

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

Instructor: Dr. William Ellegood

Email: wellegood@shsu.edu

Ph: 936-294-4089

Office: SHB 236C

Office Hours: Tue/Thur 12:30 – 1:30 pm or by appointment at SHSU

Required Text (one of the following):

ISBN-13: 978-0-13-286330-8 Operations Management: Sustainability and Supply Chain Management, 11th ed, Loose Leaf

ISBN-13: 978-0-13-340801-0 Operations Management: Sustainability and Supply Chain Management, 11th ed Hardcover

ISBN: 978-0-13-313075-1 Principles of Operations Management—Heizer & Render 9th ed, Softback

Substitutable Text:

ISBN-9780134471815 Operations Management: Sustainability and Supply Chain Management, 12th Edition

ISBN-9780134422404 Operations Management: Sustainability and Supply Chain Management, 12th Edition

ISBN 978-0134130422 Operations Management: Sustainability and Supply Chain Management, 12th Edition

ISBN 978-0134181981 Principles of Operations Management: Sustainability and Supply Chain Management, 10th Edition

IBN-9780134422411 Principles of Operations Management: Sustainability and Supply Chain Management, 10th Edition

ISBN-9780134467283 Principles of Operations Management: Sustainability and Supply Chain Management, Student Value Edition, 10th Edition

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

Littlefield Simulation <http://mgr.responsive.net/Manager/ShowClient> (Required. Less than \$20 per student)

Registration Opens Wednesday 1/17/18. Once you have purchased an access code, email the code to me (wellegood@shsu.edu), I will register and setup the teams in Littlefield. ***You need to join a group in Blackboard***

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 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 and will receive a grade of "F" in the course. 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.

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 Section 4/5". It would be helpful if you would do likewise so I can easily distinguish your valuable email. Below is only an example, if you are not in section 4 then include the number of your course section.

Example: "MGMT 3370 Section 4 – 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)
Homework	Approx. 120	18.9%
Quiz	10	1.6
Discussion Boards	20	3.1
Simulation (1 @ 25 / 1 @ 35)	25/35	9.4
Excel (Pivot Tables)	25	3.9
Exam #1	100	15.7
Exam #2	100	15.7
Exam #3	100	15.7
Exam #4	100	15.7
Total	635	

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

Quiz (1 @ 10 points): There will be one quiz at the beginning of the course. The quiz serves several purpose: 1) to verify proctor free is working, 2) the importance of common units, and 3) to demonstrate the importance of reading questions fully and assessing what the question is asking for before you start to answer the question. In today's business environment there is an unbelievable amount of data available to managers. Therefore, the question is often not do we have the data, but what data is important.

Exams (4 @ 100 points each): All exams are in the format of multiple choices. You will be tested on both the concepts and the quantitative methods from the contents of approximately three chapters. Each student is allowed to have access to a scientific calculator (cannot be capable of accessing the internet), pencils or pens, erasers, and an equation sheet. The area of the equation sheet containing writing or printed information cannot be larger than 46.75 square inches (8.5" x 5.5"), typically this is an half a sheet of standard paper with writing or printed information on one side of the equation sheet (exception: student's name can be written on the back). Any student with an equation sheet with an area greater than 46.75 square inches containing writing or printed information will be found guilty of dishonesty (See Academic Integrity Section of this syllabus for outcome). You will be required to use proctor free to take the exams. You will have 82 minutes to complete the exam and the exam must be completed in a single session, so plan accordingly. At the start of each exam you are required to show your student ID in such a manner that the name and photo of the ID are visible. You will also need to show the front and back of your equation sheet. The exams will be available on the Blackboard.

Homework (12 @ 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.

Simulation (1 @ 25 / 1 @ 35 points): There will be two group simulation projects during the semester. Please join a group in Blackboard by 2/7 or I will assign you to a group. More information concerning the simulation projects will follow. **Extra credit** points are available to group members based on their group's performance. The objective of the simulations 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 on Blackboard. Completed simulation analysis must be submitted through Blackboard only. 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).

Discussions (6 @ 5 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 (Pivot Table) (1 @ 25 points each): The intention of the Excel assignment is to expose students to a powerful function in Excel to extract information from large data sets – Pivot Tables. 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).

IMPORTANT Assignment Due Date Requirements: All assignments (regardless of the type: homework, test, 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.

IMPORTANT: 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.

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

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.

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. 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 following schedule is tentative and may be altered as circumstances dictate.

* Test dates are typically firm and do not change even though the content on the test may change. Please plan accordingly.

Week	Topics	Reading	Learning Focus / HW or Quiz
1/17 – 1/23	Introduction, Course Overview & Structure Syllabus Review Operations and Productivity	Chap 1	Quiz 1 Syllabus Review Due 1/23 Getting Acquainted Exercises in Blackboard Chap 1 HW due 1/23
1/24 – 1/30	Operations Strategy in a Global Environment Excel Overview	Chap 2	Chap 2 HW due 1/30 Excel pivot table assignment due 1/30
1/31 – 2/6	Forecasting and Review	Chap 4	Chap 4 HW due 2/6
2/7 – 2/13	Test 1 (1, 2, 4)		Test 1 Due 2/13
2/14 – 2/20	Capacity and Constraint Management Simulation Capacity Instructions	Chap 7S	Chap 7S HW due 2/20
2/21 – 2/27	SPC Littlefield Simulation - Capacity Starts on 2/21 at approx. noon	Chap 6S	Chap 6S HW due 2/27
2/28 – 3/6	Process Strategy and Review Simulation Capacity Ends on 2/28 @ noon	Chap 7	Chap 7 HW due 3/6 Simulation Capacity Write up Due 3/6
3/7 – 3/20	Design of Goods and Services Review	Chap 5	Chap 5 HW due 3/20
3/21 – 3/27	Test 2 (5, 6S, 7, 7S)		Test 2 Due 3/27
3/28 – 4/3	Inventory Management Simulation Miyaoka Instructions	Chap 12	Chap 12 HW due 4/3
4/4 – 4/10	Location Strategies Littlefield Simulation Miyaoka Starts on 3/22 at approx. noon	Chap 8	Chap 8 HW due 4/10
4/11 – 4/17	Test 3 (8, 12) Supply Chain Management	Chap 11/11S	Test 3 Due 4/17 Chap 11 HW due 4/17
4/18 – 4/24	Project Management	Chap 3	Chap 3 HW due 4/24
4/25 – 5/1	JIT, TPS, and Lean Operations and Review	Chap 16	Chap 16 HW due 5/1
5/2 – 5/8	Test 4 (3, 11, 11S, 16)		Test 4 Due 5/8

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.

Your 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 members.
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 of submission.
3. Be available for office hours as indicated on the syllabus.
4. Respond to questions in Blackboard within 24 hours. (Excluding weekends)
5. Provide extra guidance if needed. Use your team resources as much as possible.