The University of Texas at Tyler
College of Business and Technology

Department of Human Resource Development and Technology

VALUE STREAM MANAGEMENT Course Syllabus

Course: TECH 5336
Title: Value Stream Management
Section: 060
Semester: Summer 2014
Class Time: Online

Instructor: Dr. Mark R. Miller
Office: HPR 244
Office Hours: Most Tues & Thursdays 1-3 pm
Other Availability: By appointment
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=BELLOw 60%

Note: 89.999999999999999 is still a B.

**Date of Final Exam:** Friday, August 15, 2014 – online exam open from 8 am until midnight

**Date to Withdraw without Penalty:** Monday, August 4, 2014.

**Course Content & Tentative Calendar/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
- Spring Break
- 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
- FINAL EXAM: August 15, 2014 – Online exam opens at 8 am and closes at midnight

More information on Dr. Miller: [http://www.uttyler.edu/cbt/hrd/tech_faculty/miller.php](http://www.uttyler.edu/cbt/hrd/tech_faculty/miller.php)
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 **textbook** is required and can be purchased at the university book store or online. (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 complete assignments.

Department Website:  [http://www.utttyler.edu/cbt/hrd/tech/](http://www.utttyler.edu/cbt/hrd/tech/)

Commencement:  Saturday, December 13, 2014 at 10:00 am

Holidays:  None

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.utttyler.edu/wellness/rightsresponsibilities.php](http://www.utttyler.edu/wellness/rightsresponsibilities.php)

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. Grade Replacement Contracts are available in the Enrollment Services Center or at [http://www.utttyler.edu/registrar](http://www.utttyler.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 is the deadline for many forms and enrollment actions that students need to be aware of. 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 Services**
In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria applies to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to cstaples@uttyler.edu

**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.

**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 in **bold**
2. Your Name (Prepared by: Your Name Here)
3. Your UT Tyler student ID 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.

**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.**

**Talking (During a meeting, tour, etc.):**
While the instructor or someone else in charge is talking, it is understood that no one should be talking. Students talking 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, laboratory, etc. 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.**

**Supplemental Reading Materials:**