

MGT 307 Operations Management COURSE SYLLABUS for Spring 2013

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. All e-mails **must** include MGT 307 and a brief subject line and use proper email etiquette. I will 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. Prerequisites: Junior standing, MATH 141 or 175, BA 302, MIS 128 or IET 101.

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:

1. Students will demonstrate an understanding of the essential terminology, concepts, and problem solving of operations management design decisions including operations strategy, product design, process selection, facility layout, capacity and locations, and supply-chain management.
2. Students will demonstrate an understanding of the essential terminology, concepts, and problem solving of operating decisions including measuring and improving productivity, quality management and control, inventory and resource management, scheduling, sequencing, and project management.
3. Students will develop an understanding of the historical as well as contemporary contexts of goods producing and service providing organizations.

Course Required Textbooks

David Collier and James Evans. OM, 3rd Edition. Upper Saddle River, NJ: South-Western Cengage Learning, 2012. **ISBN-13:** 978-0538479134

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 is necessary for successfully completing this course. College and public libraries are a great resource for back-up technology resources.

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.

Discussion	
Reflections posts	18%
Comments to other students	18%
Competency & Understanding Quizzes	32%
Exams	32%
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 %

PLEASE NOTE: 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.

Activities Required for Successful Completion of MGT307

Academic Honesty: All students are required to submit an agreement to follow the principles of the highest level of ethical and professional behavior. For more information, please refer to the professional conduct section of this document and inside the class.

Discussion Boards (36%): The discussion boards are an important part of students' learning. Failure to post will have negative impact on students' participation grades. Students should plan to participate throughout the semester. **It is the responsibility of each student to keep up with the scheduled readings and discussions.** Once the discussion boards have been closed, they *will not* be re-opened. Please refer to the tentative schedule for due dates.

REFLECTIONS POST: The intent of the discussion is for you to post your critical comments, assessments, insights, or questions on the readings. You may choose to comment on one of the readings or several. We all will have read the content so you should not restate the content.

COMMENT TO OTHERS: Each learner must comment on a minimum of two different reflection posts created by other learners. The idea is that asynchronous discussion will develop among all of us.

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: Extensions, Make-ups, or Re-takes will NOT be given. If a student misses the deadline for a quiz, the student will earn a grade of 0 for the missed quiz.**

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 (32%): There will be four exams given to assess your understanding of course material. Each exam is worth 8%. See the tentative schedule of due dates at the end of this document. **Please note:**

Extensions, Make-ups, or Re-takes will NOT be given. If a student misses the deadline for an exam, the student will earn a grade of 0 for the missed exam.

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

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

FIRST TIME eCOLLEGE USERS: The Instructor urges registered online students to familiarize themselves with eCollege by going thru the eCollege tutorial. 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.**

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. In extreme cases, the instructor reserves the right to drop students from the class.

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.tamuc.edu/studentLife/documents/studentGuidebook.pdf>

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 trust 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

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 Entrepreneurship.

TENTATIVE SCHEDULE OF ACTIVITIES
MGT 307 Spring 2013

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	Topics and Assigned Readings	Activities Due
COURSE INTRODUCTION		
Week 1 1/14	Course syllabus Academic Honesty Policy Schedule of activities	Due 1/20 by 11:59 PM <ul style="list-style-type: none"> • Submit Signed Academic Honesty • Post Bibliographic Info.
MODULE 1		
Week 2 1/21	Ch 1: GOODS, SERVICES, & OPERATIONS MANAGEMENT Ch 2: VALUE CHAINS	Due 1/27 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 3 1/28	Ch 11: FORECASTING AND DEMAND PLANNING	Due 2/3 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 4 2/4	Ch 3: MEASURING PERFORMANCE IN OPERATIONS	Due 2/10 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 5 2/11	Ch 4: OPERATIONS STRATEGY	Due 2/17 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
WORK ASSIGNED PROBLEMS by Saturday, February 16		
Module 1 Competency Quiz DUE by 11:59 PM on Monday, February 18 Module 1 Exam DUE by 11:59 PM on Tuesday, February 19		
MODULE 2		
Week 6 2/18	Ch 5: TECHNOLOGY AND OPERATIONS MANAGEMENT	Due 2/24 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 7 2/25	Ch 6: GOODS AND SERVICE DESIGN Ch 7: PROCESS SELECTION, DESIGN, AND ANALYSIS	Due 3/3 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week 8 3/4	Ch 8: FACILITY AND WORK DESIGN	Due 3/10 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
3/11 – 3/17	SPRING BREAK	

Week 9 3/18	Ch 10: CAPACITY MANAGEMENT	Due 3/24 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
	WORK ASSIGNED PROBLEMS by Saturday, March 23	
	Module 2 Competency Quiz DUE by 11:59 PM on Monday, March 25 Module 2 Exam DUE by 11:59 PM on Tuesday, March 26	
MODULE 3		
Week 10 3/25	Ch 9: SUPPLY CHAIN DESIGN	Due 3/31 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week11 4/1	Ch 12: MANAGING INVENTORIES Ch 15: QUALITY MANAGEMENT	Due 4/7 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week12 4/8	Ch 16:QUALITY CONTROL AND SPC	Due 4/14 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
WORK ASSIGNED PROBLEMS by Saturday, April 13		
Module 3 Competency Quiz DUE by 11:59 PM on Monday, April 15 Module 3 Exam DUE by 11:59 PM on Tuesday, April 16		
MODULE 4		
Week13 4/15	Ch 13: RESOURCE MANAGEMENT	Due 4/21 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week14 4/22	Ch 17: LEAN OPERATING SYSTEMS Ch 14: OPERATIONS SCHEDULING AND SEQUENCING	Due 4/28 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
Week15 4/29	Ch 18: PROJECT MANAGEMENT	Due 5/5 by 11:59 PM <ul style="list-style-type: none"> • Post initial response to each topic/chapter • Reply to at least two initial responses for each topic/chapter
	WORK ASSIGNED PROBLEMS by Saturday, May 4	
	Module 4 Competency Quiz DUE by 11:59 PM on Monday, May 6 Module 5 Exam DUE by 11:59 PM on Tuesday, May 7	
Week16 5/6	Course Wrap-Up	