



MGT575 - 01B and 01W
GLOBAL OPERATIONS MANAGEMENT
Spring 2024
January 10 – May 10, 2024

PROFESSOR INFORMATION

Professor: Marc A. Scott
Office Hours: By Appointment (or send me an email anytime!)
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: MS Excel, Power Point, MS Word
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.

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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) ERP Assignment (3) Research Project (4) Harvard Business Review Assignment (5) 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) ERP Assignment (3) Harvard Business Review Assignment (4) 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) ERP Assignment (3) Harvard Business Review Assignment (4) Research Project (5) Final Exam
2, 3, 4 and 5	Understand, and be able to achieve, operations effectiveness and efficiency.	Evaluation of: (1) Analytical Discussion Posts (2) ERP Assignment (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) ERP Assignment (3) Harvard Business Review Assignment (4) 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) ERP Assignment (3) Harvard Business Review Assignment (4) Research Project (5) Final Exam

COURSE FORMAT:

Section 01W – Online:

This course is delivered in an online format. You will find the majority of the information and materials that you will need to successfully complete the course in this syllabus and on the D2L course management website. Live lessons may be held periodically to allow students to OPTIONALLY log in and be involved in live discussion. These sessions will be recorded and available to all students.

Section 01B – Face-to-Face (f2f):

This course is delivered in a face-to-face lecture format, meeting on Wednesday starting at 5:00pm. You will find the majority of the information and materials that you will need to successfully complete the course in this syllabus and on the D2L course management website. There may be additional Live lessons periodically to allow students to OPTIONALLY log in and be involved in live discussion. These sessions will be recorded and available to all students.

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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.

ACADEMIC INTEGRITY:

Academic honesty is the foundation of the university community. Cheating, plagiarism, or other acts of academic dishonesty compromises 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).

Texas A&M University-Commerce acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course.

Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism).

Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors' guidelines. If no instructions are provided the student should assume that the use of such software is disallowed.

In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.

References:

13.99.99. R0.03 Undergraduate Academic Dishonesty
13.99.99.R0.10 Graduate Student Academic Dishonesty

An academic honesty policy has been posted under the Assignments Tab in D2L. You should read this document, sign it and submit by the due date in the syllabus.

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

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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.

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/generallInformation/attendance.aspx>

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

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”. All assignments should be submitted in D2L in MS Word, Excel, or PowerPoint or PDF format. Any assignment submitted in other formats will be returned.

Due Dates & Times: Assignments are due at and on 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. 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.

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!

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
Discussions	Individual	15%
ERP Assignment	Individual	10%
Harvard Business Review	Individual	20%
Research Paper	Group	30%
Final Exam	Individual	25%
Course Total		100%

FINAL EXAM:

The final exam will be a course cumulative review of your knowledge regarding operations management.

**MGT575 Global Operations Management Course Outline / Calendar
Spring 2024**

DATE (MONDAYS)	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
January 10	Introduction and Academic Honesty	Academic Honesty Statement – Due: January 14
January 15	Module 1 - Current Trends	
January 22	Module 2 - Efficiency and Effectiveness	Discussion 1 due January 28
January 29	Module 3 – Reliability	
February 5	Module 4 - Human Effects on Reliability	Discussion 2 due February 11
February 12	Module 5 – Metrics & Decision Making	
February 19	Module 6 - Production Scheduling	Research Assignment Company selection due February 25
February 26	Module 7 - Production Leveling	
March 4	Module 8 – Systems Engineering	Discussion 3 due March 10
March 11	SPRING BREAK	
March 18	Module 9 – Enterprise Resource Planning/ERP Introduction	Discussion 4 due March 24
March 25	Module 10 – Enterprise Resource Planning	Enterprise Resource Planning ERP Assignment March 31
April 1	Harvard Business Review Simulation	Due April 7
April 8	Research Assignment Due April 14 @ 11:59PM	Research Assignment Due: April 14 @ 11:59PM
April 15	Research Assignment Presentations	
April 22	Research Assignment Presentations	
April 29	Final Exam Review Final Exam Opens Wednesday, May 1 @ 8AM	
May 6	Final Exam CLOSES Tuesday May 7 @ 11:59PM	Final Exam Opens Wednesday, May 1 @ 8AM and closes Tuesday May 7 @ 11:59PM

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