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.

<table>
<thead>
<tr>
<th>Objective/Assessment Matrix</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>
</tr>
<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>
</tr>
<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>
</tr>
</tbody>
</table>
Course Assessment

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (3)</td>
<td>375 (125 per exam)</td>
</tr>
<tr>
<td>Project</td>
<td>115</td>
</tr>
<tr>
<td>Class Discussion</td>
<td>30</td>
</tr>
<tr>
<td>Homework</td>
<td>80</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
</tr>
</tbody>
</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. Feedback and grades for graded examinations will typically be provided through D2L within one week of the last available day of the testing window.

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. In general, the project requires students to draft a written proposal of a process that the student will study using the techniques discussed in the class as well as a process flow map of the process. A written report and presentation will then follow at the end of the semester documenting what they have found.

Course Text and Materials

Microsoft Excel is required for this course and is available as a free download within the USD portal.


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".
Class Format

The purpose of the problems and models are to familiarize you with problem solving techniques. We will spend some time throughout the semester dealing with problem examples/solutions and assigned readings. It is imperative that you work through the examples and problems as we proceed through the material as each class will build upon the knowledge and skills developed in prior classes.

Student Expectations

Students are expected to read, understand and abide by all policies and procedures outlined in this syllabus.

In terms of time commitment, the South Dakota Board of Regents (SDBOR) defines a credit hour as constituting one hour of classroom or direct faculty instruction, and two hours of out-of-class, student work. However, as this is a quantitatively oriented, three-credit-hour course, students should expect to dedicate nine (9) to eighteen (18) hours per week to complete course activities.

Important Drop Dates

The last day to drop this course with a full refund and without the course being recorded on your transcript is XXXX, XXXXX, 2018. The last day to drop this course and receive a grade of "W" on your transcript is XXXX, XXXXX, 2018.

Academic Integrity

The University of South Dakota considers plagiarism, cheating, and other forms of academic dishonesty inimical to the objectives of higher education. The University supports the imposition of penalties on students who have been adjudicated to have engaged in academic dishonesty, as defined in the “Conduct” section of the University of South Dakota Student Handbook, and South Dakota Board of Regents policy 2-33 www.sdbor.edu/policy/Documents/2-33.pdf.

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.

USD Academic Integrity
Student Academic Misconduct Policy, Map, Academic Misconduct Form, and Academic Appeals Form.

Student Code of Ethics

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.
Instructor Expectations

The instructor will strive to provide feedback and, unless otherwise stated, will respond to inquiries within twenty-four (24) hours on weekdays, or within forty-eight hours (48) on the weekends, holidays and when the instructor is travelling. The instructor will also return feedback and suggestions, using standard grading criteria.

Finally, the instructor will also abide by all policies set forth in this syllabus and those by The University of South Dakota, and the SDBOR.

Technology Requirements

The University of South Dakota has established minimum technology requirements for participation in online courses. These are outlined under the “Technology Support and Requirements” section in the CDE Online Orientation document in the “Getting Started” widget on the course homepage.

Student Resources:

The University of South Dakota provides a number of useful services to students:

• CDE Online Orientation Guide (see link in the “Getting Started” widget on the course homepage): This contains important information related to the services provided by the University of South Dakota as well as the University policies. In it, you will find such information as:
  o Academic support services such as the library, writing center, proctor and testing information, book purchasing, etc.
  o Student support services such as advising and enrollment information, financial aid, student life, and counseling, etc.
  o Technology support services like technology requirements, ITS Help Desk contact information, discounts on computers and software, etc.

• USD Portal (http://my.usd.edu/): The USD Portal is your one-stop place for a majority of services offered to any student taking a USD course—like this course. You can access the following services from the “Academics” tab in the portal:
  o WebAdvisor
  o I.D. Weeks Library

• The USD Writing Center (http://www.usd.edu/academics/academic-commons/writing-center.cfm): The USD Writing Center was established to provide writing assistance to students in order to help them become better writers. It is available on campus during regular business hours and online in the evenings. Please visit the URL above for more information.

Plagiarism Policy:

Plagiarism is defined as using the words and/or ideas of another and representing them to be your own, without proper credit to the author or source. Whether intentional or unintentional, plagiarism will result, at a minimum, in a grade of zero for that assignment.
Because it is impossible to evaluate a plagiarized homework, no credit can be given. At the discretion of the instructor, a student may be subject to any, or a combination, of the following:

- given a zero for the assignment
- assigned a reduced grade for the course
- reported to the program in which the student is majoring and that department may take additional action
- dropped from the course
- failed in the course

Freedom in Learning Statement

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.

Disability Accommodation:

Any student who feels s/he may need academic accommodations or access accommodations based on the impact of a documented disability should contact and register with Disability Services during the first week of class or as soon as possible after the diagnosis of a disability. Disability Services is the official office to assist students through the process of disability verification and coordination of appropriate and reasonable accommodations. Students currently registered with Disability Services must obtain a new accommodation memo each semester.

Please note: if your home institution is not the University of South Dakota but one of the other South Dakota Board of Regents institutions (e.g., SDSU, SDSMT, BHSU, NSU, DSU), you should work with the disability services coordinator at your home institution.

Ernetta L. Fox, Director
Disability Services, Room 119 Service Center
(605) 677-6389
Web Site: www.usd.edu/ds
E-mail: disabilityservices@usd.edu

Diversity and 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. To learn more about USD’s diversity and inclusiveness initiatives, please visit the website for the Office of Diversity.

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.

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>8/21/2017</td>
<td>Welcome to Ops Management</td>
<td>Discussion 0</td>
<td>8/28/2017</td>
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<tr>
<td>8/28/2017</td>
<td>Chapter 1</td>
<td>Discussion 1</td>
<td>9/3/2017</td>
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<tr>
<td>9/4/2017</td>
<td>Chapter 2</td>
<td>Discussion 2</td>
<td>9/10/2017</td>
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<td>9/11/2017</td>
<td>Chapter 3</td>
<td>Prob. Set 3</td>
<td>9/17/2017</td>
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<td>9/18/2017</td>
<td>Exam 1</td>
<td>None</td>
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<tr>
<td>9/25/2017</td>
<td>Chapter 4</td>
<td>Prob. Set 4</td>
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<tr>
<td>10/2/2017</td>
<td>Chapter 5</td>
<td>Prob. Set 5</td>
<td>10/22/2017</td>
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<td>10/9/2017</td>
<td>Chapter 6</td>
<td>Prob. Set 6</td>
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<tr>
<td>10/16/2017</td>
<td>Chapter 7</td>
<td>Prob. Set 7</td>
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<td>10/23/2017</td>
<td>Exam 2</td>
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<td>10/30/2017</td>
<td>Chapter 8</td>
<td>Prob. Set 8</td>
<td>11/26/2017</td>
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<td>11/6/2017</td>
<td>Chapter 9</td>
<td>Prob. Set 9</td>
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<tr>
<td>11/13/2017</td>
<td>Chapter 10</td>
<td>Prob. Set 10</td>
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<td>11/20/2017</td>
<td>Project Workday</td>
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<td>11/27/2017</td>
<td>Exam 3</td>
<td>None</td>
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<tr>
<td>12/4/2017</td>
<td>Final Exam Review</td>
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<td>December 7, 8, 11, 12 and 13, 2017</td>
<td>Final Exam</td>
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