

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

Dr. Jason Riley
Office: SHB 236W
Class: Online

Email: riley@shsu.edu

Ph: 936-294-1823
Office hours: Mon/Wed 9:30 -11:00

Required Text:

- 1) Operations Management (Operations and Decision Sciences) Stevenson **Edition: 12th**
ISBN-13: 978-0078024108
- 2) **Littlefield Simulation software** (we will discuss how to purchase).

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).

Course Objectives:

- ◆ Students should develop an understanding of terminology.
- ◆ 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 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 Dishonesty:

Each student is responsible for their own work. Academic dishonesty will not be tolerated. Plagiarism will not be tolerated. Software may be employed to identify individuals that plagiarize.

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 "MGMT 3370". 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: "MGMT 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
Homework & Quizzes	Approximately 100
Exam 1	Approximately 100
Exam 2	Approximately 100
Exam 3	Approximately 100
Littlefield Simulation	30 and 70
Final (Cumulative)	Approximately 100

Grade Challenges: Any challenges to grading must be made, **in writing (email), 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 quizzes and 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.

Problem-Solving: Working problems is important to learning the skills you will need to meet course objectives and particularly, to do well on the tests. I will post recommended problems to work for each chapter. After you have had an opportunity to work the problems, I will post solutions on Blackboard. It is your responsibility to work the problems and review the solutions. Problems worked in class and the unannounced quizzes will give you the opportunity to solve problems under time pressure similar to that of the exams. Please be aware that there is a significant difference in reviewing a solved problem and understanding it and being able to solve a similar but slightly different problem in a quiz or exam setting –

you will have more success if you attempt to solve the problems on your own prior to looking at the solutions.

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.

Week	Due By	Topic	Reading	HW or Quiz	Learning Focus
1	1-21-18	Introduction, Syllabus & Operations Management Overview	Chapter 1		
2	1-28-18	Strategy, Competitiveness & Productivity & Excel	Chap #2	Homework #1 - Excel	Understanding how firms compete – Basics of Excel
3	2-4-18	Forecasting	Chap 3	Quiz #1	Naïve, Moving average, Weighted moving average & Exponential Smoothing
4	2-11-18	Aggregate Planning EXAM #1 (Ch 1, 2, 3, & 11)	Chap 11		EXAM #1
5	2-18-18	Work design & measurement & Location Planning	Chap 7 & 8	Homework #2	Location planning, Center of gravity, & Factor rating
6	2-25-18	Quality Management & Quality Control	Chap 9 & 10	Quiz #2	TQM, Plan-Do-Study-Act, process improvement strategy & tools
7	3-4-18	Product and Service Design/Exam review & Littlefield Part 1	Chap 4		

Week	Due By	Topic	Reading	HW or Quiz	Learning Focus
8	3-11-18	EXAM #2 (CH 4, 7, 8, 9, & 10)			EXAM #2
9	3-18-18	Spring Break			No class
10	3-26-18	Inventory Management	Chap 13	Quiz #3	Economic order quantity (EOQ), Reorder Point (ROP) and Safety Stock
11	4-1-18	Material Planning (MRP) & Littlefield Part 2	Chap 12	Homework #3	Value steam mapping, Lean services, JIT II
12	4-8-18	JIT and Lean Management & Project Mgmt	Chap #14 & 17		
13	4-15-18	EXAM #3 (CH 12, 13, 14, & 17)			EXAM #3 (CH 12, 13, 14, & 17)
14	4-22-18	Supply Chain Mgmt & Scheduling	Chap 15 & 16	Quiz #4	Calculating total supply chain costs
15	4-29-18	Strategic Capacity Planning and Decision Making	Chap 5 & 5S	Homework #4	
16	5/8/2018	Final exam			Due Tuesday May 8th midnight CST

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.

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.

