



**College of Business Administration**  
**Department of Management & Marketing**  
***Operations Management (MGMT 3370-22) Course Syllabus***  
***Fall 2017***

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<b>Telephone:</b> 936-294-2518 Office	Course: On Line using Blackboard
<b>Virtual Office Hours:</b> Monday – Friday: All requests for help through the virtual office. Responses provided within 24 hours of requests. Individual discussion sessions (phone calls, skype, etc.) can be scheduled by appointments.	<b>Required Text:</b> Principles of Operations Management—Jay Heizer, Barry Render 9 <sup>th</sup> or 11 <sup>th</sup> ed. <b>Required Simulation:</b> Littlefield ( <a href="http://mgr.responsive.net/Manager/ShowClient">http://mgr.responsive.net/Manager/ShowClient</a> Cost approximately \$20.00 (DO NOT PURCHASE until instructed). <b>Not required-</b> MYOM Lab, CDs to accompany text
<b>Course Description:</b> 3 credit hours The objective of this course is to introduce students to the concepts, tools, and practices involved in managing and controlling operations in both manufacturing and service organizations. The relationship of operations to other organizational functions will be discussed. Students will be presented with the basic concepts of project management, product and service design, forecasting, capacity planning, supply chain management, location strategies, inventory management, and quality assurance.	
<b>Learning Objectives:</b> Upon completion of this course students will be able to: <ol style="list-style-type: none"> <li>1) Describe principles and concepts used for making operational decisions in an organization</li> <li>2) Demonstrate the ability to use operations management tools and interpret results</li> <li>3) Gain an awareness of some of the global, ethical and sustainability issues in the management of operations in a firm</li> <li>4) Explain principles and concepts relating to controlling the processes of an organization</li> </ol>	
<b>Course Structure:</b> This course will use a combination of textbook reading, homework problems from the text, lectures, video presentations, and team projects. Blackboard will be the communication media for lectures, assignments and grade records.	
<b>Course Evaluation:</b>	<b>Course Grade:</b>
Exams 400 points	A 900 - 1000
Homework problems 300 points	B 800 - 899
Team Simulation 150 points	C 700 - 799
Discussion 30 points	D 600 - 699
Research 70 points	F 599 and below
Quiz 50 points	
Total points 1000 points	

**Grade Challenges:** Any challenges to grading must be made with justification within one week of the grade being posted to Blackboard.

### **Assignments/Projects /Due Date Requirements:**

**Quiz (3 total 50 points)** There will be one quiz at the beginning of the course. The quiz serves several purposes: 1) to verify everyone understands the requirements in the course 2) to verify the respondus lockdown browser tool is working, 3) to reinforce the importance of meeting deadlines associated with assignments.

**Textbook problems – (20 problems: points vary) Total 300 points** – The course is set up into weekly units starting with Wednesday. A new unit starts every Wednesday morning. All homework problems will be due by Tuesday midnight following the week assigned. This will consistently be the pattern for textbook problems. **Problems must be submitted as an attachment using excel or word.** All assignments must be posted in blackboard for grading. **Email submissions will not be accepted.**

**Exams (4 @100 points each) Total 400 points.** All exams will be administered through Blackboard and will be in the multiple choice format. You will be tested on both the concepts and some quantitative methods from the contents of approximately 4 chapters. Exams will be timed. Flexibility is being provided on what day you must take the exam. Once you start taking the exam, you must complete it. You will not be allowed to enter the exam and exit it with the intention of completing it at another time. **All exams will require “respondus lockdown browser.” Exams will open by Wednesday morning and closed by midnight Tuesday. If you miss completing the exam by the due date, you will be allowed a makeup exam with a 10% per day penalty past the due date. If you have technical difficulty while taking an exam, you must contact the technical help desk to get a ticket number. Please email me the ticket number and call me to discuss the situation.**

**Simulation (2 ) Total 150 points.** There will be two group simulation projects during the semester. The objective of the simulation is to give students an opportunity to apply the quantitative methods learned in the course to simulated business scenarios. The instructions for each simulation will be posted in Blackboard. Teams of 4 people each will be formed. Each team will have one week to complete the simulation and submit a written summary. More details will be provided with deadlines.

**Discussions (3 total 10 points each (Total points 30).** Students are expected to participate in online discussions. Each student is evaluated according to the level of participation and the quality of input in the discussion.

**Research Papers (2 total 35 points each (Total Points 70)** Research assignments intended to reinforce learning will involve watching a video or researching a recent news event and relating that experience to the topic being covered in the course.

**Late assignments:** All projects and assignments are to be submitted by due dates. Late assignments will be reduced by 10% per day. If more than 4 days late, the assignment will not be accepted.

**IMPORTANT:** The weekly Blackboard system maintenance time occurs from Friday midnight to early Saturday morning. You may experience difficulties when accessing your Blackboard content during this time. I strongly recommend that you do not take quizzes or test during the system maintenance period. If you have technical problems with Blackboard Learning System such as it runs very slow or you are locked out, contact Blackboard technical support team at 936-294-2780, toll free 877-759-2232 or [delta@shsu.edu](mailto:delta@shsu.edu).

**If you experience any problems during an exam or quiz, contact Blackboard helpdesk immediately to document the issue.**

**Extra credit** may be given at various stages of the course and will be given to the entire class. No special requests for individual extra credit will be accepted for any reason.

**Academic Integrity:**

All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain honesty and integrity in the academic experiences both in and out of the classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion and the abuse of resource materials. For a complete listing of the university policy, please refer to the full University Policy.

**Students absences on Religious Holy Days Policy:**

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. Section 51.911 (a) (2) defines a religious holy day as: "a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20...." A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed. For a complete listing of the university policy, see:

[http://www.shsu.edu/~vaf\\_www/aps/documents/861001.pdf](http://www.shsu.edu/~vaf_www/aps/documents/861001.pdf)

**Students with disabilities policy:** It is the policy of Sam Houston State University that individuals otherwise qualified shall not be excluded, solely by reason of their disability, from participation in any academic program of the university. Further, they shall not be denied the benefits of these programs nor shall they be subjected to discrimination. Students with disabilities that might affect their academic performance are expected to visit with the Office of Services for Students with Disabilities located in the Counseling Center. They should then make arrangements with their individual instructors so that appropriate strategies can be considered and helpful procedures can be developed to ensure that participation and achievement opportunities are not impaired.

SHSU adheres to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations for students with disabilities. If you have a disability that may affect adversely your work in this class, then I encourage you to register with the SHSU Counseling Center and to talk with me about how I can best help you. All disclosures of disabilities will be kept strictly confidential. NOTE: No accommodation can be made until you register with the Counseling Center. For a complete listing of the university policy, see: [http://www.shsu.edu/~vaf\\_www/aps/811006.pdf](http://www.shsu.edu/~vaf_www/aps/811006.pdf)

**Keys to Success In This Course**

1. Keep up with reading assignments and submit assigned work by the due dates. Manage your time well. Check due dates regularly.
2. Take all quizzes and test at the scheduled time.
3. Post your discussion items early enough to allow for others to comment on them. Don't wait until the last minute.
4. Participate in discussions in a respectful manner. Communicate with others the way you want to be treated.
5. Do your part on the group assignment by submitting ideas and written work as agreed by your team.
6. Ask questions via the virtual office if something is not clear.
7. Work with others as part of your learning team. Some assignments you will be allowed to work with others to complete.

**How I will help you succeed.**

1. Provide assignments and due dates with clarity and time for completion
2. Provide timely feedback. Grade assignments, quizzes, and test within one week after the due dates.
3. Be available for conference calls or office visits as indicated on the syllabus.
4. Respond to questions in Blackboard within 24 hours. (Excluding weekends)
5. Provide extra guidance if needed.

**Course schedule: See separate file posted under the content area.**