



# TMGT 456 (W) Value Chain Control & Management

COURSE SYLLABUS: FALL 2018

**Instructor:** Burchan Aydin, Ph.D.

**Office Location:** AG/IT 213-B (*Engineering and Technology Building 2<sup>nd</sup> floor*)

**Office Hours:** Tuesday, 3:00 PM - 5:00 PM

Thursday, 2:00 PM - 5:00 PM

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**Preferred Form of Communication:** e-mail (please expect a response within few hours)

## COURSE INFORMATION

**Course Schedule:** Fully online. The instructional content will be made available weekly on D2L course page.

**Course Location:** Fully online. No physical presence on campus needed.

### ***Materials – Textbooks, Readings, Supplementary Readings***

#### ***Textbook(s) Required***

Operations Management, Creating Value Along the Supply Chain, 7<sup>th</sup> Edition. Russell R., and Taylor B.

#### ***Software Required***

MS Excel (any version)

*The syllabus/schedule are subject to change.*

## ***Course Description***

Value chain is a high-level management model of how businesses receive raw materials as input, add value to the raw materials through various processes, and sell finished products to customers. Prerequisites: TMGT 350.

## ***Student Learning Outcomes***

Upon satisfactory completion of the course, the student shall be able to:

1. Understand the basic issues, capabilities, and limitations of the operations function.
2. Describe the impact of operations and supply chain management on other functions within a firm, as well as on the competitive position of the firm.
3. Describe the global nature of operations and the complexity of supply chains.
4. Describe the basic steps involved in bringing a product to market from its design through production and delivery.
5. Demonstrate fundamental skills as how to forecast demand, layout a facility, manage a project, work with suppliers, and schedule work.
6. Conceptualize how systems are interrelated, to organize activities effectively, to analyze processes critically, to make decisions based on data, and to pursue for continual process improvement.

## **COURSE REQUIREMENTS**

This is a fully online course. Students are strongly recommended:

- Turning on notifications for my posts; including announcements, new homework, new grades, new discussions, etc. on the D2L page. This will ensure that you do not miss any course progress.
- Watching the lecture videos very carefully and take notes.

Students' learning will be assessed via assignments, quizzes, exams, and case studies. Specific format and requirements of each assessment will be provided when it is posted on the course webpage.

The number assignments is planned to be 5, but can be increased or decreased according to the overall progress of the students.

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### Point Distribution

Assessment Type	%
Assignments	30
Quizzes	10
Midterm Exam	20
Case Study	20
Final Exam	20
<b>Total</b>	<b>100</b>

Based on the points received, the grades will be determined according to the criteria below.

### Grade Criteria

A	B	C	D	F
100 - 90	89 - 80	79 - 70	69 - 60	59 - 0

#### Important Notes:

- ✓ The assignments are due **Monday nights** at 11:59 pm unless otherwise noted.
- ✓ New week materials are made available to students on **Tuesday mornings**.
- ✓ Late assignments will be deducted **30%** for **within 1-day lateness**, but will not be accepted after **24 hours** of lateness.
- ✓ If the time spent by a student on the course page in a week at D2L course page is zero, the student will receive zero from that week's entire assignments.

## TECHNOLOGY REQUIREMENTS

### Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

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Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

## Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

## Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or <b>point</b> release of that major version) and the previous major version of iOS (the latest minor or <b>point</b> release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version.  Chrome: Latest version for the

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Device	Operating System	Browser	Supported Browser Version(s)
			iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
  - 512 MB of RAM, 1 GB or more preferred
  - Broadband connection required courses are heavily video intensive
  - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- **For YouSeeU Sync Meeting sessions *8 Mbps* is required.** Additional system requirements found here: <https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>
- You must have a:
  - Sound card, which is usually integrated into your desktop or laptop computer
  - Speakers or headphones.
  - \*For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.
- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site http://www.java.com/en/download/manual.jsp](http://www.java.com/en/download/manual.jsp)
- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
  - [Adobe Reader https://get.adobe.com/reader/](https://get.adobe.com/reader/)
  - [Adobe Flash Player \(version 17 or later\) https://get.adobe.com/flashplayer/](https://get.adobe.com/flashplayer/)
  - [Adobe Shockwave Player https://get.adobe.com/shockwave/](https://get.adobe.com/shockwave/)

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- [Apple Quick Time](http://www.apple.com/quicktime/download/) <http://www.apple.com/quicktime/download/>
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

## ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

## COMMUNICATION AND SUPPORT

### Brightspace Support

#### *Need Help?*

#### Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

#### Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words “[click here](#)” to submit an issue via email.



#### System Maintenance

D2L runs monthly updates during the last week of the month, usually on Wednesday. The system should remain up during this time unless otherwise specified in an

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announcement. You may experience minimal impacts to performance and/or look and feel of the environment.

### **Interaction with Instructor Statement**

The instructor will response to your questions on D2L tools within 24 hours. For urgent questions, and for questions that are not answered within 24 hours, please prefer e-mail correspondence.

## **COURSE AND UNIVERSITY PROCEDURES/POLICIES**

### **Course Specific Procedures/Policies**

- ✓ The assignments are due **Monday nights** at 11:59 pm unless otherwise noted.
- ✓ New week materials are made available to students on **Tuesday mornings**.
- ✓ Late assignments will be deducted **30%** for **within 1-day late** submission, and will not be accepted after **24 hours** of lateness.
- ✓ A make-up exam is allowed only if the student informs the instructor before the exam due date and provides a doctor's note with an acceptable health excuse. Family emergencies are not accepted as a reason for make-up exams.
- ✓ If the time spent by a student on the course page at D2L is zero, the student will receive zero from the entire week's assignments.

### **Syllabus Change Policy**

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

### **University Specific Procedures**

#### **Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette](#)

<http://www.albion.com/netiquette/corerules.html>

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## **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

## **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

## **ADA Statement**

### **Students with Disabilities**

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 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu)

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

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## **Nondiscrimination Notice**

Texas A&M University-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.

## ***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 the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web

url: <http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

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.

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## COURSE OUTLINE / CALENDAR

Week #	Week of		Assessment
1	Aug 27	Chapter 1 & S1 – Introduction to Operations Management	<b>Quiz 1</b>
2	Sep 3	Chapter 2 – Quality Management	<b>Assignment 1</b> (Due Sep 10, 11:59 pm)
3	Sep 10	Chapter 3 & S3 – Statistical Process Control (SPC)	<b>Assignment 2</b> (Due Sep 17, 11:59 pm)
4	Sep 17	Chapter 4 – Product Design Chapter 5 – Service Design	<b>Assignment 3</b> (Due Sep 22, 11:59 pm)
5	Sep 24	Chapter 6 – Processes & Technology	
6	Oct 1	Chapter 7 & S7 – Capacity and Facilities	
7	Oct 8	Chapter 8 & S8 – Human Resources	<b>Quiz 2</b>
8	Oct 15	Chapter 9 – Project Management	<b>Assignment 4</b> (Due Oct 22, 11:59 pm)
9	Oct 22	Chapter 10 – Supply Chain Strategy and Design	
10	Oct 29	Chapter 11 & S11 – Global Supply Chain Procurement and Distribution	<b>Midterm Exam</b> (Available thru week 10)
11	Nov 5	Chapter 12 – Forecasting	
12	Nov 12	Chapter 13 & S13 – Inventory Management	<b>Assignment 5</b> (Due Nov 19, 11:59 pm)
13	Nov 19	Chapter 14 & S14 – Sales and Operations Planning	
14	Nov 26	Chapter 15 – Resource Planning	<b>Quiz 3</b>
15	Dec 3	Chapter 16 – Lean Systems Chapter 17 – Scheduling	
16	Dec 8	Final Exam Week	<b>Final Exam</b> (Available Dec 8 to Dec 12)

This schedule is tentative. It is subject to change.

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