



MGT 307-21B: OPERATIONS MANAGEMENT  
Spring Semester 2021  
Hybrid

## **INSTRUCTOR INFORMATION**

**Instructor:** Dr. Gerald Burch

**Office Location:** CBE 337B

**Office Hours:** Mondays 8:00am – 10:00am (in Commerce, TX) and by Appointment (or send me an email anytime!)

**Office Phone:**

**Office Fax:**

**University Email Address:** Gerald.burch@tamuc.edu

**Preferred Form of Communication:** email

**Communication Response Time:** within 24 hours

## **COURSE INFORMATION**

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

**Textbook(s) and additional reading material are provided**

**Software Required:** Excel, Power Point, Word, SAP S4/HANA

**Optional Texts and/or Materials:** none

### **Course Description**

**MGT 307 - Operations Management**

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.

In this course students will use qualitative and quantitative information to design, manage, and improve the production of goods and delivery of services.

*The syllabus/schedule are subject to change.*

## Course Objectives and Measurements

<b>Objectives - After successfully completing this course, students will be able to:</b>		<b>Measurements (Outcome Assessments)</b> Objectives will be measured as follows:
1	The student will use qualitative and quantitative information to design the production of goods or delivery of services.	Evaluation of: (1) Design Project
2	The student will use qualitative and quantitative information to manage the production of goods or delivery of services.	Evaluation of: (1) Forecasting Assignment (2) Sequencing Assignment (3) Scheduling Assignment (4) Graphing Assignment
3	The student will use qualitative and quantitative information to improve the production of goods or delivery of services.	Evaluation of: (1) Improvement Project
4	The student will use SAP to manage the production of goods and delivery of services.	Evaluation of: (1) SAP tasks.
5	The student will know the major tasks associated with managing the production of goods and delivery of services.	Evaluation of: (1) Concept Quiz (2) Final Exam
6	<ul style="list-style-type: none"> <li>• The student will use data to make visual representations that support decision making.               <ul style="list-style-type: none"> <li>○ The student will summarize data.                   <ul style="list-style-type: none"> <li>▪ The student will use pivot tables to summarize data.</li> <li>▪ The student will make histograms to summarize data.</li> </ul> </li> </ul> </li> </ul>	Evaluation of: (1) Graphing Assignment (2) Final Exam

## COURSE REQUIREMENTS

### Minimal Technical Skills Needed

**Using the D2L learning management system, using Microsoft Word, Excel, and PowerPoint and SAP S4/HANA (web access required).**

### Instructional Methods

This course is delivered in an online format and optional face to face (every other Thursday in room U139 from 1-345pm). You will find all of the information and materials that you will need to complete the course in this syllabus and on the D2L course management website. Keeping up to date on assignments is highly recommended.

### Student Responsibilities or Tips for Success in the Course

**There course is set up for individual tasks. In addition, there are several graded assignments that will require you to log in regularly into the course website and participation is expected.**

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## GRADING

Component	Type	Value
Concept Quiz	Individual	5%
Content Assignments (7 @ 5% each)	Individual	35%
SAP Assignments (2 @ 7.5% each)	Individual	35%
Final Exam	Individual	25%
<b>Course Total</b>		<b>100%</b>

### SAP TASKS:

These allow you to get familiar with using SAP software and count as one of the courses needed to obtain the SAP Student Recognition Award. You must complete three courses with the SAP component to receive the SAP Student Recognition Award. Your grade for these assignments is based on the percentage of the Case Study Steps that you complete.

### FINAL EXAM:

The final exam will be a cumulative review of your knowledge about quality management. The test will be open book and open note.

### GRADING SCALE:

A	90 – 100%	D	60-69%
B	80 – 89%	F	Below 60%
C	70-79%		

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

## Assessments

### ○ Assignments (General Comments):

- Submitted assignments must be correctly formatted and free of grammatical and stylistic errors.** Students 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!
- Assignments must be turned in on time.** Assignments are due at the **date** and **time** listed. All work and assignments for the entire course will be available on the first day of class. 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 (or to turn it in). In other words, you can work at your own pace as long as you meet the due dates. I suggest you set a calendar of when to work on assignments based upon your schedule, how long it takes you to complete assignments, and the assignment due dates. Start working on each assignment as soon as you possibly can and make sure that you have the all assignments submitted by the specified due dates. I have outlined a "suggested" schedule that I think would help you maintain a good pace, but you don't have to follow it. However, you **MUST** turn in all written assignments **ON TIME**. You will have until **11:59 PM Central Time** to submit the work that is listed in the far right, "Work Due" column of the course schedule. I will **NOT** accept late assignments. If you do not meet the 11:59 PM deadline (even by one or two minutes), you will receive a 0 for that assignment.

**Late 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.

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# 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.

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

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Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
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 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
- 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.

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- 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/)
  - [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.
- You will also need access to SAP R3 software which you can obtain through a free download to your own computer or by using the computer lab computers which have SAP loaded on them.

## **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.

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## **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**

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

#### **Interaction with Instructor Statement**

**I will make every effort to return your weekly decision results by the Monday after they are due. The remaining assignments usually take about a week to return since they are so extensive.**

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

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

**You are expected to be an active participant in the group simulation decisions.**

**Your participation will be evaluated by your team mates, so please make an effort to learn the material and contribute to the group. There will be no Extra Credit opportunities, so do your best every time.**

### **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.

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## **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>

### **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

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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/>

### **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

DATE (THURSDAYS)	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
Jan 14	Course Overview - Introduction to OM Concepts	
Jan 21	No class	Concepts Quiz due Jan 24
Jan 28	Using Data to Make Decisions	
Feb 4	No class	
Feb 11	Forecasting-Sequencing	Forecasting Exercise due Feb 14
Feb 18	No class	Sequencing Exercise due Feb 21
Feb 25	Inventory Management – Supply Chain Management	Inventory Management Exercise due Feb 28
Mar 4	No class	Supply Chain Management Exercise due Mar 7
Mar 11	Quality Management and Control & Scheduling	Quality Exercise due Mar 14
Mar 18	No class	Scheduling Exercise due Mar 21
Mar 25	Layout & SAP Introduction	Layout Exercise due Mar 28
Apr 1	SAP	SAP Navigation Case Study due Apr 4
Apr 8	No class	
Apr 15	SAP	SAP Sales & Distribution Case Study due Apr 21
Apr 22	No class	
	<b>FINAL EXAM WEEK</b> <b>FINAL EXAM Due: 4-26-2021</b>	

❖ **THIS WEEKLY SCHEDULE IS TENTATIVE**  
**T: ASSIGNED TEXT BOOK FOR THE COURSE**

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