

## **MGT 307 Operations Management COURSE SYLLABUS for Summer I 2015**

### ***Course Instructor***

---

Dr. Alex Williams  
Texas A&M University – Commerce  
Email: alex.williams@tamuc.edu

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 **best** way to contact me is through email (either directly or through eCollege). 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 24 hours Monday-Friday (and probably just as quick on the weekend as well!).

### ***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

### ***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@tamu-commerce.edu](mailto:StudentDisabilityServices@tamu-commerce.edu)

### **TENTATIVE SCHEDULE OF ACTIVITIES**

**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.

<b>Date</b>	<b>Topic</b>	<b>Assignment</b>
Monday 6/8 - Wednesday 6/10	<b>Course Introduction – Getting Started</b> <ul style="list-style-type: none"> <li>• Read the course syllabus</li> <li>• Read, sign, and submit Academic Honesty form.</li> <li>• Please carefully review the schedule of activities.</li> </ul>	<b>Pre-Course Quiz</b> <b>DUE: Wednesday, June 10</b> <b>Signed Academic Honesty</b> <b>DUE: Wednesday, June 10</b>
Thursday 6/11 - Wednesday 6/17	<b>Lesson 1</b> <ul style="list-style-type: none"> <li>• GOODS, SERVICES, &amp; OPERATIONS MANAGEMENT (Ch. 1)</li> <li>• VALUE CHAINS (Ch. 2)</li> <li>• FORECASTING AND DEMAND PLANNING (Ch. 11)</li> <li>• MEASURING PERFORMANCE IN OPERATIONS (Ch. 3)</li> <li>• OPERATIONS STRATEGY (Ch. 4)</li> </ul>	<b>WORK THROUGH RECOMMENDED PROBLEMS</b>  <b>Chapters 1-4, 11 Discussion</b> <b>DUE: Tuesday, June 16</b> <b>Competency 1 Quiz</b> <b>DUE: Tuesday, June 16</b> <b>Exam 1</b> <b>DUE: Wednesday, June 17</b>
Thursday 6/18 -	<b>Lesson 2</b>	<b>WORK THROUGH RECOMMENDED</b>

Wednesday 6/24	<ul style="list-style-type: none"> <li>• TECHNOLOGY AND OPERATIONS MANAGEMENT (Ch. 5)</li> <li>• GOODS AND SERVICE DESIGN (Ch. 6)</li> <li>• PROCESS SELECTION, DESIGN, AND ANALYSIS (Ch. 7)</li> <li>• FACILITY AND WORK DESIGN (Ch. 8)</li> <li>• CAPACITY MANAGEMENT (Ch. 10)</li> </ul>	<p><b>PROBLEMS</b></p> <p><b>Chapters 5-8, 10 Discussion</b>  <b>DUE: Tuesday, June 23</b></p> <p><b>Competency 2 Quiz</b>  <b>DUE: Tuesday, June 23</b></p> <p><b>Exam 2</b>  <b>DUE: Wednesday, June 24</b></p>
Thursday 6/25 - Wednesday 7/1	<p><b>Lesson 3</b></p> <ul style="list-style-type: none"> <li>• SUPPLY CHAIN DESIGN (Ch. 9)</li> <li>• MANAGING INVENTORIES (Ch. 12)</li> <li>• QUALITY MANAGEMENT (Ch. 15)</li> <li>• QUALITY CONTROL AND SPC (Ch. 16)</li> </ul>	<p><b>WORK THROUGH RECOMMENDED PROBLEMS</b></p> <p><b>Chapters 9, 12, 15-16 Discussion</b>  <b>DUE: Tuesday, June 30</b></p> <p><b>Competency 3 Quiz</b>  <b>DUE: Tuesday, June 30</b></p> <p><b>Exam 3</b>  <b>DUE: Wednesday, July 1</b></p>
Thursday 7/2 - Wednesday 7/8	<p><b>Lesson 4</b></p> <ul style="list-style-type: none"> <li>• RESOURCE MANAGEMENT (Ch. 13)</li> <li>• LEAN OPERATING SYSTEMS (Ch. 17)</li> <li>• OPERATIONS SCHEDULING AND SEQUENCING (Ch. 14)</li> <li>• PROJECT MANAGEMENT (Ch. 18)</li> </ul>	<p><b>WORK THROUGH RECOMMENDED PROBLEMS</b></p> <p><b>Chapters 13-14, 17-18 Discussion</b>  <b>DUE: Tuesday, July 7</b></p> <p><b>Competency 4 Quiz</b>  <b>DUE: Tuesday, July 7</b></p> <p><b>Exam 4</b>  <b>DUE: Wednesday, July 8</b></p>