



MGT 307-W Operations Management

Fall 2025
College of Business

Instructor: Dr. Alex Williams

Email: Alex.Williams@etamu.edu

Office Hours: Please feel free to reach out to me via email with any questions you may have. I strive to respond promptly, and you can expect a reply within 24 hours. Instructions on how to schedule a Zoom meeting with me for more detailed discussions or additional support will be provided.

Course Information

This course explores the foundations of operations management, encompassing the fundamental concepts, principles, challenges, and strategies. Through the course, students will leverage qualitative and quantitative data to design, manage, and improve the manufacturing of goods and provision of services. The primary focus lies on managerial processes essential for optimizing operations in both product manufacturing and service provision organizations.

Text: Reading materials are provided.

Course Format: This course is Web-based. You will find all the information and materials that you will need to complete the course in this syllabus, my emails, on D2L, and MyLab Operations Management (Pearson) learning management system.

Online Learning Management Systems:

- **D2L:** 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@etamu.edu
- **MyLab Operations Management (Pearson):** Required for this course. The instructions on how to access the course on MyLab OM will be provided.

Minimal Technical Capabilities Needed:

- Using the D2L and MyLab OM learning management systems; using Microsoft Word, Excel, and PowerPoint.
- It is important, as an online student, that you ensure that technical problems do not interfere with your assignment attempts, and you should have contingency plans in place in case of computer issues, internet disruptions, or power outages. You will be given enough time to take the assignments, taking into account such situations. As a result, no additional time will be provided for these reasons during the assignments, including homework and exams.

The syllabus/schedule are subject to change.

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 various business environments.

Student Learning Outcomes (SLOs)	Objectives - After successfully completing this course, students will be able to:	Objectives will be measured as follows:
5	Use qualitative and quantitative information to design the production of goods or delivery of services.	<ul style="list-style-type: none"> ▪ Forecasting Assignment ▪ Sequencing Assignment ▪ Scheduling Assignment
5	Use qualitative and quantitative information to manage the production of goods or delivery of services.	<ul style="list-style-type: none"> ▪ Forecasting Assignment ▪ Sequencing Assignment ▪ Scheduling Assignment
5	Use qualitative and quantitative information to improve the production of goods or delivery of services.	<ul style="list-style-type: none"> ▪ Forecasting Assignment ▪ Sequencing Assignment ▪ Scheduling Assignment
4	Students will identify and evaluate global business challenges.	<ul style="list-style-type: none"> ▪ Content Assignments ▪ Exams
5	The student will know the major tasks associated with managing the production of goods and delivery of services.	<ul style="list-style-type: none"> ▪ Content Assignments ▪ Exams

Coursework Assignments

Assignments corresponding to the presented concepts are given after each lesson. These Assignments may include HWs, Simulation games, Case studies, and LinkedIn Learning.

Exams

There are 2 exams in this course. Exams are NOT cumulative.

Grading Policy:

Coursework Assignments	60%	A	$90 \leq$ Final grade
Exams	40%	B	$80 \leq$ Final grade < 90
Course Total	100%	C	$70 \leq$ Final grade < 80
		D	$60 \leq$ Final grade < 70
		F	Final grade < 60

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

Withdrawal - Must be initiated by the student administratively.

Format and Naming Convention: Place your “LastnameFirstname” in the file name of all submitted documents. Example: “LastnameFirstname_Assignment_1.docx”. Include your Name and the course section on all assignments.

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Due Dates and Times: Assignments are due at the date and time listed in MyLeo Online (D2L) and MyLab OM. All the dates and times are in CST.

Late Policy: Late assignments are not accepted. If you do not meet the deadline, you will receive a 0 for that assignment.

Special Circumstances: Exceptions to the late policy require a valid reason accompanied by documentation. If you believe you have grounds for an extension or exception, please contact me as soon as possible. While extensions are granted at the discretion of the instructor, they may come with a penalty, which will be determined based on the circumstances.

Make-up Exams are permitted only if you obtain **university-approved documentation for your excuse**. There are no make-up assignments for poor performance on a previous assignment.

Further details on all assignments and grade components will be provided in MyLeo Online (D2L), MyLab OM, and through emails.

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 have 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 on D2L. You should read this document, initial it, and submit it in D2L.**

AI USE IN COURSE:

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.

13.99.99.R0.03 Undergraduate Academic Dishonesty

13.99.99.R0.10 Graduate Student Academic Dishonesty

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
East Texas A&M University
Waters Library Room 162

Phone (903) 886-5150 or (903) 886-5835 Fax (903) 468-8148

StudentdisabilityServices@ETAMU.edu

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 East Texas A&M University Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. 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.

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:

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

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”, 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 (D2L) and MyLab OM regularly. It is the responsibility of each student to keep up with the scheduled readings, videos, discussions, and assignments/exams.
- **Changes to Schedule:** While we 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 East Texas A&M University email account. This is my primary mechanism for communicating outside of MyLeoOnline (D2L). Additionally, I check my e-mail

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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 is just to acknowledge receipt of the email while I continue to work on the request).

Schedule (subject to minor changes)

Topics
Course Overview, Introduction to Operations Management
Forecasting
Project Management
Quality Management
Supply Chain
Exam 1
Facilities layout
Inventory Management
Aggregate Planning
MRP and ERP
Scheduling
Exam 2

Consider this a tentative schedule (subject to change). The official schedule will be maintained within our Learning Management System (D2L); therefore, please refer to D2L for the complete schedule.

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