

**MGT 501 Sections 02W and 04W- - Operations and Organizations
Fall 2012 - - On-Line Course via eCollege**

Instructor: Jack Cooke
E-mail: Jack.Cooke@tamuc.edu
Office: BA348C

Credit: 3 Semester Hours

Course Duration: 8 weeks (10/22/2011 through 12/14/2012)

Course Description: A study of the major design and operating activities of the goods-producing and services organizations that includes product and process design decisions, and basic quality, inventory and operations planning and control. The study also includes the basic managerial functions of planning, organizing, leading, and controlling.

The course is delivered through on-line instruction, foundation reading in the textbooks identified below, assigned case analysis, group discussion, written exercises and individual applied operations research.

Course Objectives:

1. The learner can describe the nature of business operations and the management of organizations in the context of competitive strategy.
2. The learner can identify contemporary “best practices” for planning, organizing and controlling manufacturing & production operations.
3. The learner can relate the critical importance of supply chain management to the efficient operation of a production oriented firm.
4. The learner can identify both the functions and processes of managing organizations.
5. The learner recognizes the challenges of managing change and innovation in modern organizations.

Course Texts:

Thomas N. Duening and John M. Ivancevich. *Managing Organizations: Principles and Guidelines*, 2nd Edition. Cincinnati, OH: Atomic Dog Publishing, 2005.

Jack R. Meredith and Scott M. Shafer. *Operations Management for MBAs*, 4th Edition. Hoboken, NJ: John Wiley & Sons, Inc, 2010.

Course Grading: 500 points total possible for five activity types

<u>Percent</u>	<u>Activity</u>
20	Module Exercises (100 points)
20	Module Discussion Boards (100 points)
20	Mid-course Exam (100 points)
20	Final Exam (100 points)
<u>20</u>	Research Paper – an investigation of a “best practice” (100 points)
100%	

A = 450 - 500 Excellent

B = 400 - 449 Average

C = 350 - 399 Below Average

F = Below 350 Failure

Module Assignments:

The material contained within the two texts is packaged into 10 modules (see the course schedule below). The module assignment will involve:

- Topic related reading in the text (usually one or two chapters)
- A topic related supplemental case, video or article provided by the instructor
- Module Exercise (short essay response to questions on the topic)
- Discussion Boards (threaded group discussion of the topic)

The detailed instructions for each module assignment will be found within eCollege under the module tab in the course navigation panel on the left side of the screen. The module exercise is an individual activity and must be completed and placed into the corresponding dropbox by the student without collaboration with other students. The discussion board, on the other hand, is an on-line interaction among students in the class. The instructor will post three or more questions relating to the topic. Students are expected to respond with relevant observations, opinions and comments based upon personal experience or knowledge of the topic. Students may post responses directly to the questions or may choose to respond to remarks previously posted by classmates. In either case, the scoring of postings will be based upon relevance and demonstrated insight. “Me too” postings are of little to no value and are scored accordingly. An “I agree” posting only scores points if it adds an additional insight or perspective. It is perfectly OK to disagree (and even encouraged), but please do so in a professional, agreeable manner. In threaded discussions, quality over quantity is what is being graded.

Mid-course and Final Exams

The mid-course and final exams will be in the form of short essay. The exam may be either a case analysis or discussion questions.

Individual Applied Operations Research

Each student will research a contemporary “best practice” of operations management and develop a term paper which makes a case for how the practice contributes to enhanced profitability, customer service or competitive advantage. The paper will be submitted to the eCollege drop-box no later than 05 Dec 2012. The text portion of the paper will be approximately 8 pages in length and reference a minimum of five sources. The paper will be written in APA format. Topic for the paper may be developed by the student based upon individual interest, but must be approved by the instructor no later than 17 Nov, 2012. Additional detailed instructions are provided on the course home page within eCollege.

MGT 501 Operations & Organizations Spring 2011 Semester Schedule

Module Assignment Schedule - - - Due on Sunday Night By 11:59 PM

Module 1	28 Oct	Introduction to Operations Management (Meredith Chapter 1) Fundamentals of Organizations (Duening Chapters 1 & 2)
Module 2	04 Nov	Planning (Duening Chapters 5 & 6) Planning and Designing Processes (Meredith Chapter 2)
Module 3	04 Nov	Organizing for Operations (Duening Chapters 8 & 9)
Module 4	11 Nov	Leading Organizations (Duening Chapters 11&14)
Module 5	11 Nov	Controlling Operations (Duening Chapters 15&16)
	18 Nov	Mid-course Exam
Module 6	25 Nov	Process Improvement Methodologies (Meredith Chapters 4 & 5)
Module 7	25 Nov	Project Management (Meredith Chapter 6)
Module 8	02 Dec	Supply Chain Management (Meredith Chapter 7)
Module 9	02 Dec	Capacity, Scheduling and Location Planning (Meredith Chapter 8)
		Individual Applied Operations Research Paper is Due 05 Dec.
Module 10	09 Dec	Managing Change and Innovation (Duening Chapter 17)
	13 Dec	Final Exam (must be completed by 11:59PM on Thursday)

Disability 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 Disability Resources and Services
Texas A&M University-Commerce
Halladay Student Services Building
Room 303 A/D
Telephone: (903) 886-5150 or (903) 886-5835
FAX: (903) 468-8148**

Student Conduct Statement: “All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment.” Students enrolled in on-line courses have the same rights and responsibilities as students in live-taught courses.

Refer to Student’s Guide Book located at:

www.tamu-commerce.edu/studentlife/guidebook.htm

Comment on Academic Honesty

There seems to be a belief among many that anything found on the Internet is free to use as one wishes. The "cut and paste" option also makes it quite tempting. However, information on the web must be properly cited just as you would any "hard copy" periodicals or books. Keep the following in mind:

1. It is generally not advisable to quote anything verbatim in a paper unless there is an overriding reason to do so, such as the use of a particular phrase or sentence that illustrates a point well and should not be changed. When you do quote directly, you must place the statement in quotes in addition to a footnote at the end of the quote (or for longer quotes, offset the quoted section). Not placing the statement in quotes implies that the wording is your own.
2. Simply changing a few words in a sentence (for example, "large" to "big") may alleviate the need for quotes (depending on how much you change), but it is not the best way to go. If you are not going to provide a direct quote, then the material should be stated in your own terms. Changing a couple of words implies laziness.
3. Every idea you get from another source must be cited. Placing 100 citations in a paper does not imply that the work is not original, but that you did a proper job of giving credit where it was due.
4. The real danger in a "cut and paste" approach to report writing is that you end up including a lot of information that is related to the topic about which you are writing, but does not really address what you are trying to say. Putting things in your own words allows you to focus your comments more effectively.
5. Material that would be considered to be common knowledge in the field (like the general strategic management model) would not likely require a citation.

6. Some papers may be assessed for authenticity using turnitin.com software.

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. If you have any questions, please contact your instructor for clarification.

Plagiarism represents disregard for academic standards and is strictly against University policy. Plagiarized work will result in an “**F**” for the course and further administrative sanctions permitted under University policy. Guidelines for properly quoting someone else’s writings and the proper citing of sources can be found in the APA Publication Manual.