Course: TECH 5366  
Title: Value Stream Management  
Section: 040 & 041  
Semester: SPRING 2011  
Class Time: Thursday nights 6-8:40 pm  
Instructor: Dr. Mark R. Miller  
Office: HPR 244  
Office Hours: Tues & Thursdays 1-3 pm  
Phone #: 903-566-7186  
Email: mmiller@uttyler.edu

**Course Description:**
A study of how information and materials flow through a workplace through visual mapping techniques. Students will be required to develop value stream maps for manufacturing and healthcare organizations as well as developing plans to create a lean office environment.

**Course Learning Objectives:**
At the end of this course, participants will be able to:
1) identify and define the key concepts used to develop a value stream map by successfully passing quizzes and exams with a 70% or better.
2) prepare and present an in depth report on a key component of value stream management and how it effects their current employment.
3) develop a value stream map of an organization that will substantially reduce costs.

**Course Competencies**
1. Computer-Based Skills – the student will complete written assignments using the word processor.
2. Communication Skills – the student will exhibit a mastery of both written and oral skills in completion and presentation of the assigned projects.
3. Interpersonal Skills – the student will interact in class discussion to clarify value stream management concepts.
4. Problem Solving (Critical Thinking) – the student will use conceptual thinking to analyze and make determinations regarding the mapping of a value stream.
5. Ethical Issues in Decision Making and Behavior- the student will gain an appreciation of the ethics when creating a value stream map.
6. Personal Accountability for Achievement – the student will complete the projects at the time designated by the instructor and will enter into class discussion.
7. Competence in Technology Principles
   a. the student will have a thorough understanding of value stream management to improve efficiency.
   b. Exposure to and appreciation for industrial experiences such as industrial tours, work-study options and cooperative education, senior seminars – Students will discuss and review videos of companies who developed value stream maps.
Grading Policy and Criteria to Determine Final Course Grade:

Daily Quizzes 200
Assignments 100
Projects 200
Midterm exam 200
Class Participation/Attendance 100
Final Exam 200

TOTAL POINTS = 1000

Grade Scale Breakdown:
A=90 - 100%
B=80 - 89%
C=70 - 79%
D=60 - 69%
F=BELOW 60% Note: 89.9999999999999999 is still a B.

Date of Final Exam: Thursday, May 12, 2011 from 6-8 pm

Date to Withdraw without Penalty: Friday, March 30, 2011.

Course Content & Tentative Calendar/Schedule:

January
Administrative concerns, about the course, assignments
Introduction to Value Stream Mapping
Identifying the Value Stream
Collection of Information for Current State Mapping
Documenting Process Flow

February
Illustrating Flow
Understanding Flow
Utilizing Data in Manufacturing & Transactional Flow
Midterm Exam

March
Timelines
Showing Value from Process Flow
Spring Break
Communication Flow
Future State Mapping

April
Value Stream Mapping for the Lean Office
Value Stream Mapping for the Health Care
Presentations

May
Presentations; Review for final
FINAL EXAM: Dec 12, 2011 from 6-8:00pm.
**Attendance and Make-Up Policy:**
Attendance is mandatory and will be taken at every scheduled class and laboratory period. No make-ups unless:
1. Organized university trip.
2. Illness or death in immediate family (mother, father, brother and/or sister).
3. Illness of student.
Each one of these will require either a **doctor's statement** or a **signed** statement from the individual in charge of the trip.

A student will lose a letter grade in the course each time s/he is absent or late 3 times. Any student entering the classroom 1 second after the scheduled starting time will be considered late unless accompanied with a valid excuse.

**Late Work:**
All work not turned in on time will have an automatic reduction in value to 50% of its full value. **Work that is not turned in by the next class will NOT be accepted.** Exceptions to this will be as per University Policy concerning absences from class. If you know an assignment will be late for a valid reason, inform your instructor in advance to avoid unnecessary penalty.

**Required Textbooks, Materials, and Supplies:**

A copy of the **lecture notes** is required and can be purchased at the university book store. (903) 566-7070. Open 8am-5 pm.

Required Activities Scheduled Outside of Regularly-Scheduled Class time (fees, tickets, procedures and/or forms required):
Read textbook, review notes, and prepare PowerPoint presentations.

**Department Website:**  [www.uttyler.edu/hrdt](http://www.uttyler.edu/hrdt)

**Commencement:**  Saturday, May 14, 2011 at 10:00 am

**Holidays:**  Spring Break  March

**Students Rights and Responsibilities**
To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: [http://www.uttyler.edu/wellness/StudentRightsandResponsibilities.html](http://www.uttyler.edu/wellness/StudentRightsandResponsibilities.html)

**Grade Replacement/Forgiveness**
If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to do so will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates will receive grade forgiveness (grade replacement) for only three course repeats; graduates, for two course repeats during his/her career at UT Tyler.

**State-Mandated Course Drop Policy**
Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the 12th day of class (See Schedule of Classes for the specific date).
Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Registrar's Office and must be accompanied by documentation of the extenuating circumstance. Please contact the Registrar's Office if you have any questions.

DISABILITY STATEMENT
"If you have a disability, including a learning disability, for which you request disability support services/accommodation(s), please contact Ida MacDonald in the Disability Services office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting disability services/accommodation(s) must provide appropriate documentation of his/her disability to the Disability Services counselor. In order to assure approved services the first week of class, diagnostic, prognostic, and prescriptive information should be received 30 days prior to the beginning of the semester services are requested. For more information, call or visit Disability Services located in the University Center, Room 3150. The telephone number is (903) 566-7079. Additional information may also be obtained at the following UT Tyler Web address: http://www.utttyler.edu/disabilityservices

Student Absence due to Religious Observance
Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities
If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:
It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:
Everyone is required to exit the building when a fire alarm goes off. Follow your instructor’s directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do NOT re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

EXPECTED CLASSROOM ETIQUETTE
The University of Texas at Tyler is committed to promoting a level of classroom etiquette that is conducive to maximum teaching and learning. Therefore, the following etiquette is expected of students:

1. Attend class each time the class meets.
2. Be on time for class and remain for the entire period. Students are inconsiderate of their classmates when they arrive late and leave early.
3. Refrain from talking while the teacher or another student is lecturing. Idle chattering and giggling are disruptive to the class and disrespectful to the teacher and classmates.
4. Without prior approval from the instructor, students are not allowed to use cell-phones, devices with earphones or any other electronic device (including laptops) in class.
5. Be attentive and participate in class.
6. Refrain from eating and drinking in the classroom.
Academic Dishonesty: The University of Texas at Tyler has a “zero tolerance policy” on plagiarism. Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give an unfair advantage to a student or the attempt to commit such acts. For purposes of this class, scholastic dishonesty occurs if you:

- Quote or paraphrase a source without properly citing it.
- Misquote or misrepresent an outside source.
- Pass off any portion of an outside source as your own.
- Turn in for credit any paper that has been purchased through the internet, copied from the internet, or cut and paste a source from the internet.
- Turn in a paper written by someone else.

The penalties for academic dishonesty vary, ranging from an F on an assignment, an F in the course, or expulsion from the university, depending on the severity of the incident. The Office of Student Affairs keeps records of any suspected case of scholastic dishonesty, and instructors are required to alert them if we believe a student has plagiarized or cheated in any way.

Writing Assistance: Each student is entitled to free writing assistance in the Writing Center. Students who take advantage of this service will receive five extra points on essay grades if they take their drafts to the Writing Center. The student must provide documentation that he or she received assistance in the Center. An appointment is strongly advised.

Late Work: All work not turned in on time will have an automatic reduction in value to 50% of its full value. Work that is not turned in by the next class will NOT be accepted. Exceptions to this will be as per University Policy concerning absences from class. If you know an assignment will be late for a valid reason, inform your instructor in advance to avoid unnecessary penalty.

Format for Reports: Each laboratory report will be placed in a folder, arranged in such that the reader can easily examine the contents. Any materials that are hard to read or require special handling to get at will not be graded (do not place each page in a clear cover where the paper cannot be written on). The cover must contain the following:

1. Assignment Title
2. Your Name (Prepared by: Your Name Here)
3. Your I.D Number
4. Course Name and Number (TECH 5366 Value Stream Management)
5. The Date
6. Instructor’s name (i.e., Submitted to Dr. Mark R. Miller)

Your grade will reflect the quality of the presentation. All of the report must be typed and stapled together.

Cell Phones: Cell phones are not to be seen nor heard. Make sure you turn off your cell phone during class or turn it to the vibrator mode. A ringing cell phone is a distraction and is inappropriate for the classroom. Allowing your cell phone to ring and then answering it is very rude. It is not fair to your fellow classmates who have paid for this course. Please be considerate and make sure your cell phone is turned off during any of your classes. Students will be asked to leave for the day if this behavior continues. Absolutely no texting or looking at your cell phone during class.
**Discrimination:**
The policy of this department is to make your college experience as pleasant as possible. However, if at any time you feel that you are being discriminated against, belittled, or not treated appropriately, please notify the instructor either anonymously or in-person immediately after class. It is not the intention of any of the faculty in this department to make your college experience an unpleasant one. Remember, the first step in the process is to inform the instructor so s/he can be made aware of the problem and take corrective action. If the problem continues to persist, please inform the chair of the department. The dean can then be notified if the problem continues to exist after a few days. A grievance can then be filed in the Office of Student Services if there has still been no change in the instructor’s behavior. It should be noted that filing a grievance is a serious act and should NOT be done so just because you received a bad grade on an exam or in the course.

**Communication:**
Communication is an effective tool to solve problems and is rarely used enough. Most people are not deliberately trying to upset you, they are just not aware of your vantage point.

**Talking:**
While the instructor is talking, it is understood that no one should be talking. Students talking in class prevent other students from hearing the instructor and learning the material that is required to pass the course. If you are caught talking then you will earn a zero on your daily quiz grade. On the second offense, you will be asked to leave. This behavior is rude and disruptive and most students who talk in class typically earn lower grades. It should be noted, that students who have been granted permission to talk by the instructor should not be interrupted as well.

**Offensive Language:**
Any type of offensive language will not be tolerated in the classroom or laboratory. How you speak to your friends outside the classroom is your business, however, when you are in the classroom you must follow The University of Texas rules of conduct. You will be asked to leave if your language or conduct is offensive.

**Lecture Materials:**
Students will be required to provide the following:
1. 3 - Scantrons (Exam type) #882-ES
2. Notebook and paper to take notes
3. Lecture notes packet (available at university book store) M-F 8:00 a.m. to 5:00 p.m.
4. Pen and pencil
5. Textbook

**Supplemental Reading Materials:**