

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

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T/Th 2:00 am – 3:20 pm

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, 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 “MGMT3370”. It would be helpful if you would do likewise so I can easily distinguish your email, example: “MGMT 3370-02 – question about problem 4.2”.

Grading: Grades will be posted in Blackboard & assigned as follows: 89.5-100 = A; 79.5-89.5 = B; 69.5-79.5 = C; 59.5-69.5 = D; below 59.5 = F.

GRADE COMPONENTS	Points	Percent (Approx)
Quizzes and Homework	70-100	14.3%
Participation	25	4.2
Simulation (1 @ 25 / 1 @ 35)	25/35	10.1
Excel Homework	25	4.2
Exam #1	100	16.8
Exam #2	100	16.8
Exam #3	100	16.8
Exam #4	100	16.8
Total	580-610	

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 10% of total points earned per day.

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 the 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.

Writing Assignments: There are two writing assignments, each at the conclusion of a Littlefield Simulation project, where an outside grader will evaluate the grammar/punctuation/spelling of the submissions. 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>

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 **8-10%** 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 after role has been taken 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.

Tests: There are four planned tests for the course, each covering three to four chapters. The fourth exam will be given during finals week and is not planned to be a comprehensive exam. Each student is required to bring a **blue** scantron form to complete the exam. In addition, each student is allowed to bring a scientific calculator (cannot be capable of accessing the internet), pencils, 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).

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 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.

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	Learning Focus / HW or Quiz
1	Th	1/18	Introduction, Syllabus & Overview Operations & Productivity	Syllabus Chap 1	What is operations? Quiz 1
2	T	1/23	Operations and Productivity Operations Strategy in a Global Environment	Chap 1 Chap 2	Global view of operations.
3	Th	1/25	Forecasting	Chap 4	Naïve, Moving average, Weighted moving average, Exponential Smoothing Forecasting Methods.
4	T	1/30	Forecasting	Chap 4	Seasonality, Linear Regression Forecasting Methods.
5	Th	2/1	Excel Overview		Learn Excel's pivot table function. Participation Participation
6	T	2/6	Review		Chapter 4 Homework due 2/5
7	Th	2/8	Test 1 (1, 2, 4)		Excel pivot table assignment due 2/7
8	T	2/13	Marshmallow Tower		Participation
9	Th	2/15	Capacity and Constraint Management	Chap 7S	Capacity, Bottleneck Analysis, Break-even and EMV Methods.
10	T	2/20	Littlefield Simulation - Capacity		Participation
11	Th	2/22	SPC	Chap 6S	Control Charts, x-bar, R, p, and c charting Methods
12	T	2/27	Quality (Xpults) SPC	Chap 6S	Participation
13	Th	3/1	Process Strategy	Chap 7	Process strategies, Process Analysis/Design Mapping, Process Technology, Cross-Over Method
14	T	3/6	Review		Littlefield Simulation – Capacity write up due 3/5 Chapter 6S Homework due 3/5
15	Th	3/8	Test 2 (6S, 7, 7S)		

16	T	3/13	Spring Break		
17	Th	3/15	Spring Break		
18	T	3/20	Inventory Management	Chap 12	ABC Analysis and Cycle Counting, EOQ, EPQ
19	Th	3/22	Inventory Management	Chap 12	ROP, Safety Stock Inventory Modeling Methods
20	T	3/27	Littlefield Simulation		Participation
21	Th	3/29	Location Strategies	Chap 8	Location decisions, Factor-Rating, Break-Even, and Center-of-Gravity Methods Chapter 12 Homework due 3/28
22	T	4/3	Design of Goods and Services	Chap 5	QFD, CAD, and Decision Tree Method.
23	Th	4/5	Review		4/6 Last Day to Drop with a "Q" Grade
24	T	4/10	Test 3 (5, 8, 12)		Littlefield Simulation – Miyaoka write up due 4/9
25	Th	4/12	Project Management	Chap 3	Gantt Chart, WBS, AON Networks, CPM and Crashing Methods
26	T	4/17	Project Management	Chap 3	
27	Th	4/19	JIT, TPS, and Lean Operations	Chap 16	JIT, TPS, and Lean Strategies, Lot Sizing Method
28	T	4/24	Supply Chain Management	Chap 11	Chapter 3 Homework due 4/23
29	Th	4/26	Supply Chain Analytics	Chap 11S	
30	T	5/1	Train Game		Participation
31	Th	5/3	Review		Chapter 11S/16 Homework due 5/2
32	T	5/8	Test 4 (3, 11/11S, 16)		3:30 – 5:30 pm

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.