

**Sam Houston State University  
College of Business Administration  
Department of Management & Marketing  
Operations Management (MGMT 3370) Course Syllabus  
Spring 2018 – Section 1**

**Dr. Jason Riley**                      Email: [riley@shsu.edu](mailto:riley@shsu.edu) or jmr099@shsu.edu                      Ph: 936-294-1823  
**Office: SHB 236W**                      Hours: Mon/Wed 9:30 am – 11:00 am or by appointment  
**Class: Smith-Hutson Bldg Rm 342 @ Mon/Wed 8:00 am - 9:20 pm**

**Required Text:**

- 1) Operations Management (Operations and Decision Sciences) Stevenson, **Edition:** 12<sup>th</sup> edition  
**ISBN-13: 978-1259667473**
- 2) Littlefield Simulation (We will talk about how to purchase this simulation).

**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 key operations management terminology.
- ◆ Students should become familiar with the various quantitative methods used in operations management both in a service and manufacturing environment.
- ◆ Students should learn how operations management integrates into other business disciplines.
- ◆ Students should learn Microsoft Excel
- ◆ Learn to make decisions with incomplete information.

**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.

**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 “MGT390 Section 304”. 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 homework #2”

GRADE COMPONENTS	Approximate Point Value
Quizzes/Participation/Homework	100
Simulation	30 + 70
Exam #1	100
Exam #2	100
Exam #3	100
Final (Cumulative)	100

**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 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 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. There will be unannounced quizzes which account for 15% of your grade – **therefore if you do not attend, you will lose opportunities to earn points.**

**Unannounced Quizzes:** Frequent, unannounced quizzes will be given **at the beginning of class** 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 late will not be permitted to take the quiz. The administration of these quizzes will be determined before class starts.** There will be no makeup quizzes.

**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.**

### 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.

**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	HW or Quiz	Learning Focus
1	W	1-17-18	Snow Day			
2	M	1-22-18	Introduction to Operations Management	Syllabus & Chap #1		Operations as a strategy
3	W	1-24-18	Strategy, Competitiveness & Productivity	Chap #2	Quiz #1	How firms compete
4	M	1-29-18	Excel		HW #1	Learn basic Excel functions
5	W	1-31-18	Forecasting	Chap #3		Naïve, Moving average, Weighted moving average & Exponential Smoothing
6	M	2-5-18	Forecasting	Chap #3	Quiz #2	Seasonality, Linear regression, and Forecast error,
7	W	2-7-18	Aggregate Planning	Chap #11	HW #2	Aggregation and uneven demand
8	M	2-12-18	<b>EXAM #1 (Ch 1, 2, 3, &amp; 11)</b>			<b>EXAM #1</b>

Class	Day	Date	Topic	Reading	HW or Quiz	Learning Focus
9	W	2-14-18	Work design & measurement	Chap #7		Process documentation and improvement
10	M	2-19-18	Location planning and analysis	Chap #8		Location planning, Center of gravity, & Factor rating
11	W	2-21-18	Quality Management	Chap #9	HW #3	TQM, Plan-Do-Study-Act, process improvement strategy & tools
12	M	2-26-18	Quality Control	Chap #10		Inspection, statistical process control
13	W	2-28-18	Tower Activity			
14	M	3-5-18	Product and Service Design/Exam review	Chap #4		Linking product design to operations
15	W	3-7-18	<b>EXAM #2 (CH 4, 7, 8, 9, &amp; 10)</b>			<b>EXAM #2</b>
<b>16</b>	M	3-12-18	<b>Spring Break – No class</b>			
<b>17</b>	W	3-14-18	<b>Spring Break – No class</b>			
18	M	3-19-18	Material Planning (MRP)	Chap #12		MRP, Bill of material (BOM)
19	W	3-21-18	Littlefield Simulation – part 1			
20	M	3-26-18	Inventory Management	Chap #13		Safety Stock
21	W	3-28-18	Inventory Management	Chap #13	Quiz #3	Economic order quantity (EOQ)
22	M	4-2-18	Project Management	Chap #17	HW #5	Overview of project management
23	W	4-4-18	Littlefield Simulation – part 2			
24	M	4-9-18	JIT and Lean Management	Chap #14		Kanban, Pull and Push systems
25	W	4-11-18	<b>EXAM #3 (CH 12, 13, 14, &amp; 17)</b>			
26	M	4-16-18	Supply Chain Management	Chap #15		Value stream mapping, Lean services, JIT II
27	W	4-18-18	Logistics & Packaging		HW #6	
28	M	4-23-18	Scheduling	Chap #16		Theory of Constraints
29	W	4-25-18	Decision Theory	Chap #5S	Quiz #4	
30	M	4-30-18	Strategic Capacity Planning	Chap #5		Define & measure decisions, & strategy formulation
	W	5-2-18	Misc. topics and Exam Review			
	M	<b>5-7-17</b>	<b>Final Exam Monday May 7th</b>			<b>Final Exam</b>

### 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.