MGT 307 Operations Management
COURSE SYLLABUS for Spring 2016

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Welcome to MGT 307 – Operations Management. This is an online course. During this course, you will learn about the world of managing operations. The purpose is for you to gain an understanding of the managerial processes for effective operations in both goods-producing and service-rendering organization.

The two *best* ways to contact me is through the Q&A Forums established within the eCourse and by email. All emails *must* include MGT 307 and a brief subject line and use proper email etiquette. I will reply to emails that include the appropriate subject line within 24 hours Monday-Friday.

COURSE INFORMATION

This course is an introduction to the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organizations. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization. Prerequisites: Junior standing, MATH 141 or 175, BA 302, MIS 128 or IET 101.

Required Textbook: David Collier and James Evans. OM, 4th Edition. Mason, Ohio: South-Western Cengage Learning, 2013. With Student Package (optional) - **ISBN-13:** 978-1-133-37242-4. Text Only (required) - **ISBN-13:** 978-1-133-37241-7
OR David Collier and James Evans. OM, 5th Edition. Mason, Ohio: South-Western Cengage Learning, 2015. **ISBN-13:** 9781285451374.

Course Objectives: This course aims to improve students understanding of the concepts, principles, problems, and practices of operations management. After completing this course, students should be able to:

1. Students will demonstrate an understanding of the essential terminology, concepts, and problem solving of operations management design decisions including operations strategy, product design, process selection, facility layout, capacity and locations, and supply-chain management.
2. Students will demonstrate an understanding of the essential terminology, concepts, and problem solving of operating decisions including measuring and improving productivity, quality management and control, inventory and resource management, scheduling, sequencing, and project management.
3. Students will develop an understanding of the historical as well as contemporary contexts of goods producing and service providing organizations.

This course has been selected as a Global Course – tied to the QEP. The QEP seeks to prepare students for an interconnected world. In relation to the QEP, students completing this course will be able to (LO1) demonstrate knowledge of the interconnectedness of global dynamics (issues, trends, processes, and systems), (LO2) apply knowledge of the interconnectedness of global dynamics, and (LO3) view themselves as engaged citizens within an interconnected and diverse world. This course will provide activities, experiences, and opportunities to reach all of the QEP learning outcomes. The semester project in this course will assess the QEP student learning outcomes.

Course Grading: A unique consideration in this course is a requirement for students to demonstrate a satisfactory level of competency or knowledge on several specific elements of the course. For these topics or problems a variety of approaches may be used including: timed quizzes and exams, discussion boards, and other approaches. Scoring of the course grade in the grading process is shown below.

Discussion Participation	18%
Reflections posts	
Comments to other students	
Competency & Understanding Quizzes (4 @8%)	32%
Exams (4 @8%)	32%
Semester Project	18%
Total	100%

Percentages for course grade level are as follows:

A =	90-100 %
B =	80-89 %
C =	70-79 %
D =	60-69 %
F =	00-59 %

PLEASE NOTE: **Extra credit work will NOT be assigned so please do not ask.**

As fully described above, there is no possibility of earning a passing grade in this course without participating in the combination of course activities (discussions, exercises, quizzes, exams, and semester project).

Students are held individually responsible for the information contained in the University catalog. Failure to read and comply with University regulations will not exempt students from whatever penalties they may incur.

Activities Required for Successful Completion of MGT307

Academic Honesty: All students are required to submit an agreement to follow the principles of the highest level of ethical and professional behavior. For more information, please refer to the professional conduct section of this document and inside the class.

Discussion Boards (18%): The discussion boards are an important part of students' learning and my evaluation of that learning. Students should plan to participate throughout the semester. **It is the responsibility of each student to keep up with the scheduled readings and discussions**. Once the discussion boards have been closed, they *will not* be re-opened. Please refer to the tentative schedule for due dates.

> **REFLECTIONS POST:** The intent of the discussion is for you to post your critical comments, assessments, and insights on the readings and other materials provided in the course. You may choose to comment on one of the readings or several. Each reflection post should be equal to at least one full page. I want you to personalize what you are learning by addressing the following:
> - Who did you learn from the course materials? ("learning" is not the same as "interesting")
> - Who should (or does) care? (implications for organizations and operations management)
> - Why is this important? (significance domestically/globally)
> - When can you apply this new knowledge? (relate to practice)
> - WOW – The one thing that surprised me was…
>
> **COMMENT TO OTHERS:** Each learner must comment on a minimum of two different reflection posts created by other learners. The idea is that asynchronous discussion will develop among all of us.

Please note the following barriers to your success in discussion:

➢ Failure to post will have negative impact on students' participation grades.
➢ Summarizing or restating course materials or what other students have posted will have negative impact on students' participation grades.
➢ Merely agreeing (or disagreeing) with what other students post, without extending beyond what we all have read, will have negative impact on students' participation grades.

Competency & Understanding Quizzes (32%): There will be four quizzes given to assess your understanding of course material. Each competency quiz is worth 8%. See the tentative schedule of due dates at the end of this document. **Please note: Extensions, Make-ups, or Re-takes will NOT be given. If a student misses the deadline for a quiz, the student will earn a grade of 0 for the missed quiz.**

The competency quiz component of the course measures your individual ability to meet the course objectives. Therefore, you *must* **do and submit your own work**. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion. See the tentative schedule of due dates at the end of this document.

Exams (32%): There will be four exams given to assess your understanding of course material. Each exam is worth 8%. See the tentative schedule of due dates at the end of this document. **Please note: Extensions, Make-ups, or Re-takes will NOT be given. If a student misses the deadline for an exam, the student will earn a grade of 0 for the missed exam.**

The exam component of the course measures your individual ability to understand the concepts, principles, problems, and practices of operations management. Therefore, you *must* **do and submit your own work**. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion.

Semester Project (18%): The semester project is divided into two parts: 1) The project itself and 2) member participation. Students will self-select into teams (of no more than 5 members) for this project within the first week of class. More details are provided in eCollege along with example projects. Projects will be awarded one grade. However, member participation will count toward individual grades.

Additional Course Particulars

TECHNOLOGY REQUIREMENTS
As the course is conducted totally online, students are expected to have access to a reliable computer that is connected to the internet. You should also have back-up access to the required electronic resources is necessary for successfully completing this course. College and public libraries are a great resource for back-up technology resources. The following information is provided to you to assist in preparing and using technology in your online course:

➢ To be successful in this course, students must have an Internet connection – high speed recommended (not dial-up), Word Processor (Microsoft Office Word – 2003 or 2007), Access to University Library site, Access to their myLeo Email
➢ Additionally, the following hardware and software are necessary to use eCollege:
  ○ Our campus is optimized to work in a Microsoft Windows environment. This means our courses work best if you are using a Windows operating system (XP or newer) and a recent version of Microsoft Internet Explorer (6.0, 7.0, or 8.0).
  ○ eCollege courses will also work with Macintosh OS X along with a recent version of Safari 2.0 or better. Along with Internet Explorer and Safari, eCollege also supports the Firefox browser (3.0) on both Windows and Mac operating systems.

- ➢ It is strongly recommended that you perform a "Browser Test" prior to the start of your course. To launch a browser test, login in to eCollege, click on the 'myCourses' tab, and then select the "Browser Test" link under Support Services.
- ➢ **TECHNICAL SUPPORT:** If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the eCollege Help Desk, available 24 hours a day, seven days a week. The Help Desk can be reached by sending an email to helpdesk@online.tamuc.org or by calling 1-866-656-5511. You can also click on the "Help" button located at the top of each page for more information.

ACCESS AND NAVIGATION

FIRST TIME eCOLLEGE USERS: The Instructor urges registered online students to familiarize themselves with eCollege by going thru the eCollege tutorial. This will ensure that each student will have sufficient knowledge on how to accomplish the requirements of the course. It is NOT the Instructor's responsibility to teach students on how eCollege works**. The Instructor assumes that each student has a working knowledge of eCollege and has a myLeo email address**.

PASSWORD PROTECTION: Only students with assigned passwords may access this course. Giving your campus wide identification number and pin number to others may result in class or university dismissal.

Course and University Procedures/Policies

A&M-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

PROFESSIONAL CONDUCT: The instructor reserves the right to manage a positive learning environment and thus will not tolerate inappropriate conduct in the course. If I feel that you have not contributed appropriately in class, or that you have complained about assignments and grading policies, your final course grade may be reduced accordingly. Additionally, I expect every student to maintain a professional level with respecting opinions of the instructor, students, and guest speakers. Please note: It is the student's responsibility to ask the instructor for additional information if the student does not understand the assignments required in this course. In addition, sending emails to other students complaining or inquiring about grades is not appropriate behavior. In extreme cases, the instructor reserves the right to drop students from the class.

All students enrolled at the University will follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. See Student's Guide Handbook, Rules and Procedures, Code of Student Conduct at
http://www.tamuc.edu/studentLife/documents/studentGuidebook.pdf

Academic Integrity: In this course the need for collaboration is undeniable if you are to excel, even in cases of individual work. There is a fine line in this process. You are encouraged to seek the help and advice of others. However, you *must* do your own work. My personal policy, which will guide this course, is this: I trust you to behave honestly and ethically in all circumstances. Please ask me if you have questions about what is proper and what is not.

Academic Honesty**:** Plagiarism and other forms of academic dishonesty will not be tolerated. Instructors "are expected to uphold and support student integrity and honesty by maintaining conditions that encourage and enforce academic honesty. Conduct that violates generally accepted standards of academic honesty is defined as academic dishonesty. "Academic dishonesty" includes, but is not limited to, plagiarism (the appropriation or stealing of the ideas or words of another and passing them off as one's own), cheating on quizzes and exams or other course assignments, collusion (the unauthorized collaboration with others in preparing course assignments), and abuse (destruction, defacing, or removal)

of resource material." See 13.99.99.R0.10 Academic Honesty at http://www.tamu-commerce.edu/administration/Rules%26Procedures/rules_procedures.asp?RID=97

Any deviation from the guidelines concerning quotes and citations constitutes plagiarism, as it suggests that you are trying to submit someone else's work and creativity as your own. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion. If you have any questions, please let me know.

> **All students are required to read, sign and return the academic honesty policy for the College of Business and Entrepreneurship.**

<u>Students with Disabilities:</u>
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library
Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

TENTATIVE SCHEDULE OF ACTIVITIES
MGT 307 Spring 2016

Please Note: The instructor reserves the right to change this schedule as circumstances may dictate. All changes to this schedule will be announced on the course homepage.

Date	Topics and Assigned Readings	Activities Due
COURSE INTRODUCTION		
Week 1 1/19	Course syllabus Academic Honesty Policy Schedule of activities	Due Saturday, 1/23 by 11:59 PM • Post Bibliographic Info. • Submit Signed Academic Honesty to the DropBox • Complete the Syllabus Quiz • Start interviewing for your team! (No more than 5 members)
MODULE 1		
Week 2 1/24	Ch 1: GOODS, SERVICES, & OPERATIONS MANAGEMENT Ch 2: VALUE CHAINS *Work on assigned problems*	Due Saturday, 1/30 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter • Final team selections - Team Leaders should submit list of 5 team member names
Week 3 1/31	Ch 11: FORECASTING AND DEMAND PLANNING *Work on assigned problems*	Due Saturday, 2/6 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter • *Teams should be brainstorming ideas*
Week 4 2/7	Ch 3: MEASURING PERFORMANCE IN OPERATIONS Ch 4: OPERATIONS STRATEGY *Work on assigned problems* *Teams should have project defined*	Due Saturday, 2/13 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 5 2/14	**Module 1 Competency Quiz DUE by 11:59 PM on Monday, February 15** **Module 1 Exam DUE by 11:59 PM on Tuesday, February 16**	
	Teams should be working on semester project!	
MODULE 2		
Week 5 *Continued* 2/14	Ch 5: TECHNOLOGY AND OPERATIONS MANAGEMENT *Work on assigned problems* *Teams should be working on semester project*	Due 2/20 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter • Team Leader should submit a summary of project progress

Week 6 2/21	Ch 6: GOODS AND SERVICE DESIGN Ch 7: PROCESS SELECTION, DESIGN, AND ANALYSIS *Work on assigned problems* *Teams should be working on semester project*	Due 2/27 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 7 2/28	Ch 8: FACILITY AND WORK DESIGN Ch 10: CAPACITY MANAGEMENT *Work on assigned problems* *Teams should be working on semester project*	Due 3/5 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 8 3/6	**Module 2 Competency Quiz DUE by 11:59 PM on Monday, March 7 Module 2 Exam DUE by 11:59 PM on Tuesday, March 8**	
	Teams should be working on semester project!	
Week 9	**SPRING BREAK . . . March 13 – 19**	
MODULE 3		
Week10 3/20	Ch 9: SUPPLY CHAIN DESIGN Ch 12: MANAGING INVENTORIES *Work on assigned problems* *Teams should be working on semester project*	Due 3/26 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter • Team Leader should submit a summary of project progress
Week11 3/27	Ch 15: QUALITY MANAGEMENT Ch 16: QUALITY CONTROL AND SPC *Work on assigned problems* *Teams should be working on semester project*	Due 4/2 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week12 4/3	**Module 3 Competency Quiz DUE by 11:59 PM on Monday, April 4 Module 3 Exam DUE by 11:59 PM on Tuesday, April 5**	
	Teams should be finalizing and polishing semester project!	
MODULE 4		
Week13 4/10	Ch 13: RESOURCE MANAGEMENT *Work on assigned problems*	Due 4/16 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
	Semester Projects due Sunday, April 17 by midnight Team Assessments due from each team member Sunday, April 17 by midnight	
Week14 4/17	Ch 17: LEAN OPERATING SYSTEMS *Work on assigned problems*	Due 4/23 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter

Week15 4/24	Ch 14: OPERATIONS SCHEDULING AND SEQUENCING *Work on assigned problems*	Due 4/30 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week16 5/1	Ch 18: PROJECT MANAGEMENT *Work on assigned problems*	Due 5/7 by 11:59 PM • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week17 **5/8**	**Module 4 Competency Quiz DUE by 11:59 PM on Monday, May 9** **Module 4 Exam DUE by 11:59 PM on Tuesday, May 10**	