

**MGMT 3370**  
**Operations Management**

**Instructor:** Dr. Stanislaus Solomon

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**Office:** 236S Smith Hutson Building

**Office Hours:** Tuesdays & Thursdays 10:30 AM – 11:30 AM (or by appointment)

Note: Virtual Office setup on the BlackBoard site

**REQUIRED TEXT:**

Operations Management (Sustainability and Supply Chain Management) Authors: Heizer & Render **Edition:** 12<sup>th</sup> edition Version: Hardback **ISBN-13:** 978-0-13-413042-2

MYOMLab is **not** 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 3363. Credit 3. (SHSU Undergraduate Catalog).

**GENERAL COURSE OBJECTIVES:**

Students will be able to:

1. Identify and define terms used in operations management.
2. Explain and distinguish the various quantitative methods used in operations management both in a service and manufacturing environment.
3. Demonstrate the concepts involved in operations management.
4. Apply Microsoft Excel to accomplish operations management tasks.

**SPECIFIC COURSE OBJECTIVES:**

<b>OBJECTIVE</b>	<b>LEARNING MECHANISM</b>	<b>EVALUATION</b>
1. Recall factual knowledge about operations management	Lectures & Class discussion	Homeworks & Tests
2. Identify fundamental principles and theories of operations management	Lectures & Class discussion	Homeworks & Tests
3. Apply course material to improve thinking problem solving and decisions	OM Tools, Excel Workshop	Homeworks, Tests & Excel Workshop
4. Demonstrate and apply specific skills, competencies and points of view needed by professionals in the supply chain management field	OM Tools, Excel Workshop	Homeworks, Tests & Excel Workshop

**GRADING:**

<b>GRADE COMPONENTS</b>	<b>Points</b>	<b>Percent (Approx.)</b>
Homework (13 @ 10 pts. each)	130	20%
Excel Assignment (1 @ 50 pts.)	50	7%
Discussion Boards (6 @ 10 pts. Each)	60	9%
Operations Management Photo Contest	30	4%
Exam #1	100	15%
Exam #2	100	15%
Exam #3	100	15%
Exam #4	100	15%
<b>TOTAL</b>	<b>670</b>	<b>100%</b>

**ProctorFree:**

Each of the four exams will require you to use the free proctoring software furnished by SHSU Online. ProctorFree is an on-demand, automated online proctoring service that deters cheating in an online testing environment. Using biometric and machine learning technologies, ProctorFree has eliminated the need for a human proctor during testing.

You will be required to have a microphone, keyboard, mouse, and webcam (normally, an external webcam includes a microphone). You will also need the Java plugin for your Browser, which can be Firefox 13+, Chrome 18+, Safari 6+ (Mac only), or Internet Explorer 8+ (Windows only). A stable and reliable internet connection is also paramount. Please note that shared Wi-Fi internet connection can be unreliable.

For more information refer to the ProctorFree information link on the landing page in Blackboard. There is nothing else to download or install. Procedures and a practice exam will be furnished in the course as well as support from SHSU Online Technology Support at 936-294-2780.

**Exams (4 @ 100 points each):**

All exams are in the format of multiple choices. They are not cumulative. Each exam will test you over 3-4 chapters, before we move on. You will be tested on both the concepts and the quantitative methods. The exams will be available on the Blackboard.

**Homework (13 @ 10 points each):**

All homework assignments are to be submitted by 11:59 pm of the respective due date. Late assignments will be reduced by 10% per day. Therefore, if an assignment is submitted two days late the maximum grade that will be rewarded is 80% of the eligible points. Assignments submitted more than 3 days late will not be accepted.

**Discussions (6 @ 10 points each):**

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. Late submissions will be reduced by 10% per day. Assignments submitted more than 3 days late will not be accepted. (see Homework section for further explanation).

**Excel Assignment (1 @ 50 points each):**

The Excel assignment is intended to introduce students how to run forecasting methods on data set and visualize relationships between variables. More information concerning the assignment will be posted on Blackboard. Late submissions will be reduced by 10% per day. (see Homework section for further explanation). 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.

**Operations Management Photo Contest (30 points):** Each student will electronically submit an original photo (taken by the student) that best conveys the idea of '*operations management*' in their opinion. At the end of the assignment, I will select 3-5 finalists and the class will vote on the best entry. Complete details for the assignment will be posted on BlackBoard.

**IMPORTANT REMINDERS:**

1. All assignments (regardless of the type: homework, discussion, simulation, Excel, etc.) are to be submitted by 11:59 pm of the respective due date. Late assignments will be reduced by 10% per day. Therefore, if an assignment is submitted two days late the maximum grade that will be rewarded is 80% of the eligible points. Assignments submitted more than 3 days late will not be accepted.

2. The weekly Blackboard system maintenance time occurs from Friday midnight to early Saturday morning. You may experience difficulties when accessing your Blackboard account. I strongly recommend you NOT take quizzes or exams during the system maintenance period. The only acceptable reason for missing a quiz or exam is Blackboard system failures. You must get a ticket from the student help-desk to confirm the problem, only after that, the exam will be reset for you.
3. If you have technical problems with Blackboard Learning System such as it runs very slow, you are being knocked out, cannot get to your course home page, etc. contact Blackboard 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.

## **COURSE REQUIREMENTS:**

### **1. General Teaching Approach**

- a. This class will be taught using a mentoring approach. The instructor will introduce the topics and provide explanations of the material. Then homework will be assigned for student practice. The instructor will welcome questions about any aspect of the material any student wishes to discuss. If no questions are received, the instructor will assume that the material has been mastered and will move on to the next topic.
- b. Class updates will be posted to the blackboard web site. Check this site regularly- you are responsible for everything posted on this site.

### **2. Textbook:**

Students are expected to complete the readings prior to their being discussed in class.

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

4. **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:

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

5. **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. Any student with a disability that affects

his/her academic performance should contact the Office of Services for Students with Disabilities in the SHSU Lee Drain Annex (telephone 936-294-3512, TDD 936-294-3786) to request accommodations.

6. **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). 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.
7. **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.

**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.

(The next page contains the tentative schedule for the course)

**NOTE:** Each week starts at 12:01 AM on a Wednesday and ends at 11:59 PM on the following Tuesday. The intent behind this is to give those of you working full time to use the weekend to study, watch the videos and do homework.

Week	Dates	Topics
1	1/17 – 1/23	* Introduction * Getting Acquainted Exercises in Blackboard
2	1/24 – 1/30	* Chapter 2 Operations in a Global Environment * Chapter 1 Operations and Productivity
3	1/31 – 2/6	* Chapter 4 Forecasting * <a href="#">Excel Assignment: Due 2/2</a>
4	2/7 – 2/13	* Chapter 5 Design of Goods and Services
<b>5</b>	2/14 – 2/20  (Note: <b>Test 1</b> is scheduled for this week)	* <b>Test 1 - Chapters 1, 2, 4, and 5</b> * Chapter 7 Process Strategy
6	2/21 – 2/27	* Chapter 7S Capacity management * Chapter 6 Quality
7	2/28 – 3/6	* Chapter 6 S Statistical Process Control
8	3/7 – 3/13	* <b>SPRING BREAK</b>
<b>9</b>	3/14 – 3/20  (Note: <b>Test 2</b> is scheduled for this week)	* <b>Test 2 - Chapters 6, 6S, 7, and 7S</b> * Module A Decision Theory
10	3/21 – 3/27	* Chapter 12 Inventory Management
11	3/28 – 4/3	* Chapter 8 Location Strategies
<b>12</b>	4/4 – 4/10  (Note: <b>Test 3</b> is scheduled for this week)	* <b>Test 3 - Chapters Module A, 12, and 8</b>
13	4/11 – 4/17	* Chapter 3 Project Management
14	4/18 – 4/24	* Chapter 16 JIT, TPS, and Lean Operations
15	4/25 – 5/1	* Chapter 11 Supply Chain Management
<b>16</b>	5/2 – 5/8  (Note: <b>Test 4</b> is scheduled for this week)	* <b>Test 4 - Chapters 3, 11, and 16</b>
<b>Saturday, May 12<sup>th</sup></b>		<b>CoBA Commencement</b>