



A&M-COMMERCE

MGT575-01W GLOBAL OPERATIONS MANAGEMENT

Summer I 2023

June 5- July 6, 2023

INSTRUCTOR INFORMATION

Instructor: Marc A. Scott

Office Hours: By Appointment (or send me an email anytime Monday - Friday!)

Office Phone: 903.468.8188

University Email Address: marc.scott@tamuc.edu

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) and other readings are provided.

Software Required: Excel, Power Point, Word, SAP S/4 HANA (download link provided)

Optional Texts and/or Materials: none

Course Description

COURSE OVERVIEW AND OBJECTIVES:

A study of the use of Operations Management concepts, models, methods, and tools to ensure effectiveness and efficiency in for-profit and not-for-profit, private and public firms. The focus is on the transformation of inputs (e.g., labor, materials, machinery, and methods) to outputs (i.e., goods and services) for customers and other internal and/or external stakeholders.

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 understand key operations management concepts, methods, philosophies and tools.

Course Objectives and Measurements

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 potential ethical business issues.
4. Students will identify and evaluate global business challenges.
5. Students will be analytical problem solvers in business environments.

The syllabus/schedule are subject to change.

Student Learning Outcomes (SLOs)	Objectives - After successfully completing this course, students will be able to:	Measurements (Outcome Assessments) Objectives will be measured as follows:
1, 2, 3, 4 and 5	Understand and be able to apply Operations Management concepts, methods, models, and tools	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Research Project (4) Final Exam
1, 2, 3, 4 and 5	Understand how to ensure that operations decisions and actions add value for customers and other stakeholders.	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Final Exam
2, 4 and 5	Be able to utilize operations management as an organizational strategic and tactical competitive advantage.	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Research Project (4) Final Exam
2, 3, 4 and 5	Understand, and be able to achieve, operations effectiveness and efficiency.	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Final Exam
2, 4 and 5	Be able to apply qualitative and quantitative methods in operations decision making and problem solving.	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Final Exam
1, 2, 3, 4 and 5	Understand, and be able to utilize, continuous improvement concepts and tools as an integral element of Operations Management.	Evaluation of: (1) Analytical Discussion Posts (2) SAP Assignments (3) Research Project (4) 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 university D2L course management website. On occasion there will be a Zoom event opportunity to ask questions. These events will be recorded and made available for all students, so those who are unable to attend can still benefit from the sessions.

COURSE SCHEDULE:

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

The syllabus/schedule are subject to change.

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 Assignments tab.
You should read this document, initial it, and submit it.***

SPECIAL NEEDS/REASONABLE ACCOMMODATIONS:

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
University 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

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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 the university D2L system and e-mail. It is your responsibility to become aware of any such changes.
- **E-mail:** Routinely check your **Texas A&M University-Commerce** email account. This is my primary mechanism for communicating outside of the class and D2L. 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 hours (even if it just to acknowledge receipt of the email while I continue to work on the request).

ASSIGNMENTS:

Format & Naming Convention: Put your “LastnameFirstname” in the file name of all submitted documents.
Example: “ScottMarc_Assignment_1.docx”

Due Dates & Times: Assignments are due at the **date** and **time** listed in D2L. You will have until **11:59 PM CST on the due date** to submit assignments.

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.

Late Policy: This is a fast-paced course. Therefore, I will not accept late assignments. If you do not meet the deadline, you will receive a 0 for that assignment.

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.

GRADING:

Component	Type	Value
SAP Components	Individual	25%
Discussions	Individual	20%
Research Paper	Individual	30%
Final Exam	Individual	25%
Course Total		100%

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.

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FINAL EXAM:

The final exam will be a cumulative review of your knowledge about operations 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:

- Submitted assignments must be correctly formatted and free of grammatical and stylistic errors.**
 Students should have at least some skills 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.

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.

The syllabus/schedule are subject to change.

MGT575 Global Operations Management
Course Outline / Calendar
Summer I 2023

DATE (MONDAYS)	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
June 5	Introduction and Academic Honesty Module 1 - Current Trends Module 2 - Efficiency and Effectiveness Module 3 – Reliability Module 4 - Human Effects on Reliability	Academic Honesty Statement – Due: June 7 Discussion 1 due June 9 Discussion 2 due June 11
June 12	Module 5 – Metrics & Decision Making Module 6 - Production Scheduling Module 7 - Production Leveling Module 8 – Systems Engineering	Discussion 3 due June 14 Research Assignment Company selection due June 14
June 19	Module 9 – MRP/ERP Systems Module 10 – SAP Navigation Module 11 – SAP Sales and Distribution Case Study	SAP Navigation June 21 Discussion 4 due June 21 SAP Sales & Distribution case study due June 25
June 26	Research Assignment	Research Assignment Due: June 28
July 3	Final Exam	Exam opens June 28th @ 8AM CST Closes on July 2nd @ 11:59PM CST

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