

# QMB 4702: Managerial Operations Analysis 2

## Spring 2013

Department of Information System and Operation Management  
Warrington College of Business Administration  
University of Florida

**Instructor:** Ricky (Yinliang) Tan ([tanyinliang@ufl.edu](mailto:tanyinliang@ufl.edu))

**Time:** Monday, Period 1, 2 (07:25 am–09:20am); Wednesday, Period 1, 2 (07:25 am–09:20am)

**Location:** MAT , Room 120 (Active Learning Studio)

**Office:** Stuzin Hall 355A

**Office Hours:** Tuesday (14:00-16:00) or by appointments

### Instructional Materials

- Nagraj Balakrishnan, Barry Render and Ralph Stair, *Managerial Decision Modeling with Spreadsheets (3rd Edition)*, Prentice Hall 2012, ISBN 0136115837.

### Optional Instructional Materials

- Cliff T. Ragsdale, *Spreadsheet Modeling and Decision Analysis: A Practical Introduction to Management Science (6<sup>th</sup> Edition)*, South-Western College 2010, ISBN 0538746319.
- Jack Gido and James Clements, *Successful Project Management (5<sup>th</sup> edition)*, South-Western College Pub 2011, ISBN 0538478977

### Software Requirements

- Microsoft Excel 2010
- Microsoft Project 2010 (You may need use “7 Zip” to uncompress the “ISO” file from the MSDN site)
- Microsoft Windows OS or MAC Windows virtual machine (Especially when you use a MAC)

The first two software packages could be attained through the Academic Alliance Software Program for free or low prices.

For more information: [http://msdn.e-academy.com/ufl\\_dis/index.cfm?loc=main](http://msdn.e-academy.com/ufl_dis/index.cfm?loc=main)

### Course Descriptions & Objectives

This course provides an overview of operations management topics dealing with uncertainty. Namely, we will discuss **Project Management, Time Series Forecasting, Queuing theory and Decision Analysis**. We will learn the concepts behind each topic as well as solution methods which can be implemented in Microsoft Excel.

The main goal of the course is to introduce concepts and applications of Management Science. The main emphasis is on model building and interpretation of results for sound decision making. A second and equally important goal is to teach analytical thinking. After completing this course you would have:

- gained insights into verifying, validating, interpreting and implementing decision models,
- learned probabilistic models of decision making, and
- learned how to work with data for decision analysis.

All the course notes, assignments and solutions will be posted on Sakai System under the Resources folder. Assignment should be submitted through e-learning system and project proposal, presentations and final project report should be sent to my email by each team leader.

### **Course Format:**

This course will utilize “active learning” approach, meaning that students need to prepare before they come to each class and we will have a team quiz at the beginning of each class. For this approach to succeed, it is very important that you, the student, take responsibility for the preparation required for each class by studying the assigned readings prior to class. If this is not done, you will be unprepared for the in-class quiz, and your and your teammate’s grades will suffer. The quiz at the beginning of each class is to assess your preparation, but ultimately it is up to you to come prepared to class.

Also we will have class competitions during most sessions. Essentially, I will assign the team-based in-class exercise which related to the lecture material. The winning team (who first responded the question correctly) will be awarded the bonus points towards their final grades.

### **Tentative Course Schedule (subject to change)**



possible distribution). Grades of C+, C and below can and will be given when student performance warrants.

### **Final Project:**

The goal of the group project is to apply the tools from QMB 4702 in practical environment. There should be 4-5 students in each group. The topics of the group project should be related to Queuing Theories or Decision Analysis in broad. Other topics should be accepted by the instructor. Students are welcome to discuss about the topics during my office hour.

The evaluation of the final project contains: project proposal (20%), presentation (40%), Final project report (40%) and peer evaluation (15%).

### **Class policies:**

#### *Assignments and quizzes:*

All assignments and quizzes should be individual submissions, unless otherwise announced in class. Students are free to discuss the assignments with me. The assignments are due at the beginning of the designated class day. The due date will be strictly enforced. No late submissions are acceptable unless approved emergency condition.

#### *Exams and make-up exams:*

The exams will be closed book unless otherwise announced. **THERE WILL BE NO MAKEUP EXAMS.** Conflicts for the exams must be resolved before the exam dates. You should contact me at least two weeks prior to the exam date and let me know in writing. Last minute requests will not be entertained. The only reasons for not being able to sit for an examination in its announced time should be part of University policy, or a documented medical excuse.

#### *"Re-grade" requests:*

Any request to re-grade any component of your submissions (assignment or quiz or exam) has to be made within a week after the grade has been published online on the e-learning site. Given the size of the class, and the speed with which the course progresses, any request beyond this deadline cannot be considered. The only exception to this rule is a documented emergency.

#### *Class participation:*

Attendance is compulsory during regular classes and if you miss any class you would be responsible for all material that was discussed in class or was in the assigned readings for that class. You are expected to be punctual in class attendance and remain in the classroom for the entire class session, as you would in any business appointment, unless an urgent need arises or prior arrangements have been made with me. There will be no make-up quizzes. You should complete the assigned readings before coming to class. I would expect you to be ready with answers to questions related to the readings.

Laptops and other electronic devices should be used with discretion and only as permitted for work directly related to the class session. Emailing, accessing the internet, and working on matters unrelated to the work at hand are inappropriate behaviors because they are disrespectful and distracting to the class and to the instructor.

Classroom interaction is an important part of the pedagogy. Students should be fully prepared to engage in class discussion, and they should use the opportunity to develop positive and professional communication skills. This includes according respect for differing perspectives and contributions to discussion, as well as building on the base for discussion laid by student colleagues and the instructor.

*Academic integrity:*

Academic integrity and honesty are essential in the development of a professional manager. This society is not willing to tolerate dishonest or otherwise unethical professional business managers. Students must attend to, and follow, the University of Florida code of student conduct, with special attention to academic integrity and academic honesty. They must never appropriate the ideas and work of others, including both academic sources and fellow students, without appropriate attribution or by claiming others work as their own. They must exercise complete honesty in following the conditions established by the instructor for examinations and other assignments. Finally, they must be honest with one another, be willing to be accountable for their own failures of honesty and integrity, and not tolerate such failures in classmates.