



MGT 575: OPERATIONS MANAGEMENT

Fall 2025

INSTRUCTOR INFORMATION

Instructor: Nabila Zaidi, MBA, MA, PMP, CSM, SSM, PSM I, SMC, SMAC

Office Location: BA-233

Office Hours: Tuesday (Zoom/Commerce Office): 3:00pm-4:00pm, Thursday (Zoom/Commerce Office): 8:00am-9:30am (or email me to schedule an appointment)

Office Phone: 214.620.0351 (Mobile)

University Email Address: nabila.zaidi@etamu.edu

Preferred Form of Communication: Email

Communication Response Time: 24 hours

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) and other readings are provided.

Software Required: MS Excel, MS PowerPoint, 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.

Student Learning Outcomes:

1. Students will demonstrate proficiency in spoken communications by delivering clear and well-structured business presentations.

The syllabus/schedule are subject to change.

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.

Student Learning Outcomes (SLOs)	Objectives – After successfully completing this course, students will be able to:	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) Research Project 4) Harvard Business Review Assignment 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) Research Project 4) Harvard Business Review Assignment 5) Final Exam

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COURSE REQUIREMENTS

Minimal Technical Skills Needed

- D2L Learning Management System (LMS)
- Microsoft Word, Excel, and PowerPoint

Instructional Methods

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 discussions.

Section 01B – Face-to-Face (f2f):

This course is delivered in a face-to-face lecture format, meeting on Tuesday starting at 6:15pm. 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.

Student Responsibilities or Tips for Success in the Course

Homework will be assigned in D2L based on lecture content. Each student will be required to log in regularly to the course website to access material and homework assignments. The final exam, which covers all material taught during the semester, will be taken in D2L.

GRADING SCALE

Total points corresponding to the final letter grades:

A = 360 - 400 Points

B = 320 - 359 Points

C = 280 - 319 Points

D = 240 - 279 Points

F = < 240 Points

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GRADING

Component	Value
Discussions (4 @25pts.)	100 Points
ERP Assignment	40 Points
Harvard Business Review	60 Points
Research Paper - Group	100 Points
Final Exam (1 @100pts.)	100 Points
Course Total	400 Points

Assessments

Homework Assignments (General Comments):

1. Submitted assignments must be correctly formatted and free of grammatical and stylistic errors. Students should have at least some skill with software for word processing, spreadsheets, databases, graphics, and presentations, and web browsers and search engines. Spelling and grammatical errors will detract from your grade!

2. Format & Naming Convention: Put your "LastnameFirstname" in the file name of all submitted documents. 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.

3. Late assignments WILL NOT BE ACCEPTED. If you do not meet the 11:59 PM deadline (even by one or two minutes), you will receive a 0 for that assignment.

4. There are no make-up assignments for poor performance on a previous assignment.

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**MGT 575 Operations Management Course Calendar
Fall 2025**

DATE	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	Homework/Discussion Board DUE DATES
08/26/25	Introduction Module 1 – Current Trends	Intro - 08/31
09/02/25	Module 2 – Efficiency and Effectiveness	Discussion 1 - 09/07
09/09/25	Module 3 – Reliability	
09/16/25	Module 4 - Human Effects on Reliability	Discussion 2 - 09/21
09/23/25	Module 5 – Metrics & Decision Making	
09/30/25	Module 6 - Production Scheduling	Research Assignment – Company selection due on 10/05
10/07/25	Module 7 - Production Leveling	
10/14/25	Module 8 – Systems Engineering	Discussion 3 – 10/19
10/21/25	Module 9 – Enterprise Resource Planning/ERP Introduction	Discussion 4 - 10/26
10/28/25	Module 10 – Enterprise Resource Planning	Enterprise Resource Planning Assignment November 3
11/04/25	Harvard Business Review Simulation	11/10
11/11/25	Research Assignment	Research Assignment Due: November 16 @ 11:59PM
11/18/25	Research Assignment Presentations	
11/25/25	Research Assignment Presentations	
12/02/25	Review	
12/09/25	Final Exam	Final Exam

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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

Zoom Video Conferencing Tool

https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom_Account.aspx?source=universalmenu

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@etamu.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, an ETAMUC 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>

STUDENT RESPONSIBILITIES FOR THE COURSE

CWID and Password

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.

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Technology-Related Issues

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.

TECHNOLOGY REQUIREMENTS AND SUPPORT

Minimal Technical Skills Needed

Students will need reliable computer and internet access for this course. Students must be able to effectively use myLeo email, myLeo Online D2L, and Microsoft Office.

Learning Management System (LMS) – D2L

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 the technical requirements:

- View the [Learning Management System Requirements Webpage](#).
- Learn more on the [LMS Browser Support Webpage](#).

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 on the [Brightspace Support Webpage](#).

COMMUNICATION AND SUPPORT

Interaction with Instructor Statement

If you have any questions or are having difficulties with the course material, please contact your instructor. Correspondence will always be through university email (your “myLeo” mail) and announcements in myLeo online (D2L). You will not RECEIVE email through D2L, so be sure to check your ETAMU email for communication. Students are encouraged to check university email daily.

Include the Following in Emails with Instructor:

- Course name and subject in the subject line
- Salutation (Good afternoon, Dr. Jackson)

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- Proper email etiquette (no “text” emails – use proper grammar and punctuation)
 - Student name and CWID after the body of the email (possibly add to student signature on email)
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COURSE AND UNIVERSITY PROCEDURES/POLICIES

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.

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 online in the [Student Guidebook](#).

Students should also consult the [Rules of Netiquette Webpage](#) for more information regarding how to interact with students in an online forum.

ETAMU Attendance

For more information about the attendance policy, please view the [Attendance Webpage](#) and the [Class Attendance Policy](#)

Academic Integrity

Students at East Texas A&M University are expected to maintain high standards of integrity and honesty in all their scholastic work. For more details and the definition of academic dishonesty, see the following procedures:

[Undergraduate Academic Dishonesty University Procedure 13.99.99.R0.03](#)

[Undergraduate Student Academic Dishonesty Form](#)

[Graduate Student Academic Dishonesty University Procedure 13.99.99.R0.10](#)

[Graduate Student Academic Dishonesty Form](#)

Use of Artificial Intelligence

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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

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@etamu.edu

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

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.

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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 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 ETAMU 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.

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.

East Texas A&M Supports Students' Mental Health – Counseling Services

The Counseling Center at East Texas A&M University, 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

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it.



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