Introduction and Purposes

- **Objective:** To enhance the students’ understanding and appreciation of the importance of lean operation concepts for manufacturing and service enterprises, their resources, the related challenges and problems, and the related tools and technologies. Systems thinking will be emphasized.

- **Description:** Study of various aspects of integrated manufacturing and service enterprises including management, design and production functions, interfaces, and related resources and information systems.

- **Approach:** This course introduces the role of lean thinking in the manufacturing or service (operations) enterprise and its connections with society, economy, and environment. The course will address both theoretical and applied aspects of the topic. Alternative views of lean operations will also be introduced. Ultimately, assessment of learning is provided through the application of learned principles to a process with which the student is familiar and submits as an end of term project. In pursuit of this goal, to the extent possible, the course will use a collaborative learning approach; meaning participation in class is critical to everyone's learning experience. The instructor then functions more as a facilitator to accomplish this goal.

- **Learning Outcomes:** Demonstrate mastery of subject material through research and production of a paper describing the application of Lean concepts learned in class to a project of the student’s choosing.
Course Presentations
The course relies heavily upon student interaction. One way to achieve this is through in-class presentation. It is the instructor’s belief that learning is best done in a collaborative environment. All students bring value to the learning experience of others. Because this class is both for the benefit of on campus students and DEN students, ALL student presentations will take the following form (on campus and DEN):

1. Presentations will be submitted on PowerPoint as a “slide show”.
2. Presentations will be no more than 2 minutes in length (except Final Presentation – 7 minutes)
3. Transitions between slides are to be built into the presentation.
4. Audio, if used, must automatically start with the presentation.
5. Due date for all presentations, unlike other homework, will be Thursday at 11:59PM (Pacific Time) prior to class.

This does not pertain to the final presentation.

Course Website
This course will rely on the DEN D2L course website, located at http://den.usc.edu. Go to the website, login, and click either the ISE506 or the SAE 551 link. The toolbar on the left-hand side of the page will provide access to course announcements, live and recorded lectures, assignment submission, discussion board, and other information.

Course Schedule on following page

Students are expected to frequently check announcements on the course website and their email account registered with DEN for any schedule updates or changes.
<table>
<thead>
<tr>
<th>Week</th>
<th>DATE</th>
<th>BEFORE CLASS</th>
<th>IN CLASS</th>
<th>IN CLASS</th>
<th>EVENTS</th>
<th>AFTER CLASS - WORK ON THESE ASSIGNMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>24-Aug</td>
<td>Reading in preparation for class</td>
<td>Student Presentations</td>
<td>Topic</td>
<td>Events</td>
<td>Student Bio / Knowledge Score 1</td>
</tr>
<tr>
<td>2</td>
<td>31-Aug</td>
<td>Goal, MTCTW, LEV Part 1, LT Intro, Ch.1</td>
<td>Course Introduction / Overview</td>
<td></td>
<td></td>
<td>View Processmap 2</td>
</tr>
<tr>
<td>3</td>
<td>7-Sep</td>
<td>TW 1-4, LT 6</td>
<td>Start of Your Journey</td>
<td>5S Exercise</td>
<td></td>
<td>Process Abstract 3</td>
</tr>
<tr>
<td>4</td>
<td>14-Sep</td>
<td>TW 7-9</td>
<td>VALUE Toyota Production System</td>
<td></td>
<td></td>
<td>Processmap 4</td>
</tr>
<tr>
<td>5</td>
<td>21-Sep</td>
<td>TW 10</td>
<td>Heijunka / Visual Management</td>
<td></td>
<td></td>
<td>TW v Others 5</td>
</tr>
<tr>
<td>6</td>
<td>28-Sep</td>
<td>TW 11</td>
<td>Quality / JIT</td>
<td>Insp. Exercise</td>
<td></td>
<td>VSM 1 - Basic 6</td>
</tr>
<tr>
<td>7</td>
<td>5-Oct</td>
<td>LT 12, LEV Part 2</td>
<td>Continuous Improvement / Lean SCM</td>
<td>Beer Game</td>
<td></td>
<td>VSM 2 - Capacity 7</td>
</tr>
<tr>
<td>8</td>
<td>12-Oct</td>
<td>TW 5,6,15-17</td>
<td>Lean Product Development</td>
<td></td>
<td></td>
<td>VSM 3 - Quality Issues 8</td>
</tr>
<tr>
<td>9</td>
<td>19-Oct</td>
<td>TW 10, LEV Part 3</td>
<td>Change Management</td>
<td></td>
<td></td>
<td>Beer game / Abstract 9</td>
</tr>
<tr>
<td>10</td>
<td>26-Oct</td>
<td>TW 10, LEV Part 3</td>
<td>Change Management</td>
<td></td>
<td></td>
<td>Case Study 1 10</td>
</tr>
<tr>
<td>11</td>
<td>2-Nov</td>
<td>TW 18-20</td>
<td>Systems Thinking, Data Information, Viz Mgmt (2), Lean SCM (2)</td>
<td></td>
<td></td>
<td>Case Study 2 11</td>
</tr>
<tr>
<td>12</td>
<td>9-Nov</td>
<td>TW 18-20</td>
<td>Lean Finance / Std. Costs, Healthcare</td>
<td></td>
<td></td>
<td>Case Study 3 12</td>
</tr>
<tr>
<td>13</td>
<td>16-Nov</td>
<td>TW 18-20</td>
<td>Alternative View / Learning Org.</td>
<td></td>
<td></td>
<td>Case Study 4 13/14</td>
</tr>
<tr>
<td>14</td>
<td>23-Nov</td>
<td>TW 18-20</td>
<td>Thanking Day</td>
<td></td>
<td></td>
<td>Final Paper / Present 15</td>
</tr>
<tr>
<td>15</td>
<td>30-Nov</td>
<td>TW 18-20</td>
<td>Presentations</td>
<td></td>
<td></td>
<td>Knowledge Score 2</td>
</tr>
</tbody>
</table>
Course Readings

- Required Text:

- Reference Text for those who are approaching this course with limited sense of a technical workplace or context of Lean, it is recommended that these books be read to offer background. Items will be taken from these texts in the course of class, and it may help in understanding these topics. (Optional):

- Additional documents will be provided through the class website.

- NOTE: These books are available from online booksellers. Students are encouraged to take advantage of this option. These books are not available in the bookstore.

Assignment Submission

- Do NOT email submissions to DEN (denhw@usc.edu), the professor, or the TA. They will not be accepted.
- All assignments must be submitted through the Assignment Manager (the “Assignments” tab) on the DEN D2L course website.
- Some major course assignments, when directed by the instructor, will be submitted to the *TurnItIn* system. *TurnItIn* is a plagiarism-detection system that compares student submissions with other submissions, past course submissions, and information available on the Internet. Any submissions reviewed by *TurnItIn* and any that do not follow Academic Integrity standards will be referred to USC Student Affairs.
- To submit an assignment through the Assignment Manager or *TurnItIn* system, click the “Assignments” link on the left-hand side of the course website, find the appropriate assignment on the page, and click “View/Complete” for that assignment. After filling in the appropriate fields and uploading the completed assignment, click the “Submit” link.
- To confirm your assignment was received, go to “Tools” > “My Grades”. All your submissions (and grades) will be recorded here, if you do not see a link to a “score” or a “!” symbol, your submission did not go through. In particular, a “padlock” symbol means your submission has not yet been completed (if you see a “padlock”, you have not yet submitted the assignment). If you have any technical issues with the submission process, email the TA immediately. In lieu of email to TA, take a picture of the assignment with date and time, and email TA within 24 hours to obtain credit.
- Assignments (except for the Toyota HW assignment, midterm and final project/presentation) are due before 4:30 PM on the following class period. Please check Assignment tab in Bb for final times for those assignments.
- If assignments are submitted after the due date and time, they will receive a penalty of 10% if less than three days past due and a penalty of 50% if less than five days but more than three days past due. Submissions over five days past due will receive zero credit.
- Assignments must follow the correct file naming convention (last_name, first_name HWX.doc or .ppt). “X” should be replaced with the corresponding assignment number (see “Course Schedule” in the syllabus).
- All submissions should be in either the Microsoft Word (.doc) or Microsoft PowerPoint (.ppt) format. If you need to use a Microsoft Excel table or Adobe PDF image, please copy or insert these
images into a Word or PowerPoint document and then submit the Word or PowerPoint. It is very difficult for the instructor to grade and comment on Excel and PDF submissions, therefore Word and PowerPoint submissions are recommended.

Grading

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Homework / Participation</td>
<td>20%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>30%</td>
</tr>
<tr>
<td>Final Project Report</td>
<td>40%</td>
</tr>
<tr>
<td>Final Presentation (7 minutes)</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Homework** assignments will be graded based on depth and quality of analysis, and correctness, as well as number and quality of references, and amount of new information (information is not simply repeated from lecture) when applicable.
- **Attendance** is not part of the course grade. However, participation either in the classroom or on the discussion board is incorporated into the course grade. Participation will likely improve the chances of a student receiving the higher grade if the student is on the bubble between two grades.
- Elements of **participation** in the course may take different forms.
  1. Participation during class. Comments, additions and discussion participation will be considered toward a participation grade.
  2. Participation in **Discussion Boards** (see Discussion Boards below for more details) on D2L is another way to participate in class.
- The **midterm** will be conducted online through the course website. Both on-campus and DEN students will complete the exam online. The exam will be available for a predetermined time window (usually 5PM – 8PM, Pacific Time) on the scheduled date. Any students who have a conflict with this date must notify the professor and the TA no later than two weeks before the exam.
- The **final project** is a written report and oral presentation on a topic selected by the student and approved by the professor, which will analyze the Lean Operations cycle for a process (such as product manufacturing or service delivery). The project should involve a process analysis using Lean Operations tools and principles as well as demonstrate the student’s knowledge and understanding of the material presented in the course. There must be one analysis tool used/addressed in the project from after the midterm. Additional information will be provided on the course website.
  - Report (Written paper, format guidelines will be provided)
  - Presentation (PowerPoint presentation, given in-class by on-campus students, and in-class or via WebEx by DEN students)

Examples of Presentation Schedule – Final schedule will be posted after midterm exam.

<table>
<thead>
<tr>
<th>Presentation Schedule, 1 (15)</th>
<th>Presentation Schedule, 2 (11)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time Start</strong></td>
<td><strong>Time Start</strong></td>
</tr>
<tr>
<td>5:10</td>
<td>6:30</td>
</tr>
<tr>
<td>5:20</td>
<td>6:40</td>
</tr>
<tr>
<td>5:30</td>
<td>6:50</td>
</tr>
<tr>
<td>5:40</td>
<td>7:00</td>
</tr>
<tr>
<td>5:50</td>
<td>7:10</td>
</tr>
<tr>
<td>6:00</td>
<td>7:20</td>
</tr>
<tr>
<td>6:10</td>
<td>7:30</td>
</tr>
<tr>
<td>6:20 Break</td>
<td>7:40</td>
</tr>
</tbody>
</table>
Discussion Board and Questions
- Discussion board threads will be created for every lecture/topic in the course.
- Please check the discussion board frequently
- If you have a question from that lecture or on the assignment from that lecture, please post your question to the discussion board within the corresponding thread.
- If you don’t receive a response or your question is not sufficiently answered, only then should you email the professor and the TA. Having questions posted to the discussion board not only reduces the number of duplicate emails we have to answer but also ensures that the information we provide is available to all students.

What’s Expected of Students
- Students are expected to be able to use the following tools in order to upload and download their assignments, obtain pertinent course information, and participate in class discussions
  - On-campus students: DEN D2L, MS PowerPoint
  - DEN students: DEN D2L, WebEx, MS PowerPoint
- Students are expected to follow the standards of appropriate online behavior. The protocols defined by the USC Student Conduct Code must be upheld in all aspects of class. Examples of inappropriate online behavior include but are not limited to:
  - Posting inappropriate material
  - SPAM to the class
  - Online flaming
  - Offensive language
  - For more information, please visit http://www.usc.edu/student-affairs/SJACS/
- In the event of any technical breakdown, students are expected to contact the professor or TA ASAP by email or text message.

Statement for Students with Disabilities
Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me (or to TA) as early in the semester as possible. DSP is located in STU 301 and is open 8:30 a.m.–5:00 p.m., Monday through Friday. The phone number for DSP is (213) 740-0776.
Additional Information the Provost Wants Us to Provide to You

**Academic Conduct**

Plagiarism – presenting someone else’s ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. Please familiarize yourself with the discussion of plagiarism in *SCampus* in Part B, Section 11, “Behavior Violating University Standards,” http://policy.usc.edu/scampus-part-b. Other forms of academic dishonesty are equally unacceptable. See additional information in *SCampus* and university policies on scientific misconduct, http://policy.usc.edu/scientific-misconduct.

The Viterbi School of Engineering adheres to the University of Southern California's policies and procedures governing academic integrity as described in *SCampus*. Students are expected to be aware of and to observe the academic integrity standards described there, and should expect those standards to be enforced in PPD 570, because they will be.

**Support Systems**

**Student Counseling Services (SCS) – (213) 740-7711 – 24/7 on call**
Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention, engemannshc.usc.edu/counseling.

**National Suicide Prevention Lifeline – 1 (800) 273-8255**
Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, www.suicidepreventionlifeline.org.

**Relationship and Sexual Violence Prevention Services (RSVP) – (213) 740-4900 – 24/7 on call**
Free and confidential therapy services, workshops, and training for situations related to gender-based harm, engemannshc.usc.edu/rsvp.

**Sexual Assault Resource Center**
For more information about how to get help or help a survivor, rights, reporting options, and additional resources, sarc.usc.edu.

**The Office of Disability Services and Programs**
Provides certification for students with disabilities and helps arrange relevant accommodations, dsp.usc.edu.

**Student Support and Advocacy – (213) 821-4710**
Assists students and families in resolving complex issues adversely affecting their success as a student EX: personal, financial, and academic, studentaffairs.usc.edu/ssa.

**USC Emergency Information**
Provides safety and other updates, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible, emergency.usc.edu.

**USC Department of Public Safety – UPC: (213) 740-4321 24-hour emergency or to report a crime.** Provides overall safety to USC community, dps.usc.edu.
Honor Code

Engineering enables and empowers our ambitions and is integral to our identities. In the Viterbi community, accountability is reflected in all our endeavors.

Engineering+ Integrity
Engineering+ Responsibility
Engineering+ Community

Think good. Do better. Be great.

These are the pillars we stand upon as we address the challenges of society and enrich lives.