



NORTH SOUTH UNIVERSITY
Center of Excellence in higher Education
The first private university in Bangladesh
School of Business and Economics
Department of Management

Course Name:	Introduction to Operations and Supply Chain Management
Course Code & Section No:	MGT 314; Sections 11, 14, and 17
Semester:	Spring 2024

INSTRUCTOR & DEPARTMENT INFORMATION

1. Instructor Name:	Shah Iftekhar Hossain
2. Office	NAC 857
3. Office Hours:	Mondays and Wednesdays: 7:15 – 7:55 AM, 10:50 AM – 12:40 PM Thursdays: 7:15 – 7:55 AM, 10:50 AM – 12:10 PM, 1:40 – 2:40 PM Saturdays: 7:15 – 7:55 AM, 10:50 AM – 12:10 PM
4. Office Phone:	(880) 2-55668200 ext. 1747
5. Email Address:	shah.hossain@northsouth.edu
6. Department:	Management
7. Links:	Instructor Website: iftnsu.weebly.com

COURSE & SECTION INFORMATION

Class Time & Location	Section 12: 8:00 – 9:15 AM, Thursdays and Saturdays; NAC 401 Section 14: 9:25 – 10:40 AM, Thursdays and Saturdays; NAC 502 Section 17: 12:15 – 1:30 PM, Thursdays and Saturdays; NAC 502
Course Prerequisite(s)	MGT 210 or MGT 212, and BUS 172
Course Credit Hours	3.0
Course Description	This course is designed to introduce the students of the program to the fundamentals of Production Management. With the increases in the global market competition, increased the need for competitive modern production and manufacturing system that can provide quality products to their target markets. This course addresses various functional areas of Production and Operation, and would facilitate students with the tools/techniques used in operations management decisions.

Course Objectives	<ul style="list-style-type: none"> • Understand the dynamics of operations strategy and be able to develop one for a company. • Understand and apply the concepts of process improvement. • Understand the importance of quality management and statistical process control. • Be able to recommend a layout and location for a facility. • Be able to use a variety of forecasting techniques. • Understand the concepts and techniques of inventory management. • Understand the concepts and techniques of project management. • Understand the structure and the logic behind waiting times and lines.
Student Learning Outcomes	<p>Upon the successful completion of this course, a student will be able to:</p> <ul style="list-style-type: none"> • Analyze the existing operations strategy and/or develop operations strategy for an organization. • Forecast the demand and plan capacity and batch size accordingly for a business. • Draw Gantt Charts/Network diagrams to manage projects/operations. • Use Control Charts to manage quality. • Use queuing models to determine waiting times in a waiting line.

LEARNING RESOURCES AND TEXTBOOK(S)

Author	Title	Edition & Year	Publisher	ISBN
William J. Stevenson	Operations Management	12th Edition (2015)	McGraw-Hill Higher Education	978-0-07-802410-8

Reference:

Roberta S. Russell & Bernard W. Taylor III	Operations & Supply Chain Management	10 th Edition (2019)	John Wiley & Sons	978-1-119-57764-5
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TEACHING STRATEGY

The course will be taught through a mix of lectures, case(s) and/or article(s), and a project. The target is not only to give students a theoretical understanding in the classroom, but also to make them critically appraise the existing models and also apply the models learned in the classroom in a real life scenario. The course puts an extensive pressure in learning through experience.

ASSESSMENT STRATEGY AND GRADING SCHEME	
Grading Scheme	Weight
Mid Term Exam I	10%
Mid Term Exam II	15%
Final Exam	15%
Group Deliverables <ul style="list-style-type: none"> • Case Study (10%) • Project (25%) 	35%
Quiz (7) ¹	20%
Class Participation	5%

The final grade will be a percentage of the accumulation of all points received over the course as follows (e.g.: your earned points/total points), based on the NSU Grading Policy:

100%-93%=A

82%-80%=B-

69%-67%=D+

92%-90%=A-

79%-77%=C+

60%-66%=D

89%-87%=B+

76%-73%=C

59% or less =F

86%-83%=B

72%-70%=C-

Note # 1: This assigned percentage letter grade may be altered at the instructor's discretion.

Note # 2: All quizzes will be included in final grade determination.

CLASS ROOM RULES OF CONDUCT

1. Use of a **mobile phone is prohibited** during all classes. If a student is observed using a mobile phone, the instructor reserves the right to confiscate the mobile phone and/or remove the student from the classroom.
2. Mobile phones should be "**turned off**"/"**Silent mode**" during the class.
3. Students are advised to frequently refer to the **Student Handbook of North South University** on the following link:

<http://www.northsouth.edu/student-code-of-conduct.html>

4. **Academic Integrity Policy:**

Academic dishonesty of any type will not be tolerated. This includes, but is not limited to, plagiarism (copying others work and representing it as our own—in part or in total— without the appropriate citations), copying others responses during the exams and quizzes, and using Artificial Intelligence ("AI") tools.

In addition, polite and courteous behavior is to be maintained at all times. This means that when the Instructor is speaking or when Students are presenting their ideas, the classroom should be silent, with the exception of invited questions. As in any academic environment questions are welcome, but informal

¹ All quiz scores will be included to calculate a simple quiz average. The simple average will be used to determine the course grade. Missed quizzes will not have any make-up opportunity.

chatter or communication among class members becomes a distraction for all those in attendance and will not be tolerated.

No talking or other forms of communication with other students will be allowed when exams are being distributed. The 'no talking' requirement is enforced during the exam and continues until all students have handed their exam in to the instructor. Any talking during the exam will disqualify you from taking the exam. It is my (and all other professors) expectation that your academic work for the course will be performed without resorting to cheating, plagiarism, lying, and/or bribery. Any student engaging in any of these behaviors will be dealt according to North South University's code of conduct.

QUIZZES & EXAMINATIONS, MAKE UP POLICY

Quiz may not be made up for any reason. Each quiz will start at the beginning of the scheduled class. Late arriving students will not receive additional time. The instructor will not allow students to enter the classroom in the final 3 minutes of each quiz. A missed quiz will result in a score of zero.

Exams may not be made up unless arrangements are made at least 24 hours prior to the class period for which they are scheduled. Additional instructions may be provided by your Instructor, and if so, students must comply with such instructions and failure to do so will result in disciplinary actions. All exams will be given over the designated class period. The exams must be taken at the scheduled times.

Any arrangement must include instructor agreement, subject to the same 24-hour prior timeline. A request by the student is insufficient. Requests must include credible and verifiable evidence. The instructor reserves the right to refuse any request at his discretion.

Mobile phones are prohibited in exam sessions.

GROUP DELIVERABLES

Your project will be divided into several parts and their due dates and details will be announced in the class. You have to submit your project's parts on the announced due dates.

ACADEMIC INTEGRITY

If the instructor suspects academic dishonesty in student work (quiz, exam, group deliverables), the instructor reserves the right to apply a combination of the following at his discretion:

- Failing score
- Score of zero
- Reduction of course letter grade
- Course grade of "F"
- Referral to the University Disciplinary Committee

LATE ASSIGNMENT POLICY

All student deliverables are due at the end of the class as indicated in the Course Calendar. Submissions after this deadline will be considered late submission(s). Instructor will penalize or reject late submissions at his discretion.

ATTENDANCE POLICY

A record of attendance and late arrivals will be kept. If a student cannot attend any class for unavoidable reason, s/he is advised to contact the instructor in advance. E-mail is preferred for urgent communications. Please read the chapter listed on the calendar before coming to the class. All students are expected to

participate in the class. Pro-active participation would be highly appreciated. Per university norms, any student with 25% or more recorded absences will receive a failing grade in the course. Instructors shall have discretion whether late arrivals to class (tardy) will count as absences.

COURSE ADJUSTMENTS

The instructor reserves the right to make adjustments in the course requirements consistent with the course's overall objectives. Total course workload and available time will be considered in any such adjustments. You will be notified at the earliest possible time if changes are to be made.

COMMUNICATION POLICY

Instructor will use his email, the Learning Management System ("Canvas" or "LMS"), and his website (iftnsu.weebly.com) to communicate students. Students are responsible to check their emails, the LMS, and websites (NSU and the Instructor site) regularly.

APPROPRIATE USE POLICY

All members of the North South University community must use electronic communications in a responsible manner. The University may restrict the use of its computers and network systems for electronic communications subject to violations of university policies/codes or local laws or national laws. Also, the university reserves the right to limit access to its networks through university-owned or other computers, and to remove or limit access to material posted on university-owned computers.

STUDENTS WITH SPECIAL NEEDS

North South University will provide educational opportunities that ensure fair, appropriate and reasonable accommodation to students who have disabilities/special needs that may affect their ability to participate in course activities or meet course requirements. Students with disabilities are encouraged to contact their instructors to ensure that their needs are met. The University through its Special Need section will exert all efforts to accommodate special needs.

STUDENTS COMPLAINTS POLICY

Students at North South University have the right to pursue complaints related to faculty, staff, and other students. The nature of the complaints may be either academic or non-academic. For more information about the policy and processes related to this policy, you may refer to the students' handbook.

NOTE 1: The course plan is tentative and subject to change as semester progresses, and any change will be communicated accordingly

NOTE 2: Additional information about Course Calendar Classroom Rules of Conduct, Quizzes and Examinations, Make-Up Policy, Attendance Policy, Group Assignment(s), Equation Sheet Policy etc. are posted on Instructor's website (iftnsu.weebly.com). It is the student's responsibility to carefully review and abide by those policies.

NOTE 3: The instructor reserves the right to make changes to the syllabus if and when necessary.

