course at end of the semester. A link to the university's drop policy can be found at: [University Drop Policy](#).

7.10. Academic Honesty

UW System policy (UWS 14) states that students are responsible for the honest completion and representation of their work, for the appropriate citation of sources, and for respect of others' academic endeavors. Students suspected of academic misconduct will be asked to meet with the instructor to discuss the concerns. If academic misconduct is evident, procedures for determining disciplinary sanctions will be followed as outlined in UWS 14. A direct link to this policy can be found here: [Chapter UWS 14 Student Academic Disciplinary Procedures](#).

7.11. Grade Reviews/Appeals

A formal grade appeal, also known as a Grade Review, can be requested in instances when the student feels that he or she was not provided a syllabus with a grading scale in a timely manner (i.e., the end of the second week of classes) and/or the instructor did not stick with the grading scale published in the syllabus. Questions of whether or not the instructor appropriately graded one or more of the course assignments, quizzes, exams, etc. are not matters to be decided by a formal grade appeal, but rather should be taken up with the instructor directly. Information on grade reviews can be found in the University Handbook, Chapter 7, Section 5. A link to the university's policies on non-academic misconduct can be found at: [UWSP Grade Reviews/Appeals](#).

7.12. Non-Academic Misconduct

Information on non-academic misconduct can be found in Chapters 17 and 18 of the Student Rights and Responsibilities Document. A link to the university's policies on non-academic misconduct can be found at: [UWSP Non-Academic Misconduct](#).

7.13. Confidentiality

Under FERPA, students cannot remain anonymous in a class. Students are permitted to know who else is in their class.

Learning requires risk-taking and sharing ideas. Please keep your classmates' ideas and experiences confidential outside the classroom unless permission has been granted to share them.

This course may require students to post their work online using applications or services that have not been approved by UW-system. In this situation, the students work will only be viewable only by his or her classmates. None of the work submitted online will be shared publicly. Some assignments require account creation for online programs. The instructor of this course will not share your academic records (grades, student IDs). Confidentiality of student work is imperative, so you should not share the work of your peers publicly without their permission. By participating in these assignments, you are giving consent to sharing of your work with others in this class and you recognize there is a small risk of your work being shared online beyond the purposes of this course. Examples of additional risks include data mining by the company providing the service, selling of your email to third parties, and release of ownership of data shared through the tool. Please contact your instructor prior to the due date if you wish not to participate in these online assignments due to confidentiality concerns.

UW-System approved tools meet security, privacy, and data protection standards. For a list of approved tools, go to: [UWS Digital Learning Environment External Application Integration Requests](#). Tools not listed on the website linked above may not meet security, privacy, and data protection standards. If you have questions about tools, contact the UWSP IT Service Desk at 715-346-4357. Links to the Terms of Use and Privacy Policies for tool used at UWSP be found at: <https://www.uwsp.edu/online/Pages/Privacy-and-Accessibility-Links.aspx>

Here are steps you can take to protect your data and privacy:

- Use different usernames and passwords for each service you use
- Do not use your UWSP username and password for any other services
- Use secure versions of websites whenever possible (HTTPS instead of HTTP)
- Have updated antivirus software installed on your devices

Additional resources regarding information security at UWSP can be found at: [Terms of Use and Privacy Policies for Tools Used](#)

It is important for students to understand that faculty are required to report any incidents of maltreatment, discrimination, self-harm, or sexual violence they become aware of, even if those incidents occurred in the past, off campus, or are disclosed as part of a class assignment. This does not mean an investigation will occur if the student does not want that, but it does allow the university to provide resources to help the student continue to be successful.

7.14. Intellectual Property - A Guide to Student Recording & Sharing Class Content

Lecture materials and recordings for this class are protected intellectual property at UW-Stevens Point. Students in this course may use the materials and recordings for their personal use related to participation in this class. Students may also take notes solely for their personal use. If a lecture is not already recorded, you are not authorized to record my lectures without my permission unless you are considered by the university to be a qualified student with a disability requiring accommodation. [Regent Policy Document 4-1] Students may not copy or share lecture materials and recordings outside of class, including posting on internet sites or selling to commercial

entities. Students are also prohibited from providing or selling their personal notes to anyone else or being paid for taking notes by any person or commercial firm without the instructor's express written permission. Unauthorized use of these copyrighted lecture materials and recordings constitutes copyright infringement and may be addressed under the university's policies, UWS Chapters 14 and 17, governing student academic and non-academic misconduct.

7.15. Sample Coursework Permission

The instructor may wish to use a sample of your work or some of the feedback you provide on the course in future teaching or research activities. Examples: showing students an example of a well-done assignment; analyzing student responses on a particular question; discussing teaching techniques at a conference. If your coursework or feedback is used, your identity will be concealed. If you prefer not to have your work included in any future projects, please send the instructor an e-mail indicating that you are opting out of this course feature. Otherwise, your participation in the class will be taken as consent to have portions of your coursework or feedback used for teaching or research purposes.

7.16. Revision Clause

This syllabus, the provided schedule, and all aforementioned coursework, are subject to change. It is the student's responsibility to check the course website for corrections or updates to the syllabus. Any changes will be clearly noted in a course announcement or through email.