



Instructor: Dr. Alex Williams
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Office: COB 3rd Floor
Office Hours: Any time by Appointment (just send me an email and we can setup a zoom of phone call!)

MATERIALS:

Textbook(s) and additional reading material are provided
 Software Required: Excel, Power Point, Word, SAP S4/HANA
 Optional Texts and/or Materials: none

COB Student Learning Objectives:

1. Students will demonstrate proficiency in spoken communications by delivering clear and well-structured business presentations.
2. Students will demonstrate proficiency in written communications by creating clear and well-structured business documents.
3. Students will identify and evaluate ethical business issues.
4. Students will identify and evaluate global business challenges.
5. Students will be analytical problem solvers in business environments.

COURSE OBJECTIVES:

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

Student Learning Outcomes (SLOs)	Objectives - After successfully completing this course, students will be able to:	Measurements (Outcome Assessments) Objectives will be measured as follows:
5	1 The student will use qualitative and quantitative information to design the production of goods or delivery of services.	Evaluation of: (1) Forecasting Assignment (2) Sequencing Assignment (3) Scheduling Assignment
5	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
5	3 The student will use qualitative and quantitative information to improve the production of goods or delivery of services.	Evaluation of: (1) Forecasting Assignment (2) Sequencing Assignment (3) Scheduling Assignment
5	4 The student will use SAP to manage the production of goods and delivery of services.	Evaluation of: (1) SAP tasks.
5	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
5	6 The student will use data to make visual representations that support decision-making. <ul style="list-style-type: none"> o The student will summarize data. <ul style="list-style-type: none"> ▪ The student will use pivot tables to summarize data. ▪ The student will make histograms to summarize data. 	Evaluation of: (1) Final Exam

COURSE FORMAT:

This course is entirely Web-based. You will find the majority of the information and materials that you will need to complete the course in this syllabus and on the MyLeoOnline course management website.

COURSE SCHEDULE:

A course schedule is included at the end of this syllabus.

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 inform you in writing. Remaining in the course after reading this syllabus will signal that you accept the possibility of changes and responsibility for being aware of them.

STATEMENT ON ACADEMIC INTEGRITY:

Academic honesty is the foundation of the university community. Cheating, plagiarism, or other acts of academic dishonesty compromise the integrity of the academic process and community and are subject to disciplinary action. For this class, plagiarism will result in automatic failure (final course grade of F).

An academic honesty policy has been posted under the "Doc Sharing" tab. You should read this document, initial it, and submit it to me via its corresponding "Dropbox".

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:

Student Disability Resources & Services
Texas A&M University-Commerce
Gee Library, Room 162
Phone (903) 886-5150 or (903) 886-5835 Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

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.

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).

UNIVERSITY NONDISCRIMINATION STATEMENT:

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.

COURSE POLICIES AND INSTRUCTOR EXPECTATIONS:

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. Since so much communication in the workplace is "electronic" nowadays, this course will be a good place to practice interacting in a manner appropriate to a professional setting. In particular, take special care when posting and responding to discussion board questions.
- **Regular and Timely Attendance and Participation:** You are expected to log onto MyLeoOnline regularly. It is the responsibility of each student to keep up with the scheduled readings, discussions, and assignments/exams.
- **Changes to Schedule:** While I plan to stick to the class schedule, there might be occasions to modify the schedule. In these cases, all changes will be announced via MyLeoOnline and e-mail. It is your responsibility to become aware of any such changes.
- **E-mail:** Routinely check your **Texas A&M-Commerce** email account. This is my primary mechanism for communicating outside of the class and MyLeoOnline. Additionally, I check my e-mail several times a day, so this is the best way to reach me. I strive to respond to any email within 24 hrs (even if it just to acknowledge receipt of the email while I continue to work on the request).

ASSIGNMENTS:

- 1. Format & Naming Convention:** Put your “LastnameFirstname” in the filename of all submitted documents. Example: “WilliamsAlex_Assignment_1.docx”
- 2. Due Dates & Times:** Assignments are due at the **date** and **time** listed in MyLeoOnline. You will have until **11:30 PM CST on the due date** to submit assignments.
- 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 incomplete.
- 4. Late Policy:** This is a fast-paced summer session. Therefore, I will not accept late assignments. If you do not meet the deadline, you will receive a 0 for that assignment.
- 5. Make-up Exams or Late Assignments are only accepted if you obtain university approved documentation for your excuse.** There are no make-up assignments for poor performance on a previous assignment.

GRADE COMPONENTS:

Component	Type	Value
Concept Quizzes	Individual	10%
Concept Assignments	Individual	15%
SAP Assignments	Individual	35%
Operations Project	Individual	20%
Final Exam	Individual	20%
Course Total		100%

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

Incomplete - Must be previously agreed upon by student and instructor.

Withdrawal - Must be initiated by the student administratively.

Concept Quizzes and Assignments

Each lesson presents you with assignments pertaining to the concepts presented as well as a quiz.

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. If a student misses a quiz or exam, the student will earn a grade of zero. Makeup exams will not be given.

Further details on all assignments and grade components will be provided in MyLeoOnline and in class.

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, ETC., E-MAIL ME IN ORDER TO SET UP AN APPOINTMENT.

LESSON	LESSON TOPICS	ASSIGNMENTS DUE
Lesson 1:	Course Overview Introduction to OM Concepts Forecasting	Academic Honesty Forecasting
Lesson 2:	Sequencing Inventory Management Supply Chain Management	Sequencing Inventory Management Supply Chain Management
Lesson 3:	Quality Management and Control Scheduling Layout	Quality Management and Control Scheduling Layout
Lesson 4:	SAP	Navigation Case Study Sales & Distribution Case Study

Consider this a tentative schedule (subject to change).

The official schedule will be maintained within our Learning Management System (MyLeoOnline); therefore, please refer to MyLeoOnline for complete schedule.