

Sam Houston State University
College of Business Administration
Department of Management & Marketing
Seminar in Operations Management (MGMT 5315) Course Syllabus Spring 2018

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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-13: 978-0-13-447181-5 Operations Management: Sustainability and Supply Chain Management 12th ed, Loose Leaf
ISBN-13: 978-0-13-442240-4 Operations Management: Sustainability and Supply Chain Management, 12th Edition
ISBN-13: 978-0-13-413042-2 Operations Management: Sustainability and Supply Chain Management, 12th 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: Seminar in Operations Management - The operations management function in a business enterprise has always been central to the activities of the organization. Achieving world-class competitiveness in either the manufacturing or service sectors demands that modern managers understand how to apply the fundamentals of operations management. Knowledge of these fundamentals will be developed through a combination of literature research and application in either case studies or actual consulting with local organizations. (Graduate Catalog 2009-2011)

Course Objectives:

- ♦ Understand principles and concepts relating to the tools for decision making in an organization's operational environment.
- ♦ Understand principles and concepts relating to controlling the processes of an organization.
- ♦ Learn to analyze and interpret the results generated by the decision making tools.
- ♦ Students should become familiar with pivot table and solver functions 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 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 5315 Section 21". 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 21 then include the number of your course section.

Example: "MGMT 5315 Section 21 – question about problem 4.2"

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

GRADE COMPONENTS	Points	Percent (Approx)
Quiz and Individual Homework	70	13.2%
Discussion Boards	35	6.6%
Simulation Group Assignment	25	4.7%
Excel (Pivot Tables)	50	9.4%
Supply Chain Management Essay	50	9.4%
Exam #1	100	18.9%
Exam #2	100	18.9%
Exam #3	100	18.9%
Total	530	

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

Quiz (10 points each): There will be one quiz at the beginning of the course.

Exams (100 points each): All exams are a combination of problems and essay questions. The exams will be available on Blackboard for one week. The exams are take home exams and must be submitted by the due date. You will be tested on both the concepts and the quantitative methods from the content of approximately 4 chapters.

Homework (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. All homework submissions are to be created using a computer application, **NO Hand Written** submissions will be accepted.

Simulation: There will be a group simulation project during the semester. Please register for a team from the simulation team list in Blackboard by 1/31. More information concerning the simulation project 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 the 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 (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 (25 points each): The Excel assignment is intended to expose students to a very 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).

Writing Assignments: There are two writing assignments during the semester where an outside grader will evaluate the grammar/punctuation/spelling of the submissions (Simulation Group Assignment and Supply Chain Management Essay). This is program put in place by the College of Business Administration. The grammar/punctuation/spelling assessment will count for **20%** of the assignment grade. Below is the key the grader will use.

Status Marking Errors	a. Nonstandard verb forms	<i>Had went instead of had gone, brung instead of brought</i>
	b. Lack of verb-subject agreement	<i>We was instead of we were, he don't instead of he doesn't</i>
	c. Double negatives	<i>He didn't have no money left after shopping.</i>
	d. Object pronoun as subject	<i>Him and Richard were the last ones hired.</i>
Serious Errors	e. Sentence fragments	<i>The company is prepared to raise prices. In spite of warnings.</i>
	f. Run-on sentences	<i>He concentrated on his job he never took vacations.</i>
	g. Non-capitalization of proper nouns	<i>I was last employed by texas instruments company.</i>
	h. Misspelled words	<i>When mangers make decisions, their often coping with deadlines.</i>
	i. Comma errors	
	• Clauses/phrases	<i>An employee no matter how good his record must perform well.</i>
	• Words/phrases in a series	<i>The museum bought a valuable old marble statue.</i>
	j. Switch tense	<i>The firm is facing stiff competition. They needed to decide which markets were most important to them.</i>
	k. Switch person	<i>They had the largest customer base of any service provider. As a manager you have to decide how to maintain that market position.</i>
	l. Use of first-person pronoun	<i>I believe the business is facing competitive headwinds. NEVER use 'I' or 'We' in an analytical report!!!</i>

IMPORTANT Assignment Due Date Requirements: 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.

IMPORTANT Test Due Date: 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 Blackboard: 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. 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 graduate 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: timeliness, 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 is academic dishonesty and includes (See Academic Integrity Section of this syllabus for outcome):

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.

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.

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.

Session	Week	Topics	Assignment
1	1/17-1/23	Introduction / Syllabus Chapter 1 Operations and Productivity	Watch Videos and Read Chapter 1 Syllabus Quiz Getting Acquainted Discussion Board
2	1/24-1/30	Chapter 2 Operations in a Global Environment	Watch Videos and Read Chapter 2 Discussion Board Question
3	1/31-2/6	Chapter 4 Forecasting	Watch Videos and Read Chapter 4 Read Assigned Article Discussion Board Question Complete Homework Assignment
4	2/7-2/13	Chapter 6 S Statistical Process Control	Watch Videos and Read Chapter 6S Read Assigned Article Complete Homework Assignment
5	2/14-2/20	Chapter 6 Quality	Watch Videos and Read Chapter 6 Read Assigned Article Discussion Board Question Complete Homework Assignment
6	2/21-2/27	Test #1 (Chapters 1, 2, 6/6S, 4)	Test #1 Excel Pivot Table Assignment #1 Due
7	2/28-3/6	Chapter Module B Linear Programming	Watch Videos and Read Chapter Module B Read Assigned Article Linear Programming Individual Assignment
8	3/7-3/20	Chapter 7/7S Process Strategy/ Capacity	Watch Videos

		and Constraint Management	Read Chapter 7/7S Excel Pivot Table Assignment #2 Complete Homework Assignment
9	3/21-3/27	Chapter 12 Inventory Management	Watch Videos and Read Chapter 12 Watch Simulation Instructional Video Read Simulation Instructions and Develop a Team Strategy for the Simulation Discussion Board Question Complete Homework Assignment
10	3/28-4/3	Test #2 (Chapters Module B, 7/7S, 12)	Test #2 Excel Pivot Table Assignment #2 Due Littlefield Simulation Write-Up Due
11	4/4-4/10	Chapter 11/11S Supply Chain Management	Watch Videos and Read Chapter 11/11S Read Assigned Article Supply Chain Management Essay Assignment
12	4/11-4/17	Chapter 16 JIT, TPS, and Lean Operations Risk Management	Watch Videos and Read Chapter 16 Read Assigned Article Littlefield Simulation Discussion Board Question Complete Homework Assignment
13	4/18-4/24	Chapter 3 Project Management	Watch Videos and Read Chapter 3 Read Assigned Article Discussion Board Question
14	4/25-5/1		Supply Chain Management Essay Due
15	5/2-5/8	Test #3 (Chapters 11, 16, 3, Risk Management)	Test #3

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.