



UNIVERSITY OF CENTRAL ARKANSAS
COLLEGE OF BUSINESS
VISION, MISSION, AND CORE VALUES STATEMENT

Department of Marketing & Management

CoB Vision

Our vision is to be recognized leader in developing business talent and ideas that create growth and opportunity in Arkansas and globally.

Statement of Mission and Core Values

We educate a diverse population of current and future business professionals to successfully and ethically meet the challenges of the global business environment. Through active engagement with the local, regional, national, and global communities, our faculty strive to deliver a high-quality business education via experiential education, a relevant curriculum, and scholarly contributions. We pursue continuous improvement opportunities to add value for our College and its stakeholders.

1. Intellectual Excellence.

- 1.1. Educate students: We promote intellectual and professional development of students by emphasizing communication, critical and analytical thinking, collaboration, information management and a broad exposure to key business disciplines.
- 1.2. Scholarship: We believe that faculty and students should engage in professional development and scholarly endeavors that promote the application and creation of knowledge in business practice and education.
- 1.3. Cultural competence: We maintain and develop current and responsive curriculum that prepares students for the global business environment through broad exposure to key business disciplines.
- 1.4. Physical learning environment: We strive to provide a physical infrastructure with appropriate technology that provides an environment in which our students and faculty can thrive professionally and intellectually.

2. Community.

- 2.1. Collegiality: We encourage transparency in our decision making practice through a process of shared governance based on interactions among faculty, staff, and students.
- 2.2. Service: We pursue collaborative partnerships between our internal and external stakeholders to promote life-long and experiential learning, research, service, and community interaction.

3. Diversity.

- 3.1. We value the opportunity to work, learn, and develop in a community that embraces the diversity of individuals and ideas.

4. Integrity.

- 4.1. Ethics: We are committed to ethical and responsible behavior in our own actions and to developing the same commitment in our students by promoting the awareness of professional ethical responsibilities.
- 4.2. Responsibility: We commit to being responsible and accountable in our operations at all levels, including assessment and continuous improvement of our academic programs and transparency in our fiscal and operational proceedings.

4.3 Learning Goals

Our graduates shall possess:

1. Critical Thinking & Analytical Thinking Skills;
2. Awareness of the Global Business Environment;
3. Ethical Reasoning Abilities;
4. Effective Communication Abilities;
5. Effective Collaborative Skills;
6. Effective Information Management Skills;
7. Understanding of a Broad Range of Business Disciplines.

Course Syllabus

Course Information

Course Number: MGMT 3344	
Course Name: Operations and Supply Chain Management	
CRN: 20684 or 24478	
Semester: Spring 2019	
Location: CoB 315	
Class Hours: 0800 - 0850 MWF or	0900 - 0950 MWF

Instructor Information

Name: Doug Isanhart	
Office Location: CoB 312-"O"	
Work Email: dougi@uca.edu	
Phone: 450 3632	
Office Hours: MWF: 1100 - 1500 and by appointment	

Prerequisites: 2.0 GPA in Business Foundation courses.

Textbook and Instructional Materials, optional: Life Skills and More (Mr. Doug has copies @ \$8)

Course Description and Objectives: Students will gain a basic understanding of the importance of managing operations. Major concepts covered include manufacturing versus service operations; people problems, strategic use of SCM, preparing a Business Operations Plan, case studies, mathematics needed to measure and make decisions, Continuous Improvement, Toyota Production System, and Key Performance Indicators. Local, real-world enterprises will be studied by teams of students. Operations and Supply Chain Management careers and internships will be explored.

Course Delivery Method: Lectures, handouts, study of local enterprises, team presentations, class exercises, completion of a Business Operating Plan, and interactive classroom discussions,

Grading:

Grades will be assigned according to the following percentage scale:

- A. = 90
- B. = 80
- C. = 70
- D. = 60
- F. < 60

Components of your grade are weighted as follows: Three (3) Knowledge Assessments @ 100 points; Team Presentations @ 50 points; 10 quizzes @ 5 points each. Total points = 400.

Class Schedule:

Week of

Jan 07	Intro, course overview, Q&A (1/13)
Jan 14	Form teams, assign enterprises, Lesson 1
Jan 21	MLK Birthday no class Mon; Lesson 1
Jan 28	Lesson 2; Absenteeism and Turnover
Feb 04	Lesson 3; speaker
Feb 11	Lesson 3; Review (W); Knowledge Assessment #1 (F)
Feb 18	We-B-Nanners (copy right) case study; Presentations 1 & 2 (F)
Feb 25	Lesson 4; Presentations 3 & 4 (W); 5 & 6 (F)
Mar 04	Lesson 4; Green; LEED; Sustainability; ICC
Mar 11	KPIs, Review (W); KA#2 (F)

Note: Business Operation Plans due Monday, Mar 12, 2018

Mar 18	Spring Break
Mar 25	Variances; COQ; Presentations #7 & #8 (F)
Apr 01	EE; SCM; Presentations #9 and #10 (F)
Apr 08	Lesson 5; TPS
Apr 15	Lesson 6; LEAN; VSM
Apr 22	Review (M); KA#3 (W); No classes Friday
Apr 29	Finals week - Term paper due NLT June 1

Description of Major Deliverables/Course Requirements: Faculty member will transfer real-world operations knowledge and experiences to students. Knowledge gained by students will enable them to manage operations of an enterprise. Preparation of a Business Operation Plan, knowledge assessments, study of local business enterprises and presentations of same, and current relative events will be used for delivery.

Evaluations: Evaluations of courses and faculty by students are crucial elements in helping faculty achieve excellence in the classroom and the institution in demonstrating that students are gaining knowledge. Students may evaluate courses they are taking starting on the Monday of the thirteenth week of instruction through the end of finals week by logging in to myUCA and clicking on the Evals button on the top right

Attendance and Drop policies: No attendance will be taken; however, excessive absences may result in being dropped

Assignment Submission Policy: Paper assignments will be penalized 10 points for each 24-hour period of lateness beginning @ time and date due

Makeup Exams: At discretion of instructor, only.

Classroom Policies: Mutual courtesy and respect are the expectations.

Academic Integrity Statement: The University of Central Arkansas affirms its commitment to academic integrity and expects all members of the university community to accept shared responsibility for maintaining academic integrity. Students in this course are subject to the provisions of the university's Academic Integrity Policy, approved by the Board of Trustees as Board Policy No. 709 on February 10, 2010, and published in the Student Handbook. Penalties for academic misconduct in this course may include a failing grade on an assignment, a failing grade in the course, or any other course-related sanction the instructor determines to be appropriate. Continued enrollment in this course affirms a student's acceptance of this university policy.

Disabilities Act Statement: The University of Central Arkansas adheres to the requirements of the Americans with Disabilities Act. If you need an accommodation under this Act due to a disability, please contact the UCA Office of Disability Services, 450-3613.

Sexual Harassment and Academic Policies: All students are required to familiarize themselves with the University of Central Arkansas policy on sexual harassment and on academic policies. These policies are printed in the Student Handbook.

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Title IX

"If a student discloses an act of sexual harassment, discrimination, assault, or other sexual misconduct to a faculty member, the faculty member cannot maintain complete confidentiality and is required to report the act and may be required to reveal the names of the parties involved. Any allegations made by a student may or may not trigger an investigation. Each situation differs and the obligation to conduct an investigation will depend on those specific set of circumstances. The determination to conduct an investigation will be made by the Title IX Coordinator. For further information, please visit: <https://uca.edu/titleix>."

Other Required Materials/Competencies/Resources: Faculty may add other materials as necessary.

An **Emergency Procedures Summary (EPS)** for the building in which this class is held will be discussed during the first week of this course. EPS documents for most buildings on campus are available at <http://uca.edu/mysafety/bep/>. Every student should be familiar with emergency procedures for any campus building in which he/she spends time for classes or other purposes.

Accreditation & Assurance of Learning: None

Learning Goals Assessed: None

This syllabus may be changed/modified at discretion of faculty.