

Sam Houston State University
College of Business Administration
Department of Management, Marketing, and Information Systems
Operations Management (MGMT 3370) Course Syllabus
Spring 2018

Instructor: Kevin Sweeney

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Office: SHB 236Y

Office Hours: T/Th 9:00 am – 10:00 am or by appointment at The Woodlands Center

Class: The Woodlands Center 220

T 6:00 pm – 8:50 pm

Required Text: Operations Management (Sustainability and Supply Chain Management) Authors: Heizer & Render
Edition: 12th edition **ISBN-13:** 978-0-13-413042-2

MYOMLab is **not** required or used during this course.

Course Description: This course addresses issues pertaining to the operations function within manufacturing and service firms competing in a global environment. The relationship of operations to other organizational functions will be investigated. Topics include decision making, project management, forecasting, capacity planning, facilities design and location, process and product design, inventory management, and quality assurance.

Prerequisites: MGMT 3310, BANA 2372. Credit 3. (SHSU Undergraduate Catalog).

Course Objectives:

- ◆ Students should develop an understanding of terminology and jargon associated with operations management.
- ◆ Students should become familiar with the various quantitative methods used in operations management both in a service and manufacturing environment.
- ◆ Students should develop an understanding of the concepts involved in operations management.
- ◆ Students should learn data manipulation in Microsoft Excel.

Disabled Student Policy: It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.

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. The professor reserves the right to taken action as he sees fit for any infractions committed. For a complete listing of the university policy, please refer to the full University Policy.

Communication: The best way to get in touch with me is via email. I will check for course-related emails and answer them **once daily**. Sometimes important announcements will be distributed via email. Students should read their email regularly and will be held responsible for all email announcements made by the instructor. I will try to begin every email subject with “MGT3370 Section 4/5”. It would be helpful if you would do likewise so I can easily distinguish your valuable email from among the many not nearly so valuable.

Example: “MGT 3370 – question about problem 4.2”

Grading: Grades will be posted in Blackboard & assigned as follows: 90-100 = A; 80-89 = B; 70-79 = C; 60-69 = D; below 60 = F.

GRADE COMPONENTS	Points	Percent (Approx)
Quizzes	50	11%
Excel Homework	50	11%
Participation	50	11%
Exam #1	100	22%
Exam #2	100	22%
Exam #3	100	22%
Total	450	

Grade Challenges: Any challenges to grading must be made, **in writing (hard copy, no emails), with justification. I will not discuss grades in class; please see me during office hours.**

Deadlines: Work must be turned in on time, at the times specified. Late work will be penalized.

Class Preparation, Participation & Student Responsibilities: Students should come to class having completed assignments, including reading. Because this is a survey course, it will not be possible to cover every concept during class time. Class time will be spent reinforcing the most important topics, working problems, and discussing the material. **You will be unlikely to do well on the exams if you do not do the required reading.**

Calculators: You are also responsible for bringing a **calculator** to class for quizzes, exercises and exams.

Expectations: An important objective of undergraduate management education is to reinforce what is appropriate behavior in a business setting. The expectations in this class are consistent with what will be required of you in the professional world and include, but are not limited to: attendance, timeliness, paying attention to classroom activities, adequate preparation, and appropriate standards of work quality, as well as individual participation and contribution.

In-class exercises: will include individual and group problem-solving and evaluation of operations management scenarios. The goal of these exercises is to give you the opportunity to work problems, to reveal which concepts you may be struggling with, and to simulate real-world decision-making. I will call on students at random to answer questions and to present results from their group.

Course Attendance Policy: In the event that I am late, you may leave after waiting 10 minutes past the beginning of class. Students who miss a class are responsible for all material covered and announcements made in their absence. Participation points are based on both your attendance in class as well as your contribution to those classes that you attend. **In addition, certain days will be marked as participation days on your syllabus, and I will be taking attendance during those classes.**

Quizzes: Five quizzes will be given throughout the semester. The quizzes will be short and will primarily test your reading of the text and your ability to do short calculations. **Students who arrive after the quiz has started will not be allowed to take the quiz during that class period.** Makeup quizzes are at the discretion of the instructor, but are only given in cases of demonstrable legitimate absences.

Plagiarism includes the copying of *language, structure or ideas* of another and attributing the work to your own original efforts. All written work will be turned in via Blackboard's Turn-It-In folders to check for plagiarism. Plagiarism includes:

1. Turning in someone else's work as your own;
2. Changing the words of an original source but using the ideas;
3. Copying words or ideas from someone else without giving credit;
4. Failing to put a quotation in quotation marks;
5. Giving incorrect information about the source of a quotation; and
6. Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Tentative Schedule: The schedule and syllabus may need to be changed to adjust for how we are progressing, to spend

extra time on specific subjects, or due to my attendance at an academic conference. Changes, additions, and deletions to this schedule will be announced in class, sent via e-mail, and/or posted through on *Blackboard*. You are responsible for the announced changes even if you miss class.

Class	Day	Date	Topic	Reading	Assigned	Class Activity
1	T	1/23/18	Introduction, Syllabus & Overview Operations, Productivity, and Strategy	Syllabus Chap 1 Chap 2		
2	T	1/30/18	Excel Overview / Pivot Tables Forecasting Simulation		Excel Homework	Participation
3	T	2/06/18	Time Series Forecasting Exponential Smoothing	Chap 4		
4	T	2/13/18	Design of Goods and Services Review	Chap 5		Quiz
5	T	2/20/18	Test 1 (1,2,4,5)			
6	T	2/27/18	Process Design Capacity and Constraint Management	Chap 7 Chap 7S		
7	T	3/06/18	Managing Quality	Chap 6 Chap 6S		Quiz
8	T	3/13/18	No Class – Spring Break!			
9	T	3/20/18	Quality (Xpults) SPC M&M's Activity			Participation
10	T	3/27/18	Scheduling Decision Making Tools Review	Mod A Chap 15		Quiz
11	T	4/03/18	Test 2 (6, 6S, 7, 7S, Mod A)			
12	T	4/10/18	Inventory Management	Chap 12		
13	T	4/17/18	Project Management Project Management Challenge	Chap 3		Quiz
14	T	4/24/18	JIT / Lean Operations Train Game	Chap 16		
15	T	5/01/18	Location Strategies MRP and ERP Review	Chap 8 Chap 14		Quiz
Final			Final Exam			5/08/18 8:00pm

Student 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). We instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.

Visitors in the Classroom: Only registered students may attend class. Exceptions can be made on a case-by-case basis by the professor. In all cases, visitors must not present a disruption to the class by their attendance. Students wishing to audit a class must apply to do so through the Registrar's Office.