MGT 575-01W: OPERATIONS MANAGEMENT

Fall Semester 2019 – Online Course

PROFESSOR INFORMATION

Professor: Dr. Mildred Golden Pryor, TAMU Regent Professor and TAMUC Management Professor
Office Location: Business (McDowell) Building 303
Office Hours: Tuesdays and Thursdays 2 to 5 p.m. Commerce, Texas Campus and by Appointment. **Preference: Email or D2L.**
Office Phone: 903-886-5703 – Office Fax: 903-886-5702
TAMUC Email Address: mildred.pryor@tamuc.edu
Preferred Form of Communication: email
Communication Response Time: Typically within 24 hours up to 48 hours

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) and other readings are provided.
Software Required: Excel, Power Point, Word, SAP R3 (download link provided)
Optional Texts and/or Materials: none

Course Description

A study of the use of Operations Management concepts, models, methods, and tools to ensure effectiveness and efficiency in for-profit and not-for-profit, private and public organizations. The focus is on the transformation of inputs (e.g., labor, materials, machinery, and methods) into outputs (i.e., goods and services) for customers and other stakeholders.

COURSE OVERVIEW AND 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. Understand and be able to apply Operations Management concepts, methods, models, and tools.
2. Understand how to ensure that operations decisions and actions add value for customers and other stakeholders.

The *syllabus/schedule are subject to change.*

3. Be able to utilize operations management as an organizational strategic and tactical competitive advantage.
4. Understand, and be able to achieve, operations effectiveness and efficiency.
5. Be able to apply qualitative and quantitative methods in operations decision making and problem solving.
6. Understand, and be able to utilize, continuous improvement concepts and tools as an integral part of Operations Management.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

Using the D2L learning management system, using Microsoft Word, Excel, and PowerPoint and SAP S/4 HANA software.

Instructional Methods

This course is delivered in a classroom format. You will find the majority of the information and materials that you will need to complete the course in this syllabus and on the D2L course management website. Coming to class is important to do well in this course.

Student Responsibilities or Tips for Success in the Course

There is a combination of group and individual tasks required for this course. In addition, there are several graded assignments that will require you to log in regularly into the course website and participation is expected.

GRADING

Component	Type	Points	Value
Team Strategic Plan – Will email students	Team	100 points	10%
SAP Components	Individual	100 points each	25%
Discussion Board	Individual	100 points each	15%
Research Paper – Will email students	Team	100 points	10%
Mid-Term Exam	Individual	100 points	15%
Final Exam	Individual	100 points	25%
Course Total			**100%**

SAP TASKS:

These allow you to get familiar with using SAP software and count as one of the courses needed to obtain the SAP Student Recognition Award. You must complete three courses with the SAP component to receive the SAP Student Recognition Award. Your grade for these assignments is based on the percentage of the Case Study Steps that you complete. Students who want to omit the SAP component of this course must inform the professor that they want to be excluded from the SAP Student Recognition Award. Students must be able to download a copy of the SAP client onto their computer to be able to complete these assignments.

FINAL EXAM:

The final exam will be a cumulative review of your knowledge about operations management. The test will be open book and open note.

The *syllabus/schedule are subject to change.*

GRADING SCALE:

A	90 – 100%		D	60-69%
B	80 – 89%		F	Below 60%
C	70-79%			

Incomplete - Must be previously agreed upon by student and instructor.
Withdrawal - Must be initiated by the student administratively.

Assessments

- **Assignments (General Comments):**

1. **Submitted assignments must be correctly formatted and free of grammatical and stylistic errors.** Students should have at least some skill with software for word processing, spreadsheets, databases, graphics, and presentations, and with web browsers and search engines. Spelling and grammatical errors will detract from your grade!
2. **Assignments must be submitted on time.** Assignments are due at the **date** and **time** listed. All work and assignments for the entire course will be available on the first day of class. While the syllabus designates specific dates for which work is assigned, you do not have to wait until the "assigned" date to start working on it (or to turn it in). In other words, you can work at your own pace as long as you meet the due dates. I suggest you set a calendar of when to work on assignments based upon your schedule, how long it takes you to complete assignments, and the assignment due dates. Start working on each assignment as soon as you possibly can and make sure that you have the all assignments submitted by the specified due dates. I have outlined a "suggested" schedule that I think would help you maintain a good pace, but you don't have to follow it. However, you **MUST** submit all written assignments **ON TIME.** You will have until **11:59 PM Central Time** to submit the work that is listed in the far right, "Work Due" column of the course schedule. I will **NOT** accept late assignments. If you do not meet the 11:59 PM deadline (even by one or two minutes), you will receive a 0 for that assignment.

Late Assignments Will Only Be Accepted If You Obtain University Approved Documentation for Your Excuse: There are no make-up assignments for poor performance on a previous assignment.

TECHNOLOGY REQUIREMENTS

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or **point** release of that major version) and the previous major version of iOS (the latest minor or **point** release of that major version). For example, as of June 7, 2017, D2Lsupports iOS

Device	Operating System	Browser	Supported Browser Version(s)
			10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
    - 512 MB of RAM, 1 GB or more preferred
    - Broadband connection required courses are heavily video intensive
    - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

- You must have a:
    - Sound card, which is usually integrated into your desktop or laptop computer
    - Speakers or headphones.
    - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: JAVA web site http://www.java.com/en/download/manual.jsp

- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.
JavaScript is enabled.
Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
    - Adobe Reader https://get.adobe.com/reader/
    - Adobe Flash Player *(version 17 or later)* https://get.adobe.com/flashplayer/
    - Adobe Shockwave Player https://get.adobe.com/shockwave/
    - Apple Quick Time http://www.apple.com/quicktime/download/

- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- You will also need access to SAP R3 software which you can obtain through a free download to your own computer or by using the computer lab computers which have SAP loaded on them.

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu**.**

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words "click here" to submit an issue via email.

System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

The *syllabus/schedule are subject to change.*

Interaction with Professor Statement

I will make every effort to return your weekly decision results by the Monday after they are due. The remaining assignments usually take about a week to return since they are so extensive.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

You are expected to be an active participant in the team assignments. Your participation will be evaluated by your team mates, so please make an effort to learn the material and contribute to the group. There will be no Extra Credit opportunities, so do your best every time.

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

University Specific Procedures

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the Student Guidebook.
http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum:
Netiquette http://www.albion.com/netiquette/corerules.html

TAMUC Attendance

For more information about the attendance policy please visit the Attendance webpage and Procedure 13.99.99.R0.01.
http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf

The *syllabus/schedule are subject to change.*

Academic Integrity

An Academic Honesty Policy (Ethics Statement) is posted in Virtual Office. Each student should read it and state: I have read the Academic Honesty Policy (Ethic Statement), and I will comply with it.

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:
Undergraduate Academic Dishonesty 13.99.99.R0.03

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf

Graduate Student Academic Dishonesty 13.99.99.R0.10

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf

ADA Statement

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 162
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
Email: studentdisabilityservices@tamuc.edu
Website: Office of Student Disability Resources and Services
http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the Carrying Concealed Handguns On Campus document and/or consult your event organizer.

Web url:
http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

COURSE OUTLINE / CALENDAR

DATE (MONDAYS)	WORK ASSIGNED: READINGS, ASSIGNMENTS, & EXAM	WORK DUE:
Aug 26	Operations Management Current Trends	Discussion Post 1 Due Sept 1
Sept 2	Efficiency and Effectiveness	
Sept 9	Improving Operations	**Team Strategic Plan Sept 14**
Sept 16	Managing Efficiency	Discussion Post 2 Due Sept 23
Sept 23	OM & Decision Making	
Sept 30	Reliability & Maintainability	**Mid-Term Due Oct 6**
Oct 7	Human Effects on Reliability	
Oct 14	Product Scheduling	
Oct 21	Just in Time Production	Discussion Post 3 Due Oct 27
Oct 28	Systems Engineering	**Research Paper Due Nov. 7**
Nov 4	OM in Medicine	
Nov 11	ERP Impact – Intro to SAP	**SAP Navigation Due Nov 18**
Nov 18	SAP Case Study	
Nov 25	SAP Case Study	**SAP Case Study Due Dec 1**
Dec 2	Wrapping things up	
	FINAL EXAM WEEK	**Due: Dec 8, 2019**

The *syllabus/schedule are subject to change.*