The University of Texas at Tyler
College of Business and Technology
School of Technology

Department of Technology

VALUE STREAM MANAGEMENT
Course Syllabus

Course: TECH 5366
Title: Value Stream Management
Section: 060
Pre-requisite: None
Semester: Summer I 2019
Class Time: Online
Class Location: Online Canvas

Instructor: Mohammed Ali, PhD, MBA, CSMS
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Preferred Method of Contact: email
Office Hours: TW 11:00 pm -3:00 p.m.
and by appointment

Course Description

A study of how information and materials flow through a workplace by employing visual mapping techniques. Students will be required to develop value stream maps for manuafcturing and healthcare organiozations as well as developing plans to create a lean office environment.

Course Objectives:

1. Understand the importance of value stream mapping.
2. Recognize the icons and calculations used to make current and future state maps.
3. Distinguish between the various flows used to develop a value stream map.
4. Create a variety of value stream maps for manufacturing and transactional processes.

Student Learning Outcomes:

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. Calculate the inventory and other costs necessary to create a value stream map by earning a 70% or higher on the current state map assignment.
3. Successfully create a value stream map with proper icons in order to identify the current state of a value   stream with a grade of 70% or higher.
4. Develop a future state value stream map of an organization that will substantially reduce costs.
5. Understand how to create action and implementation plans by earning a 70% on quizzes and exams.
6. Determine how to find the value from process flow through calculations on a value stream map.
7. Capture communication flow on a value stream map assignment.
8. Document travel distances on a value stream map assignment.

Core 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.

Textbook (Required)

Mark A. Nash and Shiela R. Poling. (2008). Mapping the Total Value Stream: A Comprehensive Guide for Production and Transactional Processes. 1st Edn. New York, NY: Productivity Press. ISBN: 9781563273599

Supplemental Reading Materials

D. Tapping, and T. Shuker. (2003). Value Stream Management for Lean Office. New York: Productivity Press.

C. Jimmerson. (2009). Value Stream Mapping for Healthcare Made Easy. Boca Raton, FL: CRC Press.

Grading Policy and Criteria to Determine Final Course Grade:

Daily Quizzes	400
Assignments	200
Midterm exam	100
Final Exam	300
TOTAL POINTS =	1000

*NOTE: This is NOT set in stone, pending the number of assignments, quizzes and projects given.

Grade Scale Breakdown:

A=90 - 100%
B=80 - 89%
C=70 - 79%
D=60 - 69%
F=BELOW 60%

Course Policies:

Content for examinations will be taken from lectures, demonstrations, reading assignments, laboratory exercises and any audio-visual materials used, i.e. films, tapes, slides, etc.

Make up examinations are the student's responsibility. **No excuses will be accepted after the exam is given**. The instructor must be notified **prior** to the scheduled exam. If not, the student forfeits his/her right to take the exam. *Quizzes will not be made up unless a **prior** acceptable excuse for an absence has been received by the instructor.*

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 assignment will be arranged 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. The cover page must contain the following:
1. **Assignment Title and Chapter Number** bolded
2. Your Name: Prepared by Joe Student

     3. Your University I.D Number
     4. Course Name and Number
     5. The Date
     6. Submitted to Dr. Mohammed Ali

Your grade will reflect the quality of the presentation/paper.

Tentative Schedule

Week 1
     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

Week 2
     Illustrating Flow
     Understanding Flow
     Utilizing Data in Manufacturing & Transactional Flow
     Midterm Exam

Week 3
     Timelines
     Showing Value from Process Flow
     Communication Flow
     Future State Mapping

Week 4
     Value Stream Mapping for the Lean Office
     Value Stream Mapping for the Health Care

Week 5
     Catch up with final lectures and assignments;
     Review for final Exam.

NOTE: Quizzes, assignments, term paper/projects, exams and how to complete submission requirements will be available in the Canvas, so please check your Canvas dashboard, course calendar everyday (if possible) throughout the semester.

Date of Final Exam: Friday, July 5, 2019 – Online exam opens at 8 am or sooner and closes at midnight (11:59 pm). However, I may have it available on Wednesday.

Last Date to Withdraw from course(s): Monday, June 24, 2019.

Census Date and Policies: Refer to the respective section below.

Technology Access:

This is an online course and will require reliable technology. Required technology includes:

Hardware:

- Desktop or laptop computer with internet access.

- Note: if your internet connection is down, it is your responsibility to see access to avenue such as UTT computer lab (located BEP249 or HPR 134), a public library to complete and submit your work on time.

- A camera, microphone and sound speakers.

Software:

- A current operating system (Microsoft or Apple)
- A web browser (Internet Explorer, Chrome, safari, Firefox, etc.)
- Access to Blackboard and Patriot mail. Note: Google Chrome does not support JAVA. Do not use it for Soft Chalk lessons.
- Microsoft Office (Available at no charge to student at https://www.uttyler.edu/it/office365/proplus.php
- Note: Do NOT use Google Docs for writing assignments
- Also standard plug-ins such as: Java, Flash, QuickTime, Adobe Reader or another FDF reader such as Preview on the Mac.
- Other software as noted in each module such as E-Portfolio

Technical Support:

Technology related problems (e.g., Patriot email, blackboard, access problem to the *my*UTTyler etc.) can often solved by calling the UT Tyler Information Technology Hotline (903) 565-5555 x2 or by emailing them at itsupport@patriots.uttyler.edu. In your email be sure to include:

- The title an number of the course
- The Blackboard page in the question
- A description and message number for any error message that you receive
- What were you doing at the time you got error message

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 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.

Offensive Language:

Any type of offensive language will not be tolerated in the classroom or laboratory or online. 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.**

Required Activities Scheduled Outside of Regularly-Scheduled Class time (fees, tickets, procedures and/or forms required):

Read textbook, review notes, and complete assignments.

Department Website: http://www.uttyler.edu/cbt/hrd/tech/

Commencement: Saturday, December 14, 2019 at 10:00 am

Holidays: None

UT Tyler Honor Code

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

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/rightsresponsibilities.php

Campus Carry

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at http://www.uttyler.edu/about/campus-carry/index.php

Tobacco-Free University

All forms of tobacco will not be permitted in the UT Tyler campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community including students, faculty, staff, university affiliates, contractors and visitors. Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling quitlines, and group support. For more information on cessation programs please visit http://www.uttyler.edu/tobacco-free.

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. (For summer, the Census Date is 4th class day.) Grade Replacement Contracts are available in the Enrollment Services Center or at http://www.uttyler.edu/registrar. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date (4th class day of summer I) is the deadline for many forms and enrollment actions of which students need to be aware. These include:
- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

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 census date (See Academic Calendar for the specific date).
Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability/Accessibility Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Tyler at Texas offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including non-visible a diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit https://hood.accessiblelearning.com/UTTyler and fill out the New Student application. The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with an Accessibility Case Manager. For more information, including filling out an application for services, please visit the SAR webpage at http://www.uttyler.edu/disabilityservices, the SAR office located in the University Center, # 3150 or call 903.566.7079.

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.

Student Standards of Academic Conduct: Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but 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 unfair advantage to a student or the attempt to commit such acts.

(i) "Cheating" includes, but is not limited to:
- copying from another student's test paper;
- using, during a test, materials not authorized by the person giving the test;
- failure to comply with instructions given by the person administering the test;
- possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
- using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
- collaborating with or seeking aid from another student during a test or other assignment without authority;
- discussing the contents of an examination with another student who will take the examination;

- divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
- substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
- paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
- falsifying research data, laboratory reports, and/or other academic work offered for credit;
- taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
- misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.

(ii) "Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.

(iii) "Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.

(iv) All written work that is submitted will be subject to review by SafeAssign™, available on Blackboard.

UT Tyler Resources for Students:

- UT Tyler Writing Center (903.565.5995), writingcenter@uttyler.edu, http://www.uttyler.edu/writingcenter/
- UT Tyler Tutoring Center (903.565.5964), tutoring@uttyler.edu, https://www.uttyler.edu/tutoring/
- The Mathematics Learning Center, RBN 4021, This is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- UT Tyler Counseling Center (903.566.7254) https://www.uttyler.edu/counseling/