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| aacsb-logo | **Kuwait University**  **College of Business Administration**  **Information Systems & Operations Management** | **Macintosh HD:Users:Abeer:Desktop:KU NEW LOGO .png** |

**Course Syllabus**

Spring 2025, Dr. Yousef Abdulsalam

ISOM 210 – Introduction to Operations & Supply Chain Management

**Section 01:** Sun Tues Thurs 1:00 pm – 1:50 pm Room C1-1005

**Section 08:** Sun Tues Thurs 10:00 am – 10:50 am Room D2-1007

**Section 09:** Sun Tues Thurs 11:00 am – 11:50 am Room D2-1007

**Email/Teams** : y.abdulsalam@ku.edu.kw

**Office** : 2nd Floor, ISOM Department, Room A-2-1005

**Office Hours** : Tuesday 1:00pm – 3:00pm or by appointment

**Textbook**: Reid, R., Sanders, N., 2007. **Operations Management: An Integrated Approach, 5 Edition.** ed. Wiley, Hoboken, N.J.

**Course Website**: Microsoft Teams

**Course Description:**

This course introduces students to a wide range of topics in the field of Operations & Supply Chain Management, including purchasing, logistics, production, quality management, project management, strategy, etc. The course also intends to demonstrate the interaction between Supply Chain & Operations and other business functions such as Marketing, Accounting, MIS, etc.

**Course Learning Outcomes:**

The learning outcomes for this course, listed below, relate to the learning goals (LG’s) of the College of Business Administration Undergraduate Program, which can be found in the appendix at the end of this syllabus. The numbers in parenthesis indicate the specific learning goal the outcome relates to.

Upon successful completion of the course, students will be able to:

1. **Understand and uphold ethical standards and acumen** both as a student and future business professional. (**LG1**)
2. **Think critically** about the processes, services and products of everyday life, considering their sub-components and about their supply chain and operations implications. (**LG5**)
3. **Propose solution approaches** to business opportunities by breaking them down into components and identifying the appropriate analytical tools and models to use. (**LG2, LG3**)
4. **Communicate** **concepts in a professional setting**, raise important questions, and provide intelligent assumptions and suggestions when there is no clear answer. (**LG4)**

**COURSE OUTLINE**

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| --- | --- | --- | --- |
| **Week of** | **Topic** | **Due Dates** | **Reading** |
| 2-Feb | Introduction to O&SCM |  | Ch 1: Basics of OM |
| 9-Feb | **Ops Strategy & Processes:**  Operations Strategy |  | Ch 2: Strategy |
| 16-Feb | Business processes |  |  |
| 23-Feb | **National Holiday**  World Flags Black and White Outline Clipart - flag-of-kuwait-black ... | Quiz 1 |  |
| 2-Mar | **Production and Operations:**  Product Design & Development | HW 1 | Ch 3: Product Design  Ch 10: Layouts |
| 9-Mar | Capacity and Utilization |  | Ch 9: Capacity |
| 16-Mar | **Quality Management:**  Measuring Performance | Quiz 2  HW 2 | Ch 11: Work Measurement |
| 23-Mar | Quality Measures & Frameworks |  | Ch 5: Quality |
| 30-Mar | **Eid Holiday** 13,800+ Eid Icon Stock Illustrations, Royalty-Free Vector ... |  |  |
| 6-Apr | **Supply Management:**  Inventory Mgmt | Quiz 3  HW 3 | Ch 12: Inventory |
| 13-Apr | The Purchasing Process |  |  |
| 20-Apr | **Logistics Management:**  Logistics Management | Quiz 4  HW 4 | Ch 4: Global Supply Chain |
| 27-Apr | SCM Integration |  |  |
| 4-May | **Project Management:**  Project Mgmt & Scheduling | Quiz 5  HW 5 | Ch 16: Project Mgmt |
| 11-May | Wrap-up & Review | Quiz 6  HW 6 |  |
|  | **Final Exam** Date, time, content, and location will be posted on MS Teams |  |  |

* **Assignment and quiz dates may change.** I will announce in class the exact date of quizzes and assignment deadlines. This information will also be updated on the course website.

**GRADING AND COURSE REQUIREMENTS**

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| --- | --- | --- |
| **Weight** | **Category** | **Description** |
| **30%** | **Homework** | 6 assignments, the lowest is dropped. Each of the remaining is 6% of final grade |
| **30%** | **Quizzes** | 6 quizzes, the lowest is dropped. Each of the remaining is 6% of final grade |
| **40%** | **Final Exam** | Final exam will be approximately 60 multiple choice or similar questions. |
| **100%** |  |  |

**Grade Distribution:**

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| --- | --- |
| **Grade** | **Range** |
| A | ≥ 94 |
| A- | ≥ 90 and < 93.99 |
| B+ | ≥ 87 and < 89.99 |
| B | ≥ 83 and < 86.99 |
| B- | ≥ 80 and < 82.99 |
| C+ | ≥ 77 and < 79.99 |
| C | ≥ 73 and < 76.99 |
| C- | ≥ 70 and < 72.99 |
| D+ | ≥ 65 and < 69.99 |
| D | ≥ 60 and < 64.99 |
| F | < 59.9999 |

* These **cut-offs are firm** (i.e. a 79.999% is a C+ and NOT a B-).
* There is generally no curve. Final exam may be curved only if necessary, and if this is the case, the curve will be fairly and equally applied to all students.
* **No extra credit** **assignments** will be provided, as the current structure incorporates a good amount slack so that students can do well even if they miss a few things. Extra credit assignments are not fair for the students who have worked hard throughout the semester.

**HOMEWORK & QUIZZES**

**Homework**. There is a total of 6 assignments, 6 points each. The lowest homework is dropped. In total homework makes up 30% of the grade.

Homework is to be done INDIVIDUALLY. Any sign of copying from other students is considered cheating as per Kuwait University rules and regulations and will be given a 0. Repeat offenders will fail the class. If you need help, seek it from the professor (via office hours, email, appointment) or from the TA.

**Quizzes** will be given after each of the course modules, usually in the following week. There is a total of 6 quizzes, 6 points each. The quizzes are generally short 10-15 multiple choice or short answer questions. The lowest quiz score is dropped. In total quizzes makes up 30% of the grade.

There are **NO MAKE-UPS** on missed Assignments and/or Quizzes. Only under very specific circumstances will a make-up be considered, assuming you have a university-approved excuse with proper documentation.

**ATTENDANCE & CLASS PARTICIATION**

Every student in this course must also abide by the KU Policy on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:

http://www.kuniv.edu/cs/groups/ku/documents/ku\_content/kuw055940.pdf

Attendance is mandatory. **It is not graded but can result in an FA grade**. After three absences, the student received his 1st warning. After another 3, they receive a final warning. Any absences after that leads to FA grade. Late attendance or leaving early counts as a half absence. You must come to class prepared to take notes and participate, this includes bringing a notebook and/or tablet to take notes. **You are not allowed to take pictures during class.** You need to take your own notes, either on your laptop, or in a notebook.

**CHEATING & PLAIGARISM**

**I take cheating very seriously.** If I catch you cheating, I will make sure you suffer the full consequences of your decision to cheat. Cheating includes (but not limited to): using unauthorized notes during the examination, using unauthorized devices during the examination, communicating with anyone besides instructor or exam proctor, looking at another student's work during the examination, and copying another student’s homework.

Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2). A copy of the student guide can be accessed online on: http://www.kuniv.edu/cs/groups/ku/documents/ku\_content/kuw055940.pdf

APPENDIX: CBA’S VISION, MISSION & LEARNING OBJECTIVES

CBA Vision:  
To be the leading provider of quality business education in the region.

CBA Mission:As part of Kuwait University, the leading national institution of higher education, the College of Business Administration is committed to providing quality business education, engaging in research and community services to contribute to the socio-economic development of the country.

Undergraduate Program Learning Goals:LG1. Ethical Skills: A CBA graduate shall be able to recognize ethical issues present in business environment, analyze the tradeoffs between different ethical perspectives, and make a well-supported ethical decision.

1.1. Identify the ethical dimensions of a business decision.  
1.2. Recognize and analyze the tradeoffs created by application of competing ethical perspectives.  
1.3. Formulate and defend a well-supported recommendation for the resolution of an ethical issue.

LG2. Decision Making Skills: A CBA graduate shall be able to recognize the extent of the implications of business decisions, evaluate different proposals based on available facts, and make a well-supported business decision.

2.1. Recognize the implications of a proposed business decision from a variety of diverse, internal and external, stakeholder perspectives.  
2.2. Evaluate the integrity of the supporting evidence and data for a given decision  
2.3. Analyze a given business decision using integrative techniques, structures, and frameworks.

LG3. IT and Computer Skills: A CBA graduate shall demonstrate capabilities in using general-purpose  
computer applications

3.1. Use a word-processing application to type and format a business document.  
3.2. Use a data-processing application to analyze or solve a business problem.  
3.3. Use a presentation-making application to prepare a slideshow for a business issue.

LG4. Communication Skills: A CBA graduate shall be able to communicate effectively in a wide variety of business settings.

4.1. Deliver clear, concise, and audience-centered presentations.  
4.2. Write clear, concise, and audience-centered business documents.

LG5. Analytical Skills: A CBA graduate shall be able to apply quantitative and qualitative methods to solve business problems.

5.1. Use appropriate tools to solve a given business problem.  
5.2. Analyze business problems using suitable business theories and techniques.  
5.3. Structure logic and frame quantitative analysis to solve business problems.