



## **COURSE SYLLABUS**

Course: **WCOB 2023 Production & Delivery of Goods & Services**

Prerequisite: WCOB 1023, WCOB 1033, ECON 2023, and WCOB 1012--each with a grade of "C" or better

**Disclaimer: Syllabus for each class may vary from instructor to instructor.**

### **Course Description:**

This course is designed to provide students with a broad understanding of the production and delivery of goods and services. The course focuses on concepts and methodologies for managing the flow of material and information throughout the production and delivery of goods and services.

### **Value of the Course:**

Production and Delivery of Goods and Services provides an overview of (1) how businesses convert materials into products and services and (2) the process of delivering/providing those products and services to customers. In any organization, managers need to be familiar with the acquisition and movement of materials, both within and across firms, needed to produce the product/service. The success of a business increasingly depends on effective coordination of decisions necessary to ensure that required materials arrive in the correct quantities, at the right time, and at the desired location while minimizing costs. Individual advancement within an organization often depends on effective business communication. This course offers an opportunity to improve and enhance communication and presentation skills using Excel and Word.

### **Course Objectives:**

Some objectives of this course are for students to be able to:

- understand and apply the information dissemination processes necessary to support the decision requirements pertaining to the delivery of goods/services
- explain the basic organizational functions in the production and delivery of goods/services
- describe and explain the practices surrounding the timing and placement decisions of inventory throughout the supply chain management process
- understand and apply the basic performance assessment measures and their use in the production and delivery of goods/services
- use Excel and Word to prepare professional business reports

### **Textbook:**

Production & Delivery of Goods and Services: WCOB 2023. Thomson (2006).

ISBN: 0-324-42049-8.2

### **Class Procedures:**

Daily class meetings will be used to discuss concepts and principles and to show how the principles can be applied. Class meetings also will provide an opportunity for students to ask questions about the course material which they find difficult. Class meetings will include lectures, discussion, in-class assignments/exercises, and quizzes; video and computer demonstrations will be used when

appropriate. Out-of-class assignments also will be given. You can access handout materials, assignments, problem sets, etc. on Blackboard, which is the course management software. The website address is <http://learn.uark.edu>. Handout materials generally will be posted by 5 p.m. on the day before class. These should be downloaded, printed, and brought to class for taking notes. It will be each student's responsibility to check the Blackboard course pages for daily assignments, news items, and/or announcements about the class, as well as any changes in the tentative schedule.

### **The Students:**

This course is designed to provide a valuable learning experience for the serious students. Each student is expected to study text assignments thoroughly so that the lectures and the textbook are continually integrated in such a manner to support each other. Students are expected to review assigned material prior to class discussion of that material. Finally, homework problems should be done in such a manner that the students can put each solution on the classroom's whiteboard and then discuss it. Homework problems are not collected; however, it is critical that you attempt to work the assigned problems prior to class discussion.

### **Accommodations for Students With Disabilities:**

If you require testing accommodations as certified by the Center for Educational Access (CEA), then please inform me in writing now. (This is not a request for accommodations, but just information for me.) If you need any type of accommodation due to a disability, please see me in my office within the first week of class. Students are responsible for requesting accommodations from the CEA. The Walton College of Business policy is that any student also must request testing accommodations from their instructors. You must submit a written request for any accommodation to me at least five (5) school days before each of the exam dates. Schedule a meeting with me in my office to discuss necessary arrangements.

### **Attendance Policy:**

Class attendance is the responsibility of each student. Regular class attendance is vital since the course involves a hands-on learning environment. In addition, some lecture material and class discussions do not appear in the textbook. If you are absent, it is your responsibility to obtain assignments, notes, and any class information given. (As previously noted, the daily assignments are available on Blackboard.) Points are associated with some of the in-class assignments/exercises – you must be in attendance to receive the points. Some instructors include attendance as a component in grade determination.

### **Classroom Behavior:**

Appropriate classroom behavior is expected of the instructor and all students. Inappropriate and disruptive classroom behavior (inappropriate language and gestures, class disruptions, disrespect to other students or instructor, and other behavior as determined by the instructor) will not be tolerated and will result in possible removal from the class and/or disciplinary action as per the student handbook.

### **Inclement Weather:**

The University administration determines if classes are canceled due to inclement weather. Therefore, you should rely upon any announcement by the University administration with respect to class cancellation. The most current information regarding University closings is available from the University of Arkansas Weather Hotline (575-7000) and the University of Arkansas Home Page (<http://www.uark.edu>), as well as announcements on television and/or radio. The recording on the

University of Arkansas Weather Hotline is updated by 6 a.m. on the day in question and includes information regarding Razorback Transit operations. KUAF, 91.3 FM, the University's public radio station, is another good source for receiving information. Please see the inclement weather policy located on the University's website for further information. Should we have bad weather during this semester and classes are not canceled, use your best judgment about attending class.

**Equal Treatment for All:**

The University Catalog reprints the Campus Council Statement on Discrimination. In the spring of 1983, the Campus Council adopted a statement on equal treatment, amended in fall 1991: "The Campus Council of the University of Arkansas, Fayetteville, **does not condone discriminatory treatment of students or staff on the basis of age, disability, ethnic origin, marital status, race, religious commitment, sex, or sexual orientation in any of the activities conducted on this campus. Members of the faculty are requested to be sensitive to this issue, when, for example, presenting lecture material, assigning seating within the classroom, selecting groups for laboratory experiments, and assigning student work. The University faculty, administration, and staff are committed to providing an equal educational opportunity to all students.**"

**Grade Policy:**

Your grade will be based on the accumulated total of your scores on the tests, comprehensive final exam, Excel project, quizzes, etc. The percent of each item, which varies by instructor, and the grading scale are shown below. Some instructors include attendance/professionalism as a component in grade determination.

Item	Percent	Range
Tests (3 or 4)	30-40%	
Comprehensive Final Exam	30-35%	
Excel Project	13-15%	
Quizzes (including in-class and take-home assignments/exercises)	10-15%	
Attendance/Professionalism	5-10%	
Total	100%	
Grading Scale		
90% - 100%	A	
80% - 89%	B	
70% - 79%	C	
60% - 69%	D	
Below 60%	F	

You may use a calculator during quizzes, tests, and final exam. The use of a cell phone, smart phone, PDA, iPad, laptop, iPhone, Android, or other such devices, or any device that takes photos is strictly prohibited. The use of these devices during quizzes, tests, and final exam may result in an automatic grade of zero.

Only test scores will be posted on Blackboard. It is your responsibility to know your various scores and to be able to estimate your grade throughout the semester. There will be no exceptions to this policy, no matter how close you are to the next higher grade ranking. Although I sympathize with personal conflicts (need a B to graduate, need a C to stay in school, etc.), I believe that they cannot

validly be considered in grade calculations. Giving personal considerations to one student is unfair to the rest of the class. Therefore, personal conflicts will not be considered in grade calculation. So, please do not ask.

### **Make-up Policy:**

No make-up tests will be allowed unless arrangements have been made with me PRIOR TO THE SCHEDULED TIME OF THE TEST. Appropriate documentation, as deemed necessary, must be provided. Permission to take a make-up exam will be given only for extreme circumstances. Any uncoordinated, unexcused test will result in a score of zero for that test. Make-up quizzes are never allowed. Some instructors do not allow for make-up tests.

### **Tests:**

Tests will not be returned to you. You are welcome to stop by my office to look at your tests. The deadline for looking at your tests is 2:00 p.m. on December 6.

### **WCOB Core Common Final Exam Policy:**

You are required to take a final exam in this class at the university scheduled common final exam time: **Monday, December 10 at 6:00 p.m. – 8:00 p.m.** Please note that exceptions will be made for students who have a university excused absence or a specific conflict with another officially scheduled final exam. Conflicting times are found on the university final exam schedule at <http://registrar.uark.edu/1711.php>. **Exceptions are NOT made for any non-university related absences which include early-travel departure dates, vacations, business trips, weddings, attending other graduations, oversleeping, etc.**

### **Excel Project:**

The due date and points for each part of a project will be shown on the assignment and/or announced in class. **Late projects will not be accepted.**

The Excel project is an individual assignment – the work you submit is to be your own! Consequently, you are not to refer to another person's project from this semester or a previous semester.

**Projects will be graded based on both content and presentation style, as both aspects are important.** Your project grade will reflect your ability (1) to perform the analysis correctly and (2) to follow explicit instructions for preparing your report.

### **Quizzes:**

The in-class quizzes are designed to help you prepare for the tests. They will be closed book, and classroom notes which I provide may not be used. *However, you generally will be able to use notes that you have developed outside of class (such as notes taken from the textbook and notes involving textbook learning objectives).* In addition, some quizzes may follow an in-class exercise in which case they would be unannounced prior to class. In these situations, how well you do on a quiz will be based in part on the knowledge you acquire during the exercise. As noted above, no make-up quizzes will be given; however, some quiz scores will be dropped. Typically, one quiz is dropped for every three quizzes given. For example, if nine quizzes are given, then three would be dropped. The maximum score on each quiz is ten. At the end of the semester, the quiz percentage score is converted to points, on a 100 point scale. For example, if the total of the six best quizzes (out of nine) is 48 (out of 60), or 80%, then the quiz score is 80 (out of the 100 possible points). Each instructor has a different policy for how quizzes are handled.

### **Academic Honesty:**

“Academic dishonesty involves acts that may subvert or compromise the integrity of the educational or research process at the University of Arkansas, when such acts have been performed by a UA student. Academic dishonesty includes, but is not limited to, any act by which a student gains or attempts to gain an academic advantage for him/herself or another by misrepresenting his/her or another’s work or by interfering with the independent completion, submission, or evaluation of academic work.” “As a core part of its mission, the University of Arkansas provides students with the opportunity to further their educational goals through programs of study and research in an environment that promotes freedom of inquiry and academic responsibility. Accomplishing this mission is only possible when intellectual honesty and individual integrity prevail.” (2012-13 *University of Arkansas Undergraduate Catalog*)

As a University of Arkansas student, you are required to be familiar with and abide by the University’s Academic Integrity Policy which may be found at <http://catalogofstudies.uark.edu/2882.php>. If you have questions about how these policies apply to this course or an assignment, then please see me. In summary, academic dishonesty in this class will result in severe penalty. This may be a grade of zero on the assignment or test, a failing grade for the course, or suspension or expulsion. This policy is only a part of the University’s effort to promote academic integrity in all aspects of its programs. By necessity, this part discusses only prohibited acts and a process of applying sanctions. The ultimate goal, of course, is to provide an atmosphere that will make superfluous the procedures and sanctions that follow.

### **Comment:**

“Genius is 1 percent inspiration and 99 percent perspiration.” For those students who believe that they are less gifted in the quantitative disciplines, it is noted in the above quotation by Thomas Edison that intelligence is a matter of how hard a person works. Thus, each of you has a genuine secret weapon at your disposal: hard work. Those individuals who obtain the good grades aren’t necessarily any smarter than those around them, but it’s just that they work harder.

### **Disclaimer:**

The class schedule, policies, and procedures for this course are subject to change. The instructor reserves the right to make modifications as deemed necessary.

### **Tentative Schedule:**

(subject to change)

#### **Week Date Chapter/Title**

1 Overview/Introduction

2 Chapter 1: Managers and Their Information Needs

2, 3 Chapter 2: Strategic Uses of Information Systems

3 Chapter 3: Information Systems in Business Functions

**\* Test 1 (Chapters 1, 2, and 3)**

4, 5, 6, 7

Chapter 4: Demand Forecasting and Collaborative Planning, Forecasting, and Replenishment; and Appendices A and B

**\* Test 2 (Chapter 4 and Appendices A and B)**

8 Chapter 5: Managing Inventory Flows in the Supply Chain

9, 10, 11 Chapter 6: Inventory Decision Making

11, 12 Chapter 7: Network Design and Facility Location

**\* Test 3 (Chapters 5, 6, and 7)**

13 Chapter 8: The Modes of Transportation

14 Appendix 7A: Special Applications of the EOQ Approach

14, 15 Chapter 9: Cost Allocation & Activity-Based Management

**Comprehensive Final Exam Time:**

**The room will be announced near the end of the semester.**

**\* Test dates are approximate**