



## **MGT 575 01W Operations Mgt**

**COURSE SYLLABUS: Spring 2026**

### **INSTRUCTOR INFORMATION**

Instructor: Dr. Steven F. Simmons

Office Location: Virtual

Office Hours: Evening and Weekends

Office Phone: (803) 552-2441

Office Fax: NA

University Email Address: Steven.Simmons@etamu.edu

Preferred Form of Communication: email and text message

Communication Response Time: 24 hours email, sooner via text.

### **COURSE INFORMATION**

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) Require: Cachon, G., & Terwiesch, C. (2025). *Operations Management* (3rd ed.). McGraw-Hill Education. ISBN 9781266013539

Software Required: Access to D2L

### **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 organizations. The focus is on the transformation of inputs (e.g., labor, materials, machinery, and methods) into outputs (i.e., goods and services) for customers and other stakeholders.

### **Student Learning Outcomes**

1. **Analyze and evaluate organizational processes** using capacity, flow rate, bottleneck, and cycle-time calculations to identify constraints and recommend improvement strategies.
2. **Apply forecasting, inventory, and supply chain models** to optimize operational decision-making in environments with stable, variable, and perishable demand.

*The syllabus/schedule are subject to change.*

3. **Assess the role of quality management and process control systems** in improving reliability, reducing defects, and enhancing customer value.
4. **Compare and critique production and service system designs**, including lean operations, queuing systems, scheduling methods, and project-management techniques.
5. **Integrate operations strategy with organizational goals** by evaluating trade-offs among cost, speed, flexibility, innovation, and customer experience.
6. **Use analytical tools and data-driven reasoning** to make informed operational decisions and justify recommendations in written and oral communication.

## **COURSE REQUIREMENTS**

### **Minimal Technical Skills Needed**

Students should be able to navigate the LMS, submit assignments, participate in online discussions, and use basic word-processing and presentation software.

### **Instructional Methods**

The course uses weekly online modules that include readings, video lectures, discussion forums, and applied assignments to support independent, flexible learning.

### **Student Responsibilities or Tips for Success in the Course**

Students should stay organized, complete each week's materials on schedule, actively engage in discussions, and regularly check course announcements to remain on track.

## **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

Total points corresponding to the final letter grades

A = 900 – 1,000 Points

B = 800 – 899 Points

C = 700 – 799 Points

D = 600 – 699 Points

F = 599 & below

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Discussion Board – 500 points

Essay #1: – 125 points

Essay #2: – 125 points

Final Paper – 250 points

## **Assessments**

### **Discussion Boards (Weekly)**

Each week, students will participate in an online discussion designed to reinforce key concepts from the assigned readings. The initial post is due on Thursday and should demonstrate critical thinking, application of course material, and clarity of expression. Students must also respond to at least two classmates by Saturday. Responses should meaningfully extend the conversation by offering insights, questions, or examples. Consistent engagement and academic professionalism are expected.

### **Essay #1: Process Thinking as a Managerial Mindset – 125 points**

In this essay, students will explore the importance of process thinking as a foundational skill for managers. The paper should explain key process concepts such as flow units, cycle time, capacity, and bottlenecks, and discuss how these ideas help managers make effective decisions. Students will apply these concepts to real or hypothetical organizational examples to illustrate how process thinking improves performance, decision-making, and problem diagnosis.

### **Essay #2: How Do Different Inventory Models Influence Operational Effectiveness? – 125 points**

This essay requires students to compare and evaluate inventory management strategies for stable, variable, and perishable demand environments. Students should explain the assumptions behind different inventory models, discuss the trade-offs managers face, and analyze how organizations adjust inventory decisions to improve service levels, reduce costs, and manage uncertainty. Real-world examples are encouraged to demonstrate practical application of course concepts.

### **Final Paper: Operations Analysis of a Selected Company – 250 points**

For the final paper, students will select a company and conduct a comprehensive analysis of its operations. The paper should examine the organization's processes, operations strategy, inventory and supply chain management, quality systems, and one additional topic such as service systems, scheduling, or project management. Students will apply course concepts throughout the analysis and offer evidence-based recommendations for improving operational performance. The final paper should be 8–10 pages, use APA formatting, and integrate both course materials and outside research.

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### Course Outline/Calendar

<b>Week</b>	<b>Topics Covered</b>	<b>Assingment</b>
<b>Week 1 (Jan 29–31)</b>	Chapter 1: Introduction to Operations Management Chapter 2: Introduction to Processes	Discussion Board #1
<b>Week 2 (Feb 1–7)</b>	Chapter 3: Process Analysis Chapter 4: Process Improvement	Discussion Board #2
<b>Week 3 (Feb 8–14)</b>	Chapter 5: Process Analysis with Multiple Flow Units Chapter 7: Process Interruptions	Essay #1: Process Thinking as a Managerial Mindset
<b>Week 4 (Feb 15–21)</b>	Chapter 6: Learning Curves	Discussion Board #3
<b>Week 5 (Feb 22–28)</b>	Chapter 8: Lean Operations & Toyota Production System Chapter 9: Quality & Statistical Process Control	Discussion Board #4
<b>Week 6 (Mar 1–7)</b>	Chapter 10: Introduction to Inventory Management Chapter 11: Supply Chain Management	Discussion Board #5
<b>Week 7 (Mar 8–14)</b>	Chapter 12: Inventory Management with Steady Demand Chapter 14: Inventory Management with Frequent Orders	Discussion Board #6
<b>Week 8 (Mar 15–21)</b>	Chapter 13: Inventory Management with Perishable Demand	Essay #2: How Do Different Inventory Models Influence Operational Effectiveness?
<b>Week 9 (Mar 22–28)</b>	Chapter 15: Forecasting	Discussion Board #7

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<b>Week 10 (Mar 29–Apr 4)</b>	Chapter 16: Service Systems with Patient Customers Chapter 17: Service Systems with Impatient Customers	Discussion Board #8
<b>Week 11 (Apr 5–11)</b>	Chapter 18: Scheduling to Prioritize Demand	Discussion Board #9
<b>Week 12 (Apr 12–18)</b>	Chapter 19: Project Management	Discussion Board #10
<b>Week 13 (Apr 19–25)</b>	Chapter 20: New Product Development	
<b>Week 14 (Apr 26–May 2)</b>	Course Integration, Case Studies, and Review	Final Paper
<b>Week 15 (May 3–8)</b>	Final Paper Writing Week – No New Content	

## 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](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](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](mailto:helpdesk@etamu.edu).

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**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 TAMUC 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 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](mailto:helpdesk@etamu.edu).

### **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.

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## **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:

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- 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](#).

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## **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)
  - 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**

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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**

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**

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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](mailto: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.

### **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**

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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](http://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.



As an Institutional Member of the National Association of Schools of Music, East Texas State A&M University supports the Association's commitment to student health and wellness. The following web address provides links to information for resources related to physical and mental well-being, as well as assists in offering preventative measures that students can take to avoid serious and/or chronic conditions: [Musician Health and Safety - East Texas A&M University](#)

### **Department and Accrediting Agency Statement:**

School of Music Mission Statement:

The School of Music at East Texas A&M University promotes excellence in music through the rigorous study of music history, literature, theory, composition, pedagogy, and the preparation of music performance in applied study and ensembles to meet the highest standards of aesthetic expression.

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