

**SUMMER 23 Quad 1**

Office Hours Via Zoom Monday Nights from 4:30-5:30 Beginning 5/8 (Voluntary and Supplemental)	<b>Instructor title and name:</b> Matt Boyne
<b>Meeting times:</b> None	<b>Phone:</b> 7607158071
<b>Meeting location:</b> None	<b>E-mail:</b> mboyne@pointloma.edu
<b>Final Exam:</b> None	<b>Office location and hours:</b> Fermanian 130 All Day Friday
<b>Additional info: Other Zoom Hours as requested</b>	<b>Additional info: Call anytime</b>

**PLNU Mission**

**To Teach ~ To Shape ~ To Send**

Point Loma Nazarene University exists to provide higher education in a vital Christian community where minds are engaged and challenged, character is modeled and formed, and service is an expression of faith. Being of Wesleyan heritage, we strive to be a learning community where grace is foundational, truth is pursued, and holiness is a way of life.

**Fermanian School of Business Mission**

**Character – Professionalism – Excellence – Relationships – Commitment - Innovation**

As members of a vital Christian community, we strive to provide high quality business programs that equip students to make a positive impact in their workplace and community by connecting purpose to practice.

**COURSE DESCRIPTION**

This course provides an analysis of the information support systems which aid the manager in the decision-making process. Topics include supply chain, project and operations management, allocation of resources, planning, and financial analysis.

**COURSE LEARNING OUTCOMES**

On completion of this class, students achieve the following Course Learning Outcomes (CLOs):

1. Exhibit an in-depth knowledge of operations management theory and methods (PLO1 & F1).
2. Evaluate and apply continuous process improvement methods (PLO 2 & F1).
3. Assess the competitive advantage of a business based on management concepts (PLO 2 & F2).
4. Prepare written reports and deliver presentations on operations management topics (PLO 3).
5. Formulate operations management decisions influenced by ethical considerations (PLO 2, 3, 4)

**COURSE CREDIT HOUR INFORMATION**

In the interest of providing sufficient time to accomplish the stated Course Learning Outcomes, this class meets the PLNU credit hour policy for a 3-unit class delivered over 8-weeks. It is anticipated that students will spend a minimum of 37.5 participation hours per credit hour on their coursework. For this course, students will spend an estimated 112.5 total hours meeting the course learning outcomes. The time estimations are provided in the Canvas modules.

**REQUIRED TEXTS AND RECOMMENDED STUDY RESOURCES**

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*Operations Management in the Supply Chain Decision and Cases* (8th ed.) by Roger Schroeder and Susan Goldstein-The book is in the Bookstore or through [the McGraw Hill website](#).

Please subscribe to the Student Digital Wall Street Journal. The \$4 subscription per month can be found at [Digital Wall Street Journal](#).

**ASSESSMENT AND GRADING** ☼

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<p><u>Sample</u> assignment distribution by percentage:</p> <ul style="list-style-type: none"> <li>• Weekly Discussions 42.5%</li> <li>• Weekly Amazon and Walmart Writeup 52.5%%</li> <li>• Management Exit Exam – 5%</li> </ul>	<p><u>Sample</u> grade scale:</p> <table> <tr> <td>A=93-100</td> <td>C=73-76</td> </tr> <tr> <td>A-=90-92</td> <td>C-=70-72</td> </tr> <tr> <td>B+=87-89</td> <td>D+=67-69</td> </tr> <tr> <td>B=83-86</td> <td>D=63-66</td> </tr> <tr> <td>B-=80-82</td> <td>D-=60-62</td> </tr> <tr> <td>C+=77-79</td> <td>F=0-59</td> </tr> </table>	A=93-100	C=73-76	A-=90-92	C-=70-72	B+=87-89	D+=67-69	B=83-86	D=63-66	B-=80-82	D-=60-62	C+=77-79	F=0-59
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B-=80-82	D-=60-62												
C+=77-79	F=0-59												

Towards the end of class you will be contacted concerning a Management Exit Exam. We’ll coordinate a time and date along with further explanation of the content. Other than that exam, the class has no tests, exams or quizzes. The work is level loaded with two discussion questions in Weeks 2-8 and an ongoing Amazon and Walmart assignment that is detailed at this link: [Amazon and Walmart Operation Assessment](#).

**INCOMPLETES AND LATE ASSIGNMENTS**

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All assignments are to be submitted/turned in by the beginning of the class session when they are due—including assignments posted in Canvas. Incompletes will only be assigned in extremely unusual circumstances. If work is submitted late 25% will be assessed as a penalty.

**SPIRITUAL CARE**

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Please be aware PLNU strives to be a place where you grow as whole persons. To this end, we provide resources for our students to encounter God and grow in their Christian faith.

***BBA/BAOL only:***

At the Mission Valley (MV) campus we have an onsite chaplain, Rev. Gordon Wong, who is available during class break times across the week. If you have questions for, desire to meet or share a prayer request with Rev. Wong you can contact him directly at [mvchaplain@pointloma.edu](mailto:mvchaplain@pointloma.edu) or [gordonwong@pointloma.edu](mailto:gordonwong@pointloma.edu). Rev. Wong’s cell number is 808-429-1129 if you need a more immediate response.

In addition, on the MV campus there is a prayer chapel on the third floor which is open for use as a space set apart for quiet reflection and prayer.

### **STATE AUTHORIZATION**

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State authorization is a formal determination by a state that Point Loma Nazarene University is approved to conduct activities regulated by that state. In certain states outside California, Point Loma Nazarene University is not authorized to enroll online (distance education) students. If a student moves to another state after admission to the program and/or enrollment in an online course, continuation within the program and/or course will depend on whether Point Loma Nazarene University is authorized to offer distance education courses in that state. It is the student's responsibility to notify the institution of any change in his or her physical location. Refer to the map on [State Authorization](#) to view which states allow online (distance education) outside of California.

### **PLNU COPYRIGHT POLICY**

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Point Loma Nazarene University, as a non-profit educational institution, is entitled by law to use materials protected by the US Copyright Act for classroom education. Any use of those materials outside the class may violate the law.

### **PLNU ACADEMIC HONESTY POLICY**

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Students should demonstrate academic honesty by doing original work and by giving appropriate credit to the ideas of others. Academic dishonesty is the act of presenting information, ideas, and/or concepts as one's own when in reality they are the results of another person's creativity and effort. A faculty member who believes a situation involving academic dishonesty has been detected may assign a failing grade for that assignment or examination, or, depending on the seriousness of the offense, for the course. Faculty should follow and students may appeal using the procedure in the university Catalog.

See the [Academic Honesty Policy](#) in the Graduate and Professional Studies Catalog for definitions of kinds of academic dishonesty and for further policy information.

### **PLNU ACADEMIC ACCOMMODATIONS POLICY**

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PLNU is committed to providing equal opportunity for participation in all its programs, services, and activities. Students with disabilities may request course-related accommodations by contacting the Educational Access Center (EAC), located in the Bond Academic Center ([EAC@pointloma.edu](mailto:EAC@pointloma.edu) or 619-849-2486). Once a student's eligibility for an accommodation has been determined, the EAC will issue an academic accommodation plan ("AP") to all faculty who teach courses in which the student is enrolled each semester.

PLNU highly recommends that students speak with their professors during the first two weeks of each semester/term about the implementation of their AP in that particular course and/or if they do not wish to utilize some or all of the elements of their AP in that course.

Students who need accommodations for a disability should contact the EAC as early as possible (i.e., ideally before the beginning of the semester) to assure appropriate accommodations can be provided. It is the student's responsibility to make the first contact with the EAC.

## SEXUAL MISCONDUCT AND DISCRIMINATION

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Point Loma Nazarene University faculty are committed to helping create a safe learning environment for all students. If you (or someone you know) have experienced any form of sexual discrimination or misconduct, including sexual assault, dating or domestic violence, or stalking, know that help and support are available through the Title IX Office at [pointloma.edu/Title-IX](http://pointloma.edu/Title-IX). Please be aware that under Title IX of the Education Amendments of 1972, it is required to disclose information about such misconduct to the Title IX Office.

If you wish to speak to a confidential employee who does not have this reporting responsibility, you can contact Counseling Services at [counselingservices@pointloma.edu](mailto:counselingservices@pointloma.edu) or find a list of campus pastors at [pointloma.edu/title-ix](http://pointloma.edu/title-ix)

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## COURSE MODALITY DEFINITIONS

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- 1. In-Person:** Course meetings are face-to-face with no more than 25% online delivery.
- 2. Online:** Coursework is completed 100% online and asynchronously.
- 3. Online Synchronous:** Coursework is completed 100% online with required weekly online class meetings.
- 4. Hybrid:** Courses that meet face-to-face with required online components.

## PLNU ATTENDANCE AND PARTICIPATION POLICY ⊕

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Online BBA/BAOL Courses:

Regular and punctual attendance at all **synchronous** class sessions is considered essential to optimum academic achievement. If the student is absent for more than 10 percent of class sessions (virtual or face-to-face), the faculty member will issue a written warning of de-enrollment. If the absences exceed 20 percent, the student may be de-enrolled without notice until the university drop date or, after that date, receive the appropriate grade for their work and participation. In some courses, a portion of the credit hour content will be delivered **asynchronously** and attendance will be determined by submitting the assignments by the posted due dates. See [ADC Academic Policies in the Graduate and Professional Studies Catalog](#). If absences exceed these limits but are due to university excused health issues, an exception will be granted.

***Asynchronous Attendance/Participation Definition:*** A day of attendance in asynchronous content is determined as contributing a substantive note, assignment, discussion, or submission by the posted due date. Failure to meet these standards will result in an absence for that day. Instructors will determine how many asynchronous attendance days are required each week.

Students taking online courses are expected to attend each week of the course. Attendance is defined as participating in an academic activity within the online classroom which includes

posting in a graded activity in the course. (Note: Logging into the course does not qualify as participation and will not be counted as meeting the attendance requirement.)

Students who do not attend at least once in any 3 consecutive days will be issued an attendance warning. Students who do not attend at least once in any 7 consecutive days will be dropped from the course retroactive to the last date of recorded attendance.

Students who anticipate being absent for an entire week of a course should contact the instructor in advance for approval and make arrangements to complete the required coursework and/or alternative assignments assigned at the discretion of the instructor.

## **USE OF TECHNOLOGY**

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In order to be successful in your course, you'll need to meet the minimum technology and system requirements; please refer to the [Technology and System Requirements](#) information. Additionally, students are required to have headphone speakers, microphone, or webcams compatible with their computer available to use for any online or hybrid classes. Please note that any course with online proctored exams require a computer with a camera (tablets are not compatible) to complete exams online.

Problems with technology do not relieve you of the responsibility of participating, turning in your assignments, or completing your class work.

## **FINAL EXAMINATION POLICY**

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Successful completion of this class requires taking the final examination **on its scheduled day**. No requests for early examinations or alternative days will be approved.

## **COURSE SCHEDULE AND ASSIGNMENTS**

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**Week 1 (5/8)-Read Chapter 1, answer discussion questions and begin the Amazon and Walmart assignment:**

- **Title Page = 2%**
- **Abstract = 0%** (Not Required but May Be Included)
- **Introduction and Reason for Analysis = 4%**
- **Amazon Background** (from Corporate Website) = 2%
- **Walmart Background** (from Corporate Website) = 2%

**Week 2 (5/15)-Chapter2, answer two discussions and add the following to the Amazon and Walmart assignment:**

- **Value Proposition = 5%**
  - Using [Simchi-Levi](#) properly cite and explain what a value proposition means- Chapter 1 in Operations Rules. Then explain both Amazon's Value Proposition and Walmart's Value Proposition.

- **Operational Strategy = 5%**
  - Define and cite using our textbook-Operations Management in the Supply Chain. Then explain both Amazon's Operational Strategy and Walmart's Operational Strategy

**Week 3 (5/22)-Chapters 4 and 5, answer two discussion questions and add the following to the Amazon and Walmart assignment:**

- **Matching Products Markets and Strategies = 5%**
  - See Chapter 3 in [Simchi-Levi's Operations Rules](#) Organization...Before moving to Amazon's product focus insert a heading titled "Matching Products, Markets, and Strategies". Then have a paragraph citing Simchi-Levi explaining why it is important to match product markets and strategies. Then explain Amazon's Matching Products, Market and Strategy and Walmart's Matching Products, Market and Strategy.
- **Procurement = 5%**
  - See [Chapter 4 in Simchi-Levi's Operations Rules](#) Organization...Insert a paragraph titled "Procurement". Explain why Procurement is important and how it offers a competitive advantage using Simchi-Levi. Then move to Amazon's Procurement Methods and Walmart's Procurement Methods as previously done with sub-headings.

**Week 4 (5/29)-Chapter 6, answer two discussion questions and add the following to the Amazon and Walmart Assignment:**

- **Risk Management = 5%**
  - See [Chapter 5 in Simchi-Levi's Operations Rules](#) Organization...Insert a paragraph titled "Risk Management". Explain what Risk Management is and cite Simchi-Levi from Operations Rules covered in class. Then move to Amazon's Risk Management and Walmart's Risk Management as done with sub-headings.
- **Information Systems = 5%**
  - See [Chapter 6 in Simchi-Levi's Operations Rules](#) Organization...Insert a paragraph Titled Information Systems. Explain why it is of significance using Simchi-Levi notes from class. Then move to Amazon and Walmart's use of Information Systems with appropriate sub-headings.

**Week 5 (6/5)-Chapter 7, answer two discussion question and add the following to the Amazon and Walmart assignment:**

- **Operational Excellence = 5%**
  - See our textbook's chapter on Quality Management
  - Organization...Insert a paragraph titled "Operational Excellence" and using our textbook's definition of Quality as Operational Excellence if you find that to be the best description, and that we covered in class explain; what it is. Then move to

Amazon and Walmart's methods to Operational Excellence using relevant sources and appropriate sub-headings.

- **Operational Flexibility = 5%**
  - [Use Chapters 7 and 8 of Simchi-Levi's Operational Rules](#) Organization...Insert a paragraph explaining what Operational Flexibility is using Simchi-Levi, page 139 and then add the sections on Amazon and Walmart as appropriate subheadings and how they achieve the flexibility to be resilient.

**Week 6 (6/12)-Chapters 8 and 9, answer two discussion questions and add the following to the Amazon and Walmart assignment:**

- **Sustainability = 5%**
  - Sustainability...doing well by doing good from [Simchi-Levi in Chapter 11](#) followed by an analysis of Amazon and Walmart as Subheadings

☐ **Resilience = 5%**

- Use the textbook's chapter on the Lean Supply Chain to determine and describe resilience.
- Also, Resilience...[Chapter 5 Simchi-Levi defines](#) followed by an analysis on Amazon and Walmart with appropriate subheadings.

**Week 7 (6/19)-Chapters 11 and 14, answer two discussion questions and add the following to the Amazon and Walmart assignment:**

- **Wall Street Journal Top 250 Companies = 5%**

Which company did better from the WSJ Top 250? Why?

☐ **Industry Week/Gartner Top 25 Supply Chains = 5%**

- [Download Industry Week/Gartner Top 25 Supply Chains = 5%](#)
  - Which company did better in the Industry Week/Gartner Top 25 Supply Chains? Amazon is in a class by itself
- **Recommendation and Summary = 10%**
  - Which Company? Why?
- **APA Reference List =** graded as part of the organization (see below)

**Week 8 (6/26)-Chapters 16 and 18, answer two discussion questions and wrap up the Amazon and Walmart assignment**

- Incorporate and Refine all feedback
- **Organization = 20%**
  - The organization grade includes APA format, citations, and references as provided by our OWL APA website found in Canvas.
  - See here for further APA guidance: [APA Format](#)

