University of South Dakota - Beacom School of Business
BADM 760 – Operations Management – Summer 2017

Instructor: Benjamin George, PhD
Office: Business School 218
Office Hours: M-TH 11 am -1pm or by appointment
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Course Description – Operations Management examines business transformation processes and provides in-depth exploration of management concepts, theories, and principles related to value creation through the production/provision and distribution of goods and services. Course prerequisite: BADM 425 or BADM 525 (Production/Operations Management).

Beacom School of Business Mission Statement - Our primary mission is excellence in undergraduate and graduate education that develops successful future business leaders. We deliver high value to our students, employers and community through distinctive teaching and learning supported by significant intellectual and professional contributions and meaningful service.

Course Specific Objectives - This course provides an in-depth study of the topics that operations managers confront every day. The learning objective is to show how managers can design and control process structures and process drivers to improve performance of business operations. Therefore, at the completion of this course students should be able to

- Model and describe business processes flows
- Identify causal relationships between the process structure and operational and financial performance metrics
- Formulate implications for managerial actions by filtering out performance drivers and their impact on operational and financial measures of process performance

Assessment of these learning objectives will be made through grading of homework and examinations.

Objective/Assessment Matrix

<table>
<thead>
<tr>
<th>Course Objective</th>
<th>Assessment Utilized</th>
<th>Related Assessment Goals/Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model and describe business processes flows.</td>
<td>1. Demonstrated through homework submissions. 2. Demonstrated through exam questions.</td>
<td>G1O1 – Graduates will demonstrate knowledge of core concepts in basic business disciplines. G2O1 – Graduates will employ analytical skills to perform systematic business analysis, identify problems, and suggest solutions.</td>
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<tr>
<td>Identify causal relationships between the process structure and operational and financial performance metrics.</td>
<td>1. Demonstrated through homework submissions. 2. Demonstrated through exam questions.</td>
<td>G2O1 – Graduates will employ analytical skills to perform systematic business analysis, identify problems, and suggest solutions.</td>
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<tr>
<td>Formulate implications for managerial actions by filtering out performance drivers and their impact on operational and financial measures of process performance.</td>
<td>1. Demonstrated through homework submissions. 2. Demonstrated through exam questions.</td>
<td>G2O1 – Graduates will employ analytical skills to perform systematic business analysis, identify problems, and suggest solutions. G5O2 – Graduates will use critical thinking skills to make strategic decisions in a global environment.</td>
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Course Assessment  
<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (3)</td>
<td>300 (100 per exam)</td>
</tr>
<tr>
<td>Project</td>
<td>100</td>
</tr>
<tr>
<td>Class Discussion</td>
<td>20</td>
</tr>
<tr>
<td>Homework</td>
<td>80</td>
</tr>
<tr>
<td>Total</td>
<td>500</td>
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</table>

Grades will be based on no more than the percentage of points earned on the following scale:

- >90% = A  
- 80-89.9% = B  
- 70-79.9% = C  
- 60-69.9% = D  
- < 60% = F  

Incomplete Grades - While every case will be considered on an individual basis, no grades of incomplete will ordinarily be given in this course.

Exams - Exams will consist of multiple choice questions, problems, and essays. Test questions will be based on the material and models presented in class as well as the textbook. Absent emergencies or exceptional circumstances the failure to take the exams during the scheduled weeks will result in a zero for that exam.

Homework – Homework problem sets and/or homework discussion questions will be assigned for each course topic. These problems/questions are intended for your practice. As such they will be graded dominantly on effort and completeness. Quantitative problems will have answers posted on D2L so that students may correct their mistakes prior to exams. You need to practice to understand and you understand by further practice. Late assignments are assessed a 20% penalty for each day beyond due date. After three (3) days beyond the due date no credit will be given (no exceptions). Feedback and grades for graded assignments will typically be provided through D2L within one week of the due date for each assignment.

Project – A project is required of all students to apply the course work to an actual business environment. More information will be provided about the project as the course progresses.

Course Text and Materials

Required – each student should have his/her own copy of the book by the start of the course. Please do not order the "international edition".
Course Policies

Student Conduct/Academic Integrity - Students enrolled at the Beacom School of Business are expected to maintain the highest standards of integrity and ethical principles and to adhere to the Student Code of Ethics developed and approved by Beacom School of Business students. This Code provides a frame of reference for the behavior of Beacom School of Business students in their personal, academic, and professional activities. No credit can be given for a dishonest assignment. A student found to have engaged in any form of academic dishonesty may, at the discretion of the instructor, be:

a) Given a zero for that assignment.
b) Allowed to rewrite and resubmit the assignment for credit.
c) Assigned a reduced grade for the course.
d) Dropped from the course.
e) Failed in the course.

Student Academic Misconduct Policy
Academic Misconduct Form
Academic Appeals Form
USD Academic Misconduct Link

Disability Services - Any student who feels he/she may need academic accommodations or access accommodations based on the impact of any disability should contact and register with the Office of Disability Services during the first week of class. Please contact both your instructor and the Director of the Office of Disability Services (Services Center North Room 119B; 605-677-6389; disabilityservices@usd.edu), Ms. Ernetta L. Fox, Director, to make these arrangements as early as possible in the semester. Disability Services Link

Privacy of Student Records - The Family Educational Rights and Privacy Act of 1974 (FERPA) provides that each student’s educational records remain private. No individual or group outside the educational institution shall have access to nor will the institution (including professors) disclose students’ educational records without written consent of the students. Because the professor cannot ensure that the student is the only one with access to the student’s email account, grades will not be provided via email. The student may access final grades for this course using the D2L course link.

Freedom in Learning - Under Board of Regents and University policy student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinion or conduct unrelated to academic standards should contact the Dean of the Beacom School of Business to initiate a review of the evaluation.

Diversity/Inclusive Excellence - The University of South Dakota strives to foster a globally inclusive learning environment where opportunities are provided for diversity to be recognized and respected. USD Diversity and Inclusiveness Statement The Beacom School of Business is committed to USD’s Inclusive Excellence initiatives. We are committed to cultivating an environment of Inclusive Excellence at all levels of the school. We are committed to graduating globally and culturally aware business students who are equipped with the tools to embrace and practice inclusiveness. Diversity/Inclusive Excellence Link

GOOD LUCK AND HAVE FUN!!
<table>
<thead>
<tr>
<th>Date</th>
<th>Material/Chapter Covered</th>
<th>HW</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/23/2017</td>
<td>Chapter 1</td>
<td></td>
<td></td>
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<tr>
<td>5/25/2017</td>
<td>Chapter 2</td>
<td></td>
<td></td>
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<tr>
<td>5/25/2017</td>
<td>Chapter 3</td>
<td>Prob. Set 3</td>
<td>5/31/2017</td>
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<tr>
<td>5/30/2017</td>
<td>Problem Discussion, Exam Review &amp; Project Workday</td>
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<tr>
<td>6/1/2017</td>
<td>Exam 1</td>
<td>None</td>
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<tr>
<td>6/6/2017</td>
<td>Chapter 4</td>
<td>Prob. Set 4</td>
<td>6/14/2017</td>
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<td>Chapter 5</td>
<td>Prob. Set 5</td>
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<tr>
<td>6/8/2017</td>
<td>Chapter 6</td>
<td>Prob. Set 6</td>
<td>6/14/2017</td>
</tr>
<tr>
<td>6/8/2017</td>
<td>Chapter 7</td>
<td>Prob. Set 7</td>
<td>6/14/2017</td>
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<tr>
<td>6/13/2017</td>
<td>Problem Discussion, Exam Review &amp; Project Workday</td>
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<td>6/15/2017</td>
<td>Exam 2</td>
<td>None</td>
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<tr>
<td>6/20/2017</td>
<td>Chapter 8</td>
<td>Prob. Set 8</td>
<td>6/28/2017</td>
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<tr>
<td>6/20/2017</td>
<td>Chapter 9</td>
<td>Prob. Set 9</td>
<td>6/28/2017</td>
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<tr>
<td>6/27/2017</td>
<td>Project Presentations and Exam Review</td>
<td></td>
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<tr>
<td>6/29/2017</td>
<td>Exam 3</td>
<td></td>
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