



MGT-575-01W

Global Operations Management

COURSE SYLLABUS: Spring 2025
January 13 – May 9, 2025

INSTRUCTOR INFORMATION

Instructor: Donald W. Fetty

Office Hours: Mon-Fri 6:00 PM – 9:00 PM CST

Wed Zoom Meeting 6:00 PM CST

All Other by Appointment (Send an email anytime)

Office Phone: (Admin) 903-886-5703

University Email Address: Donald.Fetty@tamuc.edu

Preferred Form of Communication: Email Donald.Fetty@tamuc.edu

Communication Response Time: Mon-Fri 6:00 PM – 9:00 PM CST within the hour.
All other time will be ASAP

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) Required: Textbooks, Readings, Supplementary Readings and additional reading material are provided in D2L.

Software Required: Microsoft Excel, Microsoft Power Point, Microsoft Word, Zoom

Optional Texts and/or Materials: None

Course Description

MGT575 – Global Operations Management Course Description

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 syllabus/schedule are subject to change.

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.

Instructional Methods

This course is delivered in an online format. You will find the majority of the information and materials that you will need to complete the course in this syllabus and on the D2L course management website. However, Live Zoom 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.

Student Learning Outcomes

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.

Student Learning Outcomes (SLOs)	Objectives - After successfully completing this course, students will be able to:	Measurements (Outcome Assessments) Objectives will be measured as:
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

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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 REQUIREMENTS

Instructional Methods

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Student Responsibilities or Tips for Success in the Course

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).

East Texas A&M University 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.

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GRADING

Final grades in this course will be based on the following scale:

A = 90%-100%

B = 80%-89%

C = 70%-79%

D = 60%-69%

F = 59% or Below

Assessments

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.

TECHNOLOGY REQUIREMENTS

LMS

All course sections offered by East Texas A&M University have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

YouSeeU Virtual Classroom Requirements:

The syllabus/schedule are subject to change.

<https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>

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.

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 ETAMU campus open computer lab, etc.

COMMUNICATION AND 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. Other support options can be found here:

<https://community.brightspace.com/support/s/contactsupport>

Interaction with Instructor Statement

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

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”. East Texas A&M University 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

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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 D2L 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 **East Texas A&M University** 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: “FettyDonald_Assignment_1.docx”. Each student will be required to submit each assignment, that includes any team assignment. 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.

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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.

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: <https://www.britannica.com/topic/netiquette>

ETAMU 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 East Texas A&M University 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](#)

[Undergraduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/documents/13.99.99.R0.03UndergraduateStudentAcademicDishonestyForm.pdf>

[Graduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/academics/graduateschool/faculty/GraduateStudentAcademicDishonestyFormold.pdf>

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

Students with Disabilities-- ADA Statement

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

East Texas A&M University

Velma K. Waters Library Rm 162

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

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

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

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

Nondiscrimination Notice

East Texas A&M University 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 East Texas A&M University 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.

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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 East Texas A&M University campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

A&M-Commerce Supports Students' Mental Health

The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit www.tamuc.edu/counsel

MGT 575 COURSE ASSIGNMENTS / OUTLINE / CALENDAR

DATE	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
Jan 13	Academic Honesty Statement	Academic Honesty Statement – Due: Jan 21
Jan 15	Introduction & Module 1 - Current Trends	
Jan 22	Module 2 - Efficiency and Effectiveness	Discussion 1 due Jan 28
Jan 29	Module 3 – Reliability	
Feb 5	Module 4 - Human Effects on Reliability	Discussion 2 due Feb 11
Feb 12	Module 5 – Metrics & Decision Making	Research Assignment Company selection due Feb 18
Feb 19	Module 6 - Production Scheduling	

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Feb 26	Module 7 - Production Leveling	
Mar 5	Module 8 – Systems Engineering	Discussion 3 due Mar 9
Mar 10 – Mar 14	SPRING BREAK	
Mar 19	Module 9 – Enterprise Resource Planning/ERP Introduction	Discussion 4 due Mar 25
Mar 26	Module 10 – Enterprise Resource Planning	Enterprise Resource Planning Assignment Apr 1
Apr 2	Harvard Business Review Simulation	HBRS Due Apr 8
Apr 9	Research Assignment	Research Assignment Due: Apr 15 @ 11:59PM
Apr 16 - 22	Research Assignment Presentations	
Apr 23	Final Exam Review	
Apr 29	Final Exam	Final Exam Opens Apr 29 @ 8AM and closes May 6 @ 11:59PM

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