TEXAS A&M
UNIVERSITY
COMMERCE

MGT 307-21E: OPERATIONS MANAGEMENT
Spring Semester 2020
Thursday 9am - noon

INSTRUCTOR INFORMATION

Instructor: Dr. Gerald Burch
Office Location: CBE 309
Office Hours: Mondays and Wednesdays 8:00am – 11:00am (in Commerce, TX) and by Appointment (or send me an email anytime!)
Office Phone:
Office Fax:
University Email Address: Gerald.burch@tamuc.edu
Preferred Form of Communication: email
Communication Response Time: within 24 hours

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s): Collier & Evans. OM5: Operations + Supply Chain Management, to be used as a reference. ISBN: 9781285451374.
Software Required: Excel, Power Point, Word
Optional Texts and/or Materials: none

Course Description

COURSE OVERVIEW AND OBJECTIVES:
This course is an introduction to the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organization. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.

In this course students will use qualitative and quantitative information to design, manage, and improve the production of goods and delivery of services.

Learning Objectives:

The *syllabus/schedule are subject to change.*

- The student will use qualitative and quantitative information to design the production of goods or delivery of services. (Evaluated in the Design Project)
- The student will use qualitative and quantitative information to manage the production of goods or delivery of services. (Evaluated in the utilization assignment, forecasting assignment, sequencing assignment, scheduling assignment, and graphing assignment)
- The student will use qualitative and quantitative information to improve the production of goods or delivery of services. (Evaluated in the Improvement Project)
- The student will use SAP to manage the production of goods and delivery of services. (Evaluated in the SAP assignments)
- The student will know the major tasks associated with managing the production of goods and delivery of services. (Evaluated on Concept Quiz and Final Exam)
- The student will use data to make visual representations that support decision making.
  - The student will summarize data. (Evaluated in graphing assignment and Final Exam)
    - The student will use pivot tables to summarize data. (Evaluated in graphing assignment and Final Exam)
    - The student will make histograms to summarize data. (Evaluated in graphing assignment and Final Exam)
- The student will use process design components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Design Project and Final Exam)
  - The student will use sequencing techniques to propose changes to the design, management, or improvement of the production of goods or delivery of services. (Evaluated in the Design Project and Final Exam)
- The student will incorporate facility layout components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Layout Assignment, Design Project and Improvement Project)
- The student will incorporate inventory management components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Inventory Management Assignment, Design Project and Improvement Project)
- The student will incorporate Quality components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Quality Assignment, Design Project and Improvement Project)
- The student will incorporate resource and capacity management components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the utilization assignment, forecasting assignment, sequencing assignment, scheduling assignment, graphing assignment, Design Project, Improvement Project, and Final Exam)
  - The student will create accurate forecasts. (Evaluated in the forecasting assignment, Improvement Project, and Final Exam).
  - The student will evaluate forecast accuracy. (Evaluated in the forecasting assignment, Improvement Project, and Final Exam).
  - The student will incorporate scheduling techniques in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the scheduling assignment, Improvement Project, and Final Exam).
- The student will incorporate supply chain components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Supply Chain Assignment, Design Project, Improvement Project, and Final Exam)
- The student will incorporate purchasing components in their design, management, and improvement of the production of goods or delivery of services. (Evaluated in the Supply Chain Assignment, Design Project, Improvement Project, and Final Exam)

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COURSE REQUIREMENTS

Minimal Technical Skills Needed

Using the D2L learning management system, using Microsoft Word, Excel, and PowerPoint.

Instructional Methods

This course is delivered in a classroom 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. Coming to class is important to do well in this course.

Student Responsibilities or Tips for Success in the Course

There are several graded assignments that will require you to log in regularly into the course website and participation is expected.

GRADING

Component	Type	Value
Concept Quiz	Individual	5%
Content Assignments (8 @ 5% each)	Individual	40%
SAP Assignments (2 @ 7.5% each)	Individual	15%
Design Project	Individual	15%
Improvement Project	Individual	15%
Final Exam	Individual	10%
Course Total		**100%**

GRADING SCALE:

A	90 – 100%		D	60-69%
B	80 – 89%		F	Below 60%
C	70-79%			

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

SAP ASSIGNMENTS:

These allow you to get familiar with using SAP software and count as one of the courses needed to obtain the SAP Student Recognition Award. You must complete three courses with the SAP component to receive the SAP Student Recognition Award. Your grade for these assignments is based on the percentage of the Case Study Steps that you complete. Students that want to omit the SAP component of this course must inform the instructor that they want to be excluded from the SAP Student Recognition Award. Students must be able to download a copy of the SAP client onto their computer to be able to complete these assignments.

CONTENT QUIZZES AND ASSIGNMENTS:

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These items are designed to give you practice working with Operations Management skills and then assessing your mastery of those skills.

FINAL EXAM:

The final exam will be a cumulative review of your knowledge about operations management. The test will be open book and open note. Discussing the answers or the questions on this test with anyone will be considered cheating. Using internet search engines to locate any information for the test will be considered cheating.

Assessments

o **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 with web browsers and search engines. Spelling and grammatical errors will detract from your grade!
2. **Assignments must be turned in on time.** Assignments are due at the **date** and **time** listed. All work and assignments for the entire course will be available on the first day of class. 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 that is listed in the far right, "Work Due" column of the course schedule. I will **NOT** accept late assignments. If you do not meet the 11:59 PM deadline (even by one or two minutes), you will receive a 0 for that assignment.

Late Assignments Will Only Be Accepted If You Obtain University Approved Documentation for Your Excuse: There are no make-up assignments for poor performance on a previous assignment.

TECHNOLOGY REQUIREMENTS

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

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Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or **point** release of that major version) and the previous major version of iOS (the latest minor or **point** release of that major version). For example, as of

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Device	Operating System	Browser	Supported Browser Version(s)
			June 7, 2017, D2Lsupports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
    - 512 MB of RAM, 1 GB or more preferred
    - Broadband connection required courses are heavily video intensive
    - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

- You must have a:
    - Sound card, which is usually integrated into your desktop or laptop computer
    - Speakers or headphones.
    - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: JAVA web site http://www.java.com/en/download/manual.jsp

- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.
    Pop-ups are allowed.
    JavaScript is enabled.
    Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
    - Adobe Reader https://get.adobe.com/reader/
    - Adobe Flash Player *(version 17 or later)* https://get.adobe.com/flashplayer/

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- Adobe Shockwave Player   https://get.adobe.com/shockwave/
- Apple Quick Time   http://www.apple.com/quicktime/download/

- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

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 TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT
Brightspace Support

Need Help?
Student 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 or click on the **Live Chat** or click on the words "click here" to submit an issue via email.

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System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

Interaction with Instructor Statement

I will make every effort to return your weekly decision results by the Monday after they are due. The remaining assignments usually take about a week to return since they are so extensive.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

You are expected to be an active participant in the group simulation decisions. Your participation will be evaluated by your team mates, so please make an effort to learn the material and contribute to the group. There will be no Extra Credit opportunities, so do your best every time.

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: Netiquette
http://www.albion.com/netiquette/corerules.html

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/generalInformation/attendance.aspx

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Academic Integrity

Students at Texas A&M University-Commerce 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

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

Graduate Student Academic Dishonesty 13.99.99.R0.10

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf

ADA Statement

Students with Disabilities

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

Texas A&M University-Commerce
Gee Library- Room 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

Texas A&M University-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.

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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 the [Carrying Concealed Handguns On Campus](http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf) document and/or consult your event organizer.

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

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COURSE OUTLINE / CALENDAR

DATE (MONDAYS)	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
Jan 13	Introduction to OM Concepts	Concepts Quiz due Jan 19
Jan 20	Using Data to Make Decisions	Making Decisions Paper due Jan 26
Jan 27	Forecasting	
Feb 3	Forecasting	Forecasting Exercise due Feb 9
Feb 10	Sequencing	Sequencing Exercise due Feb 16
Feb 17	Inventory Management	Inventory Management Exercise due Feb 23
Feb 24	Supply Chain Management	Supply Chain Management Exercise due Mar 1
Mar 2	Quality Management and Control	Quality Exercise due Mar 8
Mar 9	Spring Break	
Mar 16	Scheduling & SAP	Scheduling Exercise due Mar 22
Mar 23	Layout & SAP	Layout Exercise due Mar 29
Mar 30	Design Project & SAP	SAP Navigation Case Study due Apr 5
Apr 6	Design Project & SAP	Design Project due Apr 12
Apr 13	Improvement Project	SAP Sales & Distribution Case Study due Apr 19
Apr 20	Improvement Project & SAP	Improvement Project due Apr 26
Apr 27	Wrap Up	
	FINAL EXAM WEEK **FINAL EXAM Due: 5-3-2020**	

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