



Operations Management

52:620:325:92 INDEX 08460

Spring 2025

Mode of delivery: Online and Asynchronous

This course does NOT have any meeting times either in person or online. Regular course attendance is required by students in meeting all the requirements for the course, for example, readings, completion of exams/quizzes, discussions and other assignments as announced weekly.

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Office Hours: Tuesdays and Thursdays 9.00 am – 10.00 am or by appointment.

Key Fall 2024 Dates

Spring 2025 classes begin
Last day to withdraw with a "W"
Last day of classes
Final Exam period

Tuesday, January 21st
Monday, April 21st
Monday, May 5th
Thursday, May 8th – Wednesday, May 14th

Course Description

Operations Management (3 credits)

This course teaches useful concepts in efficiently managing the transformation of materials, labor, and capital into products or services. Topics covered include: the role of operations management in overall competitive strategy, key performance measures, and tools for improving operations performance. The level of discussion varies from long-term strategic planning to daily control of business processes.

Course Learning Objectives

Students will understand the role operations management plays in business processes. Upon completion of the course, students will also be able to:

1. Quantitatively analyze and interpret operations information
2. Solve typical operations management problems
3. Document and report operations performance
4. Recognize and address ethical issues that arise when managing operations

School of Business-Camden Program Learning Goals

Goal #1: General Management Knowledge

Students will demonstrate an understanding of the basic functions of business and functional area concepts.

Goal #2: Critical Thinking and Analytical Decision Making

Students will be able to critically use information and data to analyze, interpret, and solve business problems.

Goal #3: Teamwork and Interpersonal Relations

Students will develop interpersonal skills and demonstrate the ability to work effectively in teams.

Goal #4: Communication Impact and Effectiveness

Students will demonstrate effective oral presentation and written language skills.

Goal #5: Global Perspective

Students will demonstrate an ability to identify and analyze global factors (political economic, culture, legal, demographic) that impact the management of business operations in the global environment.

Goal #6: Ethical Reasoning

Students will realize that organizations and their actions affect different stakeholders; they will demonstrate the ability to identify and weigh the ethical implications of these actions.

Goal #7: Technology Fluency and IT Literacy

Students will demonstrate conceptual knowledge and practical application of information technology.

Course Materials

SUGGESTED TEXTBOOK: (NOT MANDATORY TO PURCHASE)

Suggested primary references: William J. Stevenson. "Operations Management," 14th ed. AND Cachon, G., and Terwiesch, C. "Matching Supply with Demand: An Introduction to Operations Management," 4th ed.

Diversity Statement

This class strives to be an inclusive community, learning from the many perspectives that come from having differing backgrounds and beliefs. As a community, we aim to be respectful to all. We reject all forms of prejudice and discrimination, including but not limited to those based on age, color, disability, gender, gender identity, gender expression, national origin, political affiliation, race, religion, sexual orientation, and veteran status. Faculty and students are expected to commit to creating an environment that facilitates inquiry and self-expression, while also demonstrating diligence in understanding how others' viewpoints may be different from their own.

Our goal as a learning community is to create a safe environment that fosters open and honest dialogue. We are all expected to contribute to creating a respectful, welcoming, and inclusive environment. To this

end, classroom discussions should always be conducted in a way that shows honor, respect, and dignity to all members of the class. Moreover, disagreements should be pursued without personal attack and aggression, and instead, should be handled with grace and care. This will allow for rigorous intellectual engagement and a deeper learning experience for all.

Pronouns

This course affirms people of all gender expressions and gender identities. Feel free to correct me on your preferred gender pronoun. If you have any questions or concerns, please do not hesitate to contact me.

COMMUNICATION and USE OF CANVAS

EMAIL- USE YOUR RUTGERS EMAIL ADDRESS

All communications to students will be done using the Rutgers email address provided to you. Please forward your Rutgers email to your personal email if necessary.

Not checking your Rutgers email is not an excuse for missing any communications.

CANVAS

Canvas is the learning management system used for this course. Posted will be the syllabus, resources, Power Point slides, announcements, guides, etc. To access this system, go to <http://canvas.rutgers.edu> log in, and click on the course in the dashboard. For technical support 833-648-4357 or help@camden.rutgers.edu.

CLASSROOM POLICIES

Exam, Quizzes, Assignment Make-up Policy

Make-up Work Policy: If, for a university-approved reason, you cannot complete a quiz, assignment, or exam during the scheduled time, you must give me written notice via email (rg1172@camden.rutgers.edu) at least one week in advance so that other arrangements can be made. If the situation does not allow for advance notification (e.g., emergency hospitalization), contact me as soon as possible after the missed work and provide written documentation. The ability to make up work for non-university approved reasons is not guaranteed. The professor reserves the right to request written documentation to support your absence (such as a doctor's note, an obituary, or military orders).

Late Work Policy: All work must be completed and uploaded to Canvas by the specified due date (with the exception of a university-approved, documented, and professor or Dean of Students verified reason; see Make-up Work Policy above). Any work submitted after the due date and time will receive a reduction of one full letter grade for each day that it is late.

Incompletes: "Incompletes" will only be given through prior consultation, under extreme circumstances, and when completion of the course requirements in question would substantially improve your grade. In the rare event when an "incomplete" is given, you must submit all of the agreed-upon work to me by the Rutgers registrar deadline to avoid the "incomplete" converting to an "F": <https://registrar.camden.rutgers.edu/gradeinstruction#incomplete>.

Assessments

Homework Assignments (5)

Five Homework Assignments (worth 3 points each, 15 points total) will be posted on Canvas. Homework Assignments are due at the day and time specified. **NO LATE HOMEWORK WILL BE ACCEPTED.** On homework problems requiring calculations, you need to show how you arrived at the calculation. You may discuss homework problems with others, but you must write it up all by yourself with a complete and comprehensive understanding of what you write. Identical assignments will be in violation of university regulations and will receive no credit. Any and all violations of academic integrity will be reported.

Exams (3)

Exams, (25 points each, 75 points total), will be comprehensive. You will be allowed to use a calculator and Microsoft Excel. Exams need to be completed on time. No extensions will be possible. You must

work on your own for the exams.

Course Essay (1)

You will write a short (5 pages max) essay on one of the topics covered in class. Each topic is designed to illustrate your understanding of the subject matter. More details will be announced during the semester.

Course Grading

Item	Points
Homework Assignments (5 assignments, 3 points each)	15
Exams (3 Exams, 25 points each)	75
Course Essay (10 points)	10
Total	100

Final Grade Ranges

A Highest grade (92% and above)

B+ Work of distinction (87.5% to 91.9%)

B Work of distinction (81.5% to 87.4%)

C+ Average work (75.5% to 81.4%)

C Average work (69.5% to 75.4%)

D Passing, but unsatisfactory (60% to 69.4%)

F Failure without credit (Below 60%)

Disability Services/Accommodations

The University is committed to supporting the learning of all students and faculty will provide accommodations as indicated in a Letter of Accommodation issued by the Office of Disability Services (ODS). If you have already registered with ODS and have your letter of accommodations, please share this with me early in the course. If you have or think you have a disability (learning, sensory, physical, chronic health, mental health or attentional), please contact <https://success.camden.rutgers.edu/disability-services>.

Accommodations will be provided only for students with a letter of accommodation from ODS. Their services are free and confidential. Letters only provide information about the accommodation, not about the disability or diagnosis.

Academic Integrity

The Academic Integrity policy can be found at <https://studentconduct.rutgers.edu/processes/university-code-student-conduct> <http://studentconduct.rutgers.edu/student-conduct-processes/academic-integrity/>

Students are responsible for understanding the principles of academic integrity and abiding by them in all aspects of their work at the University. Students are also encouraged to help educate fellow students about academic integrity and to bring all alleged violations of academic integrity they encounter to the attention of the appropriate authorities.

Academic Integrity means that you (the student) must:

- properly acknowledge and cite all use of the ideas, results, or words of others,
- properly acknowledge all contributors to a given piece of work,
- make sure that all work submitted as your own in a course activity is your own and not from someone else
- obtain all data or results by ethical means and report them accurately
- treat all other students fairly with no encouragement of academic dishonesty

Adherence to these principles is necessary in order to ensure that:

- everyone is given proper credit for his or her ideas, words, results, and other scholarly accomplishments
- all student work is fairly evaluated, and no student has an inappropriate advantage over others
- the academic and ethical development of all students is fostered
- the reputation of the University for integrity is maintained and enhanced.

Failure to uphold these principles of academic integrity threatens both the reputation of the University and the value of the degrees awarded to its students.

Artificial Intelligence Use

The use of generative AI tools (such as ChatGPT, DALL-E) is not permitted in this class. Any use of AI tools for work in this class WILL be considered a violation of Rutgers University's Academic Honesty policy and Student Conduct Code, since the work is not your own. If you have questions, please ask your instructor for clarification.

Code of Student Conduct

Rutgers University-Camden seeks a community that is free from violence, threats, and intimidation; is respectful of the rights, opportunities, and welfare of students, faculty, staff, and guests of the University; and does not threaten the physical or mental health or safety of members of the University community, including in classroom space.

As a student at the University, you are expected adhere to the Code of Student Conduct.

To review the code, go to the Office of Community Standards:

<https://deanofstudents.camden.rutgers.edu/student-conduct>

Note that the conduct code specifically addresses disruptive classroom conduct, which means *"engaging in behavior that substantially or repeatedly interrupts either the instructor's ability to teach or student learning. The classroom extends to any setting where a student is engaged in work toward academic credit or satisfaction of program-based requirements or related activities."*

Expectations of Classroom Civility (online or in-person)

(source: the Assoc of College and University Educators)

The following protocols on the codes of behavior reflect professional business norms on manners, courtesy, and respect. **(In general, you should treat others as you would like others to treat yourself. Be mindful that what is acceptable in a text or chatroom with friends may not be appropriate in a classroom or in an online conversation with an instructor.)**

This could also include a statement regarding what your students can expect from you (example: *I will be prepared and on time for class; I will respect you and your opinions*).

- Classroom attendance is a necessary part of this course; therefore, (include specific requirements and any impact on grades).
- You are expected to do your own work. Cheating, plagiarism, and any other form of academic dishonesty will not be tolerated and will result in (include consequences).
- Meaningful and constructive dialogue is encouraged in this class and requires a willingness to listen, tolerance for different points of view, and mutual respect from all participants. All course members will be expected to show respect for individual differences and viewpoints at all times.
- The use of electronic devices can be disruptive to those around you. As a result, the use of such devices should be limited to class-related tasks.

Course Outline and Assignments

Module Week	Section 92	Lectures and Assessment
1	1/21	Introduction to the course, syllabus, and class
2	1/27	Process Analysis I Homework Assignment 1 Open
3	2/3	Process Analysis II
4	2/10	Waiting Time Analysis I Homework Assignment 1 Due; Homework Assignment 2 Open
5	2/17	Waiting Time Analysis II; Exam 1 Review; Homework Assignment 2 Due

6	2/24	Exam 1
7	3/3	Project Management; Homework 3 Open
8	3/10	Linear Programming; Exam 2 Review; Homework Assignment 3 Due
		Spring Break
9	3/24	Exam 2
10	3/31	Forecasting; Homework Assignment 4 Open
11	4/7	Inventory Management
12	4/14	Revenue Management; Exam 3 Review; Homework Assignment 4 Due
13	4/21	Exam 3
14	4/28	Course Essay
15	5/5	Course Essay Due

Final Exam: May 8 to May 14, 2025: There will be NO final exam for this course. All assignments, essays, Exams and Homework Assignments will need to be completed before the respective due dates.