

**CALIFORNIA STATE UNIVERSITY  
CHANNEL ISLANDS**

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**Spring 2025**

**BUS 530 Syllabus (rev 1/30/25)  
Managing Business Operations  
Section 001**

**Instructor:** Jane Tierney  
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**Office:** MVS 2122  
**Cell Phone:** 719-339-1490  
**Office Hours:** Thursday 4:45 pm – 5:45 pm  
and/or by appointment  
**Class Hours:** Thursdays, 6:30 – 9:30 pm Bell Tower 2704 \*EU

**PREREQUISITES:**

**This syllabus, course schedule, and the contents of course web site are subject to change in the event of extenuating circumstances. If you are absent from class, it is your responsibility to check on announcements made while you were absent.**

**COURSE DESCRIPTION**

This course covers the fundamental concepts, principles, and tools associated with supply chain management. Using a combination of lectures, case discussions and homework assignments, the course covers topics including change management, product design, process selection, quality management, supply chain design, strategy and control.

## COURSE OBJECTIVE

The objectives of this course are to prepare students for managing a firm's business operations which involves the design, operation, and improvement of systems that create and deliver products and services to customers.

## TEXT

### REQUIRED:

*Principles of Supply Chain Management: A Balanced Approach*

ISBN: 9780357715604/ 0357715608

By Wisner, Joel D., Tan, Keah-Choon, and Leong, G. Keong

Published by Cengage Learning

6th Edition

Publication Date: May. 17, 2022

## STUDENT EVALUATION<sup>1</sup>

Students will be evaluated in the following manner:

<u>Method of Evaluation</u>	<u>Points</u>	<u>Weight</u>
Two mid-term exams	150 (each)	30 %
One final exam (not cumulative)	200	20%
Cases (2)	100	10%
Class attendance & class participation	100	10%
Homework	100	10%
Final Project	100	10%
Team Evaluation	100	10%
<b>TOTAL</b>	<b>100%</b>	

Grades will be determined on a curve. The highest student total will determine the starting point, and grades will be assigned as follows:

<u>Letter Grade</u>	<u>Range of Total Points</u>
Percent Range	Letter Grade
90-100%	A
89-80%	B
79-70%	C
69-70%	D
Below 64%	F

<sup>1</sup>The Instructor reserves the right to change course requirements and grading process to optimize the student learning experience. Students will be notified of any such changes.

## **Exams:**

Exams are timed, on-line and cover a variety of supply chain management problem solving tools/techniques using multiple choice and short answer formats. All exams are considered individual assessments and should be taken without the support of anyone else. No make-up exam will be given except for unusual circumstances such as severe illness, extremely important meeting or the like. Such cases should be supported by written evidence. If you have such an incident, please inform me of your situation before the date/time of the exam otherwise you will receive a “zero” for the missed exam.

## **Cases:**

The class will be divided into teams of approximately 4 students (depending on class size). Each team will analyze two cases from the textbook. For each of the two cases, each team is expected to prepare a 3-4 page (maximum, double spaced, standard margins) report. In general, a case report will include the following items:

- 1) Executive Summary
- 2) Case analysis, including the assigned case questions
- 3) Additional observations, actions/information that would be useful
- 4) Conclusion and recommendations supported by your analysis.

Along with the two case reports (written). All teams (one copy per team) are required to submit the report (hardcopy if we are on campus), along with the electronic submission. All students are expected to read the cases and actively participate in the report preparation and in-class discussion.

One additional team Assignment will be to choose a company, prepare and deliver a final presentation covering some of the topics covered in class in relation to that company. Detailed information will be provided in class during the semester.

## **Team Evaluations:**

There will be one team evaluations for the semester. I take these peer evaluations seriously and the grades for all of the team assignments, will be adjusted for each individual team member based on team feedback forms. It is important that you are contributing to all teamwork, and that your team members feel your positive contributions. Contribution of students to their team should be reflected in team feedback forms. This form should be submitted individually when it is required.

## **Homework Assignments:**

Students are required to come to class prepared – **read materials assigned for each class**. If there is homework, the assignment will be collected and graded. Please turn in all assignments on time. If you miss a class you are responsible for the missed material. Office hours will NOT be used to review material from missed classes. Punctuality is also important. Class will begin (roll call) at 6:30 promptly. Late homework will not be accepted, except in unusual cases. Inform me of these issues before the start of class or receive no credit for that assignment.

### **Attendance and punctuality Policy:**

Attendance and participation are very important. Students are expected to attend and actively participate in all classes – cameras on (backgrounds your choice). If you miss a class you are responsible for the missed material. Office hours will NOT be used to review material from missed classes. Punctuality is also important. Class will begin (roll call) at 6:30 promptly. Conduct yourself professionally and appropriately during all on-line sessions.

### **Canvas:**

Lecture slides, notes announcements and other important, course-related material will be posted on Canvas. Check this resource often for updates.

### **Academic Dishonesty:**

Academic dishonesty is a serious offense and diminishes the quality of scholarship. Evaluation of student performance will be appropriately proctored to maintain academic integrity and quality of education. All of the team assignments should be submitted electronically, along with the hard copy.

## **CSU POLICIES AND REGULATIONS**

The CSUN General Catalog Web Site ([http://catalog.csun.edu/archive/2014/policy\\_categories/university-regulations.html](http://catalog.csun.edu/archive/2014/policy_categories/university-regulations.html)) contains information on the following policies and regulations:

- Nondiscrimination Policy (this section contains information regarding sexual harassment and Students with disabilities)
- Privacy and Students Information
- Student Conduct
  - Academic Dishonesty
  - Academic Grievance and Grade Appeals
- Safety Checklist
- Other Policies

## **Disability Resources and Educational Services**

“Disability Resources and Educational Services (DRES) is guided by the belief that each individual has strengths, abilities and talents. Through student service, training and education programs, DRES furthers the vision of an inclusive society that supports the attainment of academic, professional and personal goals for persons of all abilities.

If you’re a student, please take a look at Student Services to learn more about DRES. If you’re a faculty or staff member, review the Accommodating Students section, and explore our Student Access and Accommodation System (SAAS). To learn more about our department mission and vision, visit About Us.”  
<http://www.csun.edu/dres>

**TENTATIVE CLASS SCHEDULE (Subject to Change)**

<b>Week</b>	<b>Due Date</b>	<b>Topics, Readings,</b>	<b>Assignments</b>
1	Jan 30	Read course syllabus, Ch 1 – Intro to Supply Chain Management; Class will review course and discuss Ch 1	Discussion Questions: 1 (list 3-5 important activities)
2	Jan 30	Ch 2 – Purchasing Management	Discussion Questions: 1, 3, 12
3	Feb 6	Ch 3 – Creating & Managing Supply Chain Relationships	Discussion Questions: 6, 7 (list 3-5 key factors)
4	Feb 13	Ch 10 - Customer Resource Management	Discussion Questions: 1, Name 3 ways CRM & SRM differ, and 3 ways they're similar ***Ch 2, Case 1.3 p 87 (Bees Buttermilk) due***
5	Feb 20	Exam #1; Beer Game or similar exercise	
6	Feb 27	Ch 5 – Demand Forecasting	Problems: 1b,d; 3
7	Mar 6	Ch 7 – Inventory Management	Discussion Questions 1 (use your company); 2 (use Jane's types – 3 examples of each), 5
8	Mar 13	Ch 6 – Resource Planning Systems	Spreadsheet Problems: 2, 4
	Mar 20	*****Spring Break*****	
9	Mar 27	Ch 8 – Process Management – Lean & Six Sigma in the Supply Chain	Discussion Questions: 9, 11
10	Apr 3	Ch 9 – Domestic U.S. and Global Logistics	List factors that determine transportation cost, list modes of transport – rank by time and cost
11	Apr 10	Exam #2; TBD – Guest Speaker	
12	Apr 17	Ch 4 – Ethical & Sustainable Sourcing	Discussion Questions: 1, 2, 7; ***Ch 8, Case 1, p 369 (Sharp's Sandwich Shop) due***
13	Apr 24	Ch 13 – Supply Chain Process Integration	Discussion Questions: 3, 5
14	May 1	Ch 14 – Performance Measurement Along Supply Chains	Discussion Questions: 1, 2, 4
15	May 8	Group Presentation Final Exam Review	See rubrik in Canvas
16	May 15	Final Exam	