MGT 501 Section 02W- - Operations and Organizations
Spring 2014 - - On-Line Course via eCollege

Instructor: Jack Cooke
E-mail: Jack.Cooke@tamuc.edu
Office: BA348C Tuesdays 1:00 – 5:00PM or by appointment

Credit: 3 Semester Hours
Course Duration: 8 weeks (01/13/2014 through 03/07/2014)

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 relate business strategy to the transformation processes and common constructs of business operations.
2. The learner can research and describe contemporary "best practices" for planning, organizing and controlling production & service 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

Percent	Activity
20	Module Exercises (100 points)
20	Module Discussion Boards (100 points)
20	Mid-course Exam (100 points)
20	Final Exam (100 points)
20	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.

Class Participation - -Class participation for this on-line course refers to postings in response to a "threaded discussion". Each week the instructor will pose multiple questions that students will respond to with analysis, elaboration, evaluation, examples that characterize a point of view, insight, reflection, relevant personal experiences and informed opinions. There are a maximum of 10 points available each week for class participation. The quality of your comments is what is being graded. Students may respond to the questions directly or may expand the dialogue by responding to postings from other students. Every comment you post is scored on a scale of 0 – 5 points. "Me too" and "I agree" responses that do not add anything new to the discussion are of no value and receive 0 points. Hollow responses that miss the point or express an uninformed opinion receive 1 point. Responses that merely echo what another student has already expressed receive 2 points. Responses that communicate an understanding of behavioral concepts, management principles, or the unique aspects of a business practice that underlies the discussion

question receive 3 points. Responses that provide cogent analysis, evaluation or examples that characterize a point of view receive 4 points. Responses that demonstrate exceptional insight, cogent reflection, emblematic personal experiences or informed (expert) opinion receive 5 points.

It is important to make quality postings every week since your score in this dimension is being accumulated throughout the duration of the course. The weekly discussion board closes at midnight on Sunday night. You may work ahead and post discussion comments early if you choose. However, once the discussion board is closed, your score for that week will be assessed - - do not get behind. As a rule of thumb, four or more high quality posts a week will assure full credit (10 points).

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. The text portion of the paper will be approximately 8 -10 pages in length and reference a minimum of five sources. The paper will be written in APA format. A software utility, Turnitin, will automatically run when your paper is submitted to the Dropbox. Turnitin checks your paper for evidence of authenticity. Turnitin provides a similarity score with content it found on the internet and its database of articles and papers previously submitted. A similarity score of more than 25% requires you to edit the paper and resubmit. Topic for the paper may be developed by the student based upon individual interest, but must be approved by the instructor. Additional detailed instructions are provided on the course home page within eCollege.

MGT 501 Operations & Organizations Spring 2014 Semester Schedule

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

Module 1	19 Jan	Introduction to Operations Management (Meredith Chapter 1) Fundamentals of Organizations (Duening Chapters 1 & 2)
Module 2	26 Jan	Planning (Duening Chapters 5 & 6) Planning and Designing Processes (Meredith Chapter 2)
Module 3	26 Jan	Organizing for Operations (Duening Chapters 8 & 9)
Module 4	02 Feb	Leading Organizations (Duening Chapters 11&14)
Module 5	02 Feb	Controlling Operations (Duening Chapters 15&16)
	09 Feb	**Mid-course Exam**

Module 6	16 Feb	Process Improvement Methodologies (Meredith Chapters 4 & 5)
Module 7	16 Feb	Project Management (Meredith Chapter 6)
Module 8	23 Feb	Supply Chain Management (Meredith Chapter 7)
Module 9	23 Feb	Capacity, Scheduling and Location Planning (Meredith Chapter 8)
		Individual Applied Operations Research Paper is Due 26 Feb.
Module 10	02 Mar	Managing Change and Innovation (Duening Chapter 17)
	07 Mar	Final Exam (must be completed by 11:59PM on Friday)

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

Student Conduct Statement: "All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conductive 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 .(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 advisable. If you are not going to provide a direct quote, then the material should be stated in your own terms. Paraphrase what you have read and provide a citation. Merely changing a few of words but keeping the sentence structure is still plagiarism. The automatic scanning software in the Turnitin utility will flag you for this practice - - it will cost you points and if excessive will result in a failing score.
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. All papers will 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.