



**CLASSROOM:** Frisco University Hall 138  
**MEETING TIME:** T 1-3:45 PM  
**NOTE ABOUT TIMES:** All Times and Deadlines for this Course are Listed in the Central Time Zone (Commerce, TX) times.

**Instructor:** Dr. Brandon Randolph-Seng  
**E-mail:** brandon.randolph-seng@tamuc.edu  
**Office & Hours:** CB 304; Tuesday 9:00-11:00 AM and/or by appointment  
**Website:** <http://faculty.tamuc.edu/brandolph-seng>  
**Phone:** 903-468-8696 (Office)

**\*\*The best way to reach me or to make appointments is by MY TAMUC email**  
**\*\*Students are responsible for all announcements made BY EMAIL OR IN eCollege**

### **REQUIRED TEXTBOOK:**

David Collier and James Evans. OM, 5th Edition. Upper Saddle River, NJ: South-Western Cengage Learning  
**ISBN: 978-1-285-45141-1**

### **COURSE OVERVIEW AND EXPECTED LEARNING OUTCOMES:**

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 organization. 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.

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:

- Develop an understanding of and an appreciation for the production and operations management function in any organization.
- To understand the importance of productivity and competitiveness to both organizations and nations.
- To understand the importance of an effective production and operations strategy to an organization.
- To understand the various production and operations design decisions and how they relate to the overall strategies of organizations.
- To understand the importance of product and service design decisions and its impact other design decisions and operations.
- Obtain an understanding of quality management practice in organizations and how total quality management and six-sigma facilitate organizational effectiveness.
- To understand the relationship of the various planning practices of capacity planning, aggregate planning, project planning and scheduling.
- To understand the roles of inventories and basics of managing inventories in various demand settings.
- To understand contemporary operations and manufacturing organizational approaches and the supply-chain management activities and the renewed importance of this aspect of organizational strategy.

### ***Technical Requirements***

As the course is partly conducted 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 as necessary for successfully completing this course. College and public libraries are a great resource for back-up

technology resources. In order to make the most of your learning experience, there are several technical requirements you will need to fulfill. Refer to the guidelines below to help ensure your success.

**Microsoft Windows**

Windows 2000 or XP  
 64 MB RAM  
 28.8 kbps modem (56K Recommended)  
 CD or DVD Drive, Sound Card & Speakers

**Macintosh OS**

Mac OS 9.1 and OS X  
 32 MB RAM (64 Recommended)  
 28.8 kbps modem (56K Recommended)  
 CD or DVD Drive, Sound Card & Speakers

To take advantage of the latest technology incorporated in this course, and to minimize the need for additional plug-in downloads, it is recommended that you use the following:

- Microsoft Internet Explorer 6.0 or higher on a PC
- Safari 1.2 or higher for Mac OS X.
- Adobe Reader 8.1.2 or higher (<http://www.adobe.com/products/acrobat/readstep2.html>)
- Microsoft Word 97-2003 or higher
- Microsoft PowerPoint 97-2003 or higher
- Microsoft Excel 97-2003 or higher
- Quick Time Player 7 or higher (<http://www.apple.com/quicktime/download/>)

**Course Grading Policy**

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.

Pre-Course Quiz	4%
Discussion (Participation) Boards (18 @ 2% each)	36%
Competency & Understanding Quizzes (4 at 5% each)	20%
Exams (4 at 10% each)	40%
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 %

**Incomplete - Must be previously agreed upon by student and instructor and initiated by the student administratively.**

**Withdrawal - Must be initiated by the student administratively.**

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

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.

**PERFORMANCE COMPONENTS**

**Pre-Course Quiz (4%):** To assess your understanding of course requirements, a pre-course quiz covering information from the syllabus is required. Students must score a 95% or better on the quiz.

**Discussion (Participation) Boards (36%):** Different topics for each chapter will be posted online for class or group participation. Each student is required to make thoughtful posts as well as replies to other students' posts for the

assigned chapter(s) and follow explicit instructions for posting requirements. The discussion boards are an important part of your learning. Failure to post will have negative impact on students' participation grades. Plan to participate throughout the semester. **It is the responsibility of each student to keep up with the scheduled readings and discussions.** In order to achieve the highest possible score for discussion participation, students should post an original response to the topic and more than two replies to show active engagement in the discussion. Postings will be graded on three critical elements: participation (shows high degree of engagement and interaction with others); timeliness (responses are on a consistent basis and throughout the semester); and critical thinking (addresses the question completely and in-depth; points are clearly made and evidence supports arguments/rationale; shows a clear grasp of content and elaborates with explanation and relevant examples). Once the discussion boards have been closed, they *will not* be re-opened. See the tentative schedule of due dates at the end of this document.

#### **IMPORTANT POSTING RULES:**

- 1) Postings may be a few sentences or a couple of paragraphs in length. The key to a quality post is that it provides clear analysis and insight into the topic or questions. Your postings will be carefully read.
- 2) Note that long-winded postings are not necessary. The idea is for quality posts that add value to the discussion.
- 3) Plagiarism among students (copying others' postings) will **NOT** be tolerated. Please note that TAMU-C has explicit rules regarding plagiarism and will be subject to penalties. Students are advised to carefully read everyone's postings to ensure that no one has plagiarized your responses.
- 4) Students with very FEW or NO SUBSTANTIVE postings will not receive the highest credit.
- 5) Proofread your postings and eliminate any offensive references, poor sentence syntax, misspelled words, etc. Keep errors to a minimum.

**It is critical that students read ALL the postings for each topic. This will ensure that you not only respond to the topic questions but to your colleagues' comments as well. Also, it will help in ensuring against anyone plagiarizing your work.**

**Competency & Understanding Quizzes (20%):** There will be four quizzes given to assess your understanding of course material. Each competency quiz is worth 5%. See the tentative schedule of due dates at the end of this document. **Please note: If a student misses a quiz, the student will earn a grade of zero. Makeup quizzes will not be given.**

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 (40%):** There will be four exams given to assess your understanding of course material. Each exam is worth 10%. Exams will be announced when available. However, please see the schedule on the last page of this document for an approximate timeframe. The exams (and quizzes) **may be timed** and can only be accessed once; therefore, once you begin, you may not stop and come back to it later. **Please note: If a student misses an exam, the student will earn a grade of zero. Makeup exams will not be given.**

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.

#### **COURSE POLICIES**

**GENERAL POLICIES FOR CLASSES:** The Instructor reserves the right to administratively drop any student who does not attend class for **three (3) consecutive days** after the course officially starts. Any student who will not be able to participate in class for more than **three consecutive (3) days** (i.e., because of an extended business trip) should contact the Instructor in advance to avoid an inadvertent drop from the course.

The Instructor urges registered students to familiarize themselves with eCollege by going thru the eCollege tutorial or orientation process. 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 e-mail address.**

**FIRST TIME eCOLLEGE USERS:** Should you have any questions or concerns about it, you may want to complete an eCollege orientation. You can access the online eCollege Orientation by clicking on the following link:<http://online.tamuc.org/>

The home page will give you directions on how to proceed from there. Your login is your Campus-wide ID # and your password is the same as you use for your MyLeo.

**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.

**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](mailto:helpdesk@online.tamuc.org) or by calling 1-866-656-5511. Additionally, you can click on the "Help" button located at the top of each page for more information.

### **SYLLABUS SUBJECT TO CHANGE STATEMENT:**

I anticipate that we will follow the schedule I've outlined in this syllabus, but I may make adjustments based on what actually happens in class. I may also change the basis for the course grade (if I need to eliminate an assignment or something of that nature). If I do so, I will so inform you in writing. Remaining in the course after reading this syllabus will signal that you accept the syllabus as written AND the possibility of changes and responsibility for being aware of them.

### **STATEMENT ON ACADEMIC INTEGRITY:**

The College of Business at Texas A&M University-Commerce faculty, staff and students will follow the highest level of ethical and professional behavior. We will strive to be recognized as a community with legal, ethical and moral principles and to teach and practice professionalism in all that we do. In an academic environment we will endeavor to not only teach these values but also to live them in our daily lives and work. Faculty and staff will be held to the same standards and expectations as our students. The Academic Dishonesty Policy of the Management Department is governed by the following university procedures: 13.99.99.R0.03 Undergraduate Academic Dishonesty and 13.99.99.R0.10 Graduate Student Academic Dishonesty. You may read the procedure in its entirety from the University's website. Failure to abide by these principles will result in sanctions up to and including dismissal.

### **SPECIAL NEEDS/REASONABLE ACCOMODATIONS:**

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](mailto:StudentDisabilityServices@tamuc.edu)

## TENETS OF COMMON BEHAVIOR STATEMENT:

All students enrolled at the university shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment (See current Student Handbook).

Students are required to meet the expectations listed below.

- **Professional Behavior:** It is important that you maintain a professional demeanor at all times, including during “electronic communication”. Texas A&M-Commerce expects this from you, as do current and future employers.
- **Regular and Timely Attendance and Participation:** You are expected to log onto eCollege regularly and attend all classes.
- **Assignments:**
  1. **Submitted assignments must be correctly formatted and free of grammatical and stylistic errors.** Students in this course should have at least some skill with software for word processing, spreadsheets, databases, graphics, and presentations, and with web browsers and search engines. Spelling and grammatical errors will detract from your grade!
  2. **Assignments must be turned in on time.** Assignments are due at the **date** and **time** listed. While the syllabus designates specific dates for which work is assigned, you do not have to wait until the “assigned” date to start working on it. Start working on each assignment as soon as you possibly can and make sure that you have all assignments submitted by the specified due dates. However, you **MUST** turn in all written assignments **ON TIME**. Unexcused late work will receive an automatic **50% penalty** if turned in by the next day, and a **0** if turned in more than one day late. Late work is viewed as very unprofessional in the corporate world: “Sorry Mr./Ms. Vice President, I just did not get the work done in time for our meeting today.” That will be the last time your manager gives you the opportunity to “shine” in front of a VP.
  3. **Assignments must be complete.** You must complete and submit all components at the specified due date and time to receive credit for the assignment. Please don’t turn in work that is only “half-finished” or you will receive an automatic 0.
  4. **Please submit assignments in a format that is compatible with Microsoft Word.**
- **Back-ups Are Required:** You are required to back up all your assignments so that they can be submitted to me upon my request. If work is lost due to insufficient back-up, you will not have the opportunity to recreate and submit at a later time.
- **E-mail:** Students must routinely check e-mail sent to his or her **Texas A&M-Commerce account**. This is my primary mechanism for communicating to the class. I check my e-mail several times a day, so this is the best way to reach me.
- **Make-up Assignments Will Only Be Accepted If You Obtain University Approved Documentation for Your Excuse:** There are no make-up assignments for poor performance on a previous assignment.

## NONDISCRIMINATION NOTICE:

TAMUC 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.

## CAMPUS CONCEALED CARRY STATEMENT

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to (<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>) and/or consult your event organizer). Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

**IF YOU EVER FEEL AS IF YOU NEED TO MEET WITH ME OR SPEAK OVER THE PHONE IN ORDER TO CLARIFY ASSIGNMENTS, DISCUSS CONCERNS ABOUT THE CLASS, DISCUSS TOPICS FROM THE CLASS, ETC., E-MAIL ME IN ORDER TO SET UP AN APPOINTMENT.**

**FINALLY:** This syllabus is a contract between you and me. If you disagree with the policies set forth in this syllabus, you have the right to withdraw within the timeframe indicated in the University calendar. By staying enrolled in this class, you agree to adhere to all policies stated in this syllabus.

## TENTATIVE SCHEDULE OF ACTIVITIES

Date	Topic	Assignment
1/16	<b>Course Introduction – Getting Started</b> <ul style="list-style-type: none"> <li>• Read the course syllabus</li> <li>• Please carefully review the schedule of activities.</li> </ul>	<b>Pre-Course Quiz</b> <b>DUE: Sunday 1/21</b>
1/23 - 2/6	<b>Lesson 1</b> <ul style="list-style-type: none"> <li>• GOODS, SERVICES, &amp; OPERATIONS MANAGEMENT (Ch. 1)</li> <li>• VALUE CHAINS (Ch. 2)</li> <li>• FORECASTING AND DEMAND PLANNING (Ch. 11)</li> <li>• MEASURING PERFORMANCE IN OPERATIONS (Ch. 3)</li> <li>• OPERATIONS STRATEGY (Ch. 4)</li> </ul>	<b>WORK THROUGH RECOMMENDED PROBLEMS</b>  <b>Chapters 1-4, 11 Discussion</b> <b>DUE: Friday 2/9</b> <b>Competency 1 Quiz</b> <b>DUE: Friday 2/9</b> <b>Exam 1</b> <b>DUE: Sunday 2/11</b>
2/13 - 2/27	<b>Lesson 2</b> <ul style="list-style-type: none"> <li>• TECHNOLOGY AND OPERATIONS MANAGEMENT (Ch. 5)</li> <li>• GOODS AND SERVICE DESIGN (Ch. 6)</li> <li>• PROCESS SELECTION, DESIGN, AND ANALYSIS (Ch. 7)</li> <li>• FACILITY AND WORK DESIGN (Ch. 8)</li> <li>• CAPACITY MANAGEMENT (Ch. 10)</li> </ul>	<b>WORK THROUGH RECOMMENDED PROBLEMS</b>  <b>Chapters 5-8, 10 Discussion</b> <b>DUE: Friday 3/2</b> <b>Competency 2 Quiz</b> <b>DUE: Friday 3/2</b> <b>Exam 2</b> <b>DUE: Sunday 3/4</b>
3/6 - 4/3	<b>Lesson 3</b> <ul style="list-style-type: none"> <li>• SUPPLY CHAIN DESIGN (Ch. 9)</li> <li>• MANAGING INVENTORIES (Ch. 12)</li> <li>• QUALITY MANAGEMENT (Ch. 15)</li> <li>• QUALITY CONTROL AND SPC (Ch. 16)</li> </ul>	<b>WORK THROUGH RECOMMENDED PROBLEMS</b>  <b>Chapters 9, 12, 15-16 Discussion</b> <b>DUE: Friday 4/6</b> <b>Competency 3 Quiz</b> <b>DUE: Friday 4/6</b> <b>Exam 3</b> <b>DUE: Sunday 4/8</b>
4/10 - 5/1	<b>Lesson 4</b> <ul style="list-style-type: none"> <li>• RESOURCE MANAGEMENT (Ch. 13)</li> <li>• LEAN OPERATING SYSTEMS (Ch. 17)</li> <li>• OPERATIONS SCHEDULING AND SEQUENCING (Ch. 14)</li> <li>• PROJECT MANAGEMENT (Ch. 18)</li> </ul>	<b>WORK THROUGH RECOMMENDED PROBLEMS</b>  <b>Chapters 13-14, 17-18 Discussion</b> <b>DUE: Friday 5/4</b> <b>Competency 4 Quiz</b> <b>DUE: Friday 5/4</b> <b>Exam 4</b> <b>DUE: Sunday 5/6</b>