

MGT 307 Operations Management COURSE SYLLABUS for Summer I 2012

Course Instructor

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Welcome to MGT 307 – Operations Management. This is an online course. During this course, you will learn about the world of managing operations. The purpose is for you to gain an understanding of the managerial processes for effective operations in both goods-producing and service-rendering organization.

The two **best** ways to contact me is through the Q&A Forums established within the eCourse and by e-mail. Please **ONLY** send e-mails to the email address above. All e-mails **must** include MGT 307 **and** a brief subject line and use proper email etiquette. I will do my best to reply to emails that include the appropriate subject line within 48 hours Monday-Friday.

Course Description

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.

Course Objectives

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:

- Develop an understanding of and an appreciation for the production and operations management function in any organization.
- To understand the importance of productivity and competitiveness to both organizations and nations.
- To understand the importance of an effective production and operations strategy to an organization.
- To understand the various production and operations design decisions and how they relate to the overall strategies of organizations.
- To understand the importance of product and service design decisions and its impact other design decisions and operations.
- Obtain an understanding of quality management practice in organizations and how total quality management and six-sigma facilitate organizational effectiveness.
- To understand the relationship of the various planning practices of capacity planning, aggregate planning, project planning and scheduling.
- To understand the roles of inventories and basics of managing inventories in various demand settings.
- To understand contemporary operations and manufacturing organizational approaches and the supply-chain management activities and the renewed importance of this aspect of organizational strategy.

Course Required Textbooks

David Collier and James Evans. OM, 2nd Edition. Upper Saddle River, NJ: South-Western Cengage Learning, 2010/2011. **ISBN-13:** 978-0538745567

Technical Requirements

As the course is conducted totally online, **students are expected to have access to a reliable computer that is connected to the internet**. You should also have back-up access to the required electronic resources as necessary for successfully completing this course. College and public libraries are a great resource for back-up technology resources. In order to make the most of your learning

experience, there are several technical requirements you will need to fulfill. Refer to the guidelines below to help ensure your success.

Microsoft Windows

Windows 2000 or XP
64 MB RAM
28.8 kbps modem (56K Recommended)
CD or DVD Drive, Sound Card & Speakers

Macintosh OS

Mac OS 9.1 and OS X
32 MB RAM (64 Recommended)
28.8 kbps modem (56K Recommended)
CD or DVD Drive, Sound Card & Speakers

To take advantage of the latest technology incorporated in this course, and to minimize the need for additional plug-in downloads, it is recommended that you use the following:

- Microsoft Internet Explorer 6.0 or higher on a PC
- Safari 1.2 or higher for Mac OS X.
- Adobe Reader 8.1.2 or higher (<http://www.adobe.com/products/acrobat/readstep2.html>)
- Microsoft Word 97-2003 or higher
- Microsoft PowerPoint 97-2003 or higher
- Microsoft Excel 97-2003 or higher
- Quick Time Player 7 or higher (<http://www.apple.com/quicktime/download/>)

Course Grading Policy

A unique consideration in this course is a requirement for students to demonstrate a satisfactory level of competency or knowledge on several specific elements of the course. For these topics or problems a variety of approaches may be used including: timed quizzes and exams, discussion boards, and other approaches. Scoring of the course grade in the grading process is shown below.

Pre-Course Quiz	4%
Discussion (Participation) Boards (18 @ 2% each)	36%
Competency & Understanding Quizzes (4 at 8% each)	32%
Exams (4 at 7% each)	28%
Total	100%

Percentages for course grade level are as follows:

A =	90-100 %
B =	80-89 %
C =	70-79 %
D =	60-69 %
F =	00-59 %

Extra credit work will NOT be assigned so please do not ask.

Students are held individually responsible for the information contained in the University catalog. Failure to read and comply with University regulations will not exempt students from whatever penalties they may incur.

Pre-Course Quiz (4%): To assess your understanding of course requirements, a pre-course quiz covering information from the syllabus is required. Students must score a 95% or better on the quiz.

Discussion (Participation) Boards (36%): Different topics for each chapter will be posted online for class or group participation. Each student is required to make thoughtful posts as well as replies to other students' posts for the assigned chapter(s) and follow explicit instructions for posting requirements. The discussion boards are an important part of your learning. Failure to post will have negative impact on students' participation grades. Plan to participate throughout the semester. **It is the responsibility of each student to keep up with the scheduled readings and discussions.** In order to achieve the highest possible score for discussion participation, students should post an original response to the topic and more than two replies to show active engagement in the discussion. Postings will be graded on three critical elements: participation (shows high degree of engagement and interaction with others); timeliness (responses are on a consistent basis and throughout the semester); and critical thinking (addresses the question completely and in-depth; points are clearly made and evidence supports arguments/rationale; shows a clear grasp of content and elaborates with explanation and relevant examples). Once the

discussion boards have been closed, they *will not* be re-opened. See the tentative schedule of due dates at the end of this document.

IMPORTANT POSTING RULES:

- 1) Postings may be a few sentences or a couple of paragraphs in length. The key to a quality post is that it provides clear analysis and insight into the topic or questions. Your postings will be carefully read.
- 2) Note that long-winded postings are not necessary. The idea is for quality posts that add value to the discussion.
- 3) Plagiarism among students (copying others' postings) will **NOT** be tolerated. Please note that TAMU-C has explicit rules regarding plagiarism and will be subject to penalties. Students are advised to carefully read everyone's postings to ensure that no one has plagiarized your responses.
- 4) Students with very FEW or NO SUBSTANTIVE postings will not receive the highest credit.
- 5) Proofread your postings and eliminate any offensive references, poor sentence syntax, misspelled words, etc. Keep errors to a minimum.

It is critical that students read ALL the postings for each topic. This will ensure that you not only respond to the topic questions but to your colleagues' comments as well. Also, it will help in ensuring against anyone plagiarizing your work.

Competency & Understanding Quizzes (32%): There will be four quizzes given to assess your understanding of course material. Each competency quiz is worth 8%. See the tentative schedule of due dates at the end of this document. **Please note: If a student misses a quiz, the student will earn a grade of zero. Makeup quizzes will not be given.**

The competency quiz component of the course measures your individual ability to meet the course objectives. Therefore, you **must do and submit your own work**. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion. See the tentative schedule of due dates at the end of this document.

Exams (28%): There will be four exams given to assess your understanding of course material. Each exam is worth 7%. Exams will be announced when available. However, please see the schedule on the last page of this document for an approximate timeframe. The exams (and quizzes) **may be timed** and can only be accessed once; therefore, once you begin, you may not stop and come back to it later. **Please note: If a student misses an exam, the student will earn a grade of zero. Makeup exams will not be given.**

The exam component of the course measures your individual ability to understand the concepts, principles, problems, and practices of operations management. Therefore, you **must do and submit your own work**. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion.

Additional Course Particulars

SERVICES FOR 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 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

GENERAL POLICIES FOR CLASSES: The Instructor reserves the right to administratively drop any student who does not attend class for **three (3)** consecutive days after the course officially starts. Any student who will not be able to participate in class for more than **three consecutive (3) days** (i.e., because of an extended business trip) should contact the Instructor in advance to avoid an inadvertent drop from the course.

All students enrolled at the University will follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. See Student's Guide Handbook, Rules and Procedures, Code of Student Conduct at <http://www.tamu-commerce.edu/studentlife/guidebook67.pdf>

The Instructor urges registered students to familiarize themselves with eCollege by going thru the eCollege tutorial or orientation process. This will ensure that each student will have sufficient knowledge on how to accomplish the requirements of the course. It is NOT the Instructor's responsibility to teach students on how eCollege works. **The Instructor assumes that each student has a working knowledge of eCollege and has a MyLeo e-mail address.**

FIRST TIME eCOLLEGE USERS: eCollege is generally very user friendly; however, should you have any questions or concerns about it, you may want to complete an eCollege orientation. You can access the online eCollege Orientation by clicking on the following link: <http://online.tamuc.org/> The home page will give you directions on how to proceed from there. Your login is your Campus-wide ID # and your password is the same as you use for your MyLeo.

PASSWORD PROTECTION: Only students with assigned passwords may access this course. Giving your campus wide identification number and pin number to others may result in class or university dismissal.

TECHNICAL SUPPORT: If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the eCollege Help Desk, available 24 hours a day, seven days a week. The Help Desk can be reached by sending an email to helpdesk@online.tamuc.org or by calling 1-866-656-5511. Additionally, you can click on the "Help" button located at the top of each page for more information.

PROFESSIONAL CONDUCT: The instructor reserves the right to manage a positive learning environment and thus will not tolerate inappropriate conduct in the course. If I feel that you have not contributed appropriately in class, or that you have complained about assignments and grading policies, your final course grade may be reduced accordingly. Additionally, I expect every student to maintain a professional level with respecting opinions of the instructor, students, and guest speakers. Please note: It is the student's responsibility to ask the instructor for additional information if the student does not understand the assignments required in this course. In addition, sending emails to other students complaining or inquiring about grades is not appropriate behavior. Understand that this factor is highly subjective and can reduce your overall course grade by 10 percent. In extreme cases, the instructor reserves the right to drop students from the class.

Academic Integrity: In this course the need for collaboration is undeniable if you are to excel, even in cases of individual work. There is a fine line in this process. You are encouraged to seek the help and advice of others. However, you **must do your own work**. My personal policy, which will guide this course, is this: I expect you to behave honestly and ethically in all circumstances. Please ask me if you have questions about what is proper and what is not.

Academic Honesty: Plagiarism and other forms of academic dishonesty will not be tolerated. Instructors "are expected to uphold and support student integrity and honesty by maintaining conditions that encourage and enforce academic honesty. Conduct that violates generally accepted standards of academic honesty is defined as academic dishonesty. "Academic dishonesty" includes, but is not limited to, plagiarism (the appropriation or stealing of the ideas or words of another and passing them off as one's own), cheating on quizzes and exams or other course assignments, collusion (the unauthorized collaboration with others in preparing course assignments), and abuse (destruction, defacing, or removal of resource material." See 13.99.99.R0.10 Academic Honesty at http://www.tamu-commerce.edu/administration/Rules%26Procedures/rules_procedures.asp?RID=97

PLAGIARISM: Some people seem to believe that anything found on the Internet is free to use as they please. The "cut and paste" option also makes it easy to plagiarize. However, information on the web must be properly cited just as you would any "hard copy" periodicals. In this course, APA style citation is expected. Any written assignments must include in text citations as well as a separate reference page. To avoid plagiarism and individual must give credit wherever he or she uses:

- another individual's idea, opinion, or theory
- facts, statistics, graphs, and drawings that are not common knowledge
- quotations of another individual's spoken or written words
- paraphrase another individual's spoken or written words

Any deviation from the guidelines concerning quotes and citations constitutes plagiarism, as it suggests that you are trying to submit someone else's work and creativity as your own. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty include disciplinary probation, suspension, and expulsion. If you have any questions, please let me know.

All students are required to read, sign and return the academic honesty policy for the College of Business and Technology. Please see the Course Home menu "Academic Honesty" for more information.

TENTATIVE SCHEDULE OF ACTIVITIES
MGT 307 Summer I 2012

Please Note: The instructor reserves the right to change this schedule as circumstances may dictate. All changes to this schedule will be announced on the course homepage.

Date	Topic	Assignment
Monday 6/4 - Wednesday 6/6	Course Introduction – Getting Started <ul style="list-style-type: none"> • Read the course syllabus • Read, sign, and submit Academic Honesty form. • Please carefully review the schedule of activities. 	Pre-Course Quiz DUE: Wednesday, June 6 Signed Academic Honesty DUE: Wednesday, June 6
Thursday 6/7 - Wednesday 6/13	Lesson 1 <ul style="list-style-type: none"> • GOODS, SERVICES, & OPERATIONS MANAGEMENT (Ch. 1): 6/7-6/12 • VALUE CHAINS (Ch. 2): 6/7-6/12 • FORECASTING AND DEMAND PLANNING (Ch. 11): 6/7-6/12 • MEASURING PERFORMANCE IN OPERATIONS (Ch. 3): 6/7-6/12 • OPERATIONS STRATEGY (Ch. 4): 6/7-6/12 	WORK THROUGH RECOMMENDED PROBLEMS Chapters 1-4, 11 Discussion DUE: Tuesday, June 12 Competency 1 Quiz DUE: Tuesday, June 12 Exam 1 DUE: Wednesday, June 13
Thursday 6/14 - Wednesday 6/20	Lesson 2 <ul style="list-style-type: none"> • TECHNOLOGY AND OPERATIONS MANAGEMENT (Ch. 5): 6/14-6/19 • GOODS AND SERVICE DESIGN (Ch. 6): 6/14-6/19 • PROCESS SELECTION, DESIGN, AND ANALYSIS (Ch. 7): 6/14-6/19 • FACILITY AND WORK DESIGN (Ch. 8): 6/14-6/19 • CAPACITY MANAGEMENT (Ch. 10): 6/14-6/19 	WORK THROUGH RECOMMENDED PROBLEMS Chapters 5-8, 10 Discussion DUE: Tuesday, June 19 Competency 2 Quiz DUE: Tuesday, June 19 Exam 2 DUE: Wednesday, June 20
Thursday 6/21 - Wednesday 6/27	Lesson 3 <ul style="list-style-type: none"> • SUPPLY CHAIN DESIGN (Ch. 9): 6/21-6/27 • MANAGING INVENTORIES (Ch. 12): 6/21-6/27 • QUALITY MANAGEMENT (Ch. 15): 6/21-6/27 • QUALITY CONTROL AND SPC (Ch. 16): 6/21-6/27 	WORK THROUGH RECOMMENDED PROBLEMS Chapters 9, 12, 15-16 Discussion DUE: Tuesday, June 26 Competency 3 Quiz DUE: Tuesday, June 26 Exam 3 DUE: Wednesday, June 27
Thursday 6/28 - Wednesday 7/4	Lesson 4 <ul style="list-style-type: none"> • RESOURCE MANAGEMENT (Ch. 13): 6/28-7/3 • LEAN OPERATING SYSTEMS (Ch. 17): 6/28-7/3 • OPERATIONS SCHEDULING AND SEQUENCING (Ch. 14): 6/28-7/3 • PROJECT MANAGEMENT (Ch. 18): 6/28-7/3 	WORK THROUGH RECOMMENDED PROBLEMS Chapters 13-14, 17-18 Discussion DUE: Tuesday, July 3 Competency 4 Quiz DUE: Tuesday, July 3 Exam 4 DUE: Wednesday, July 4