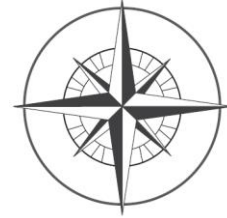


OPERATIONS MANAGEMENT
MGT 351
Anderson University –



“And what does the Lord require of you?
To **Act Justly** and to **Love Mercy**
and to **Walk Humbly** with your God.”

Micah 6:8



I. COURSE INFORMATION

College of Business – MGT 351 – Operations Management – 3 Hrs.

Course Description: Survey of supply chain functions including basic procedures and techniques in the design and analysis of operating systems. Topics include product planning, competitive priorities, forecasting, process design, technological choices, work measurement, capacity, production plans, inventory systems, quality management, and quality control.

Class times:

Class location:

Expected time commitment: The minimum expectations for this course are like other junior level courses within a major. Students are expected to attend one 2 ½ hour class per week and to spend about 2 ½ hours outside the classroom studying, reading, and working on homework or other projects. Classes are 15 weeks long or approximately 38 in class hours per term. This estimate represents cumulative course hours; some weeks may require more or less work and different individuals may require more time.

Technology expectations: Students should have a reliable computer with internet service to access course materials and complete assignments. Since the course materials are web-based, students are expected to have basic technical skills, which include uploading, downloading, and general computer skills. Students are also expected to have completed CIS 120 and have a working knowledge and basic skills in Microsoft Word and Excel.

Learner expectations: You should be willing and ready to regularly communicate with classmates and your professor in class and online. You will need to log into your course and check your official AU email account regularly. Doing so will allow you to view announcements, participate in class activities, assignments, online discussions, and complete assessments.

Do *not* hesitate to ask questions. You are strongly encouraged to contact your professor if you have course related questions. It is recommended that you contact your professor using Canvas well in advance of the due date of any assignments if you have questions about an assignment or its contents. Also, as shown in this syllabus, times are available with your professor when your professor will be available to chat online, in office, via Canvas email, or on the phone.

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II. INSTRUCTOR INFORMATION

Jeff Messer

- BS – Chemical Engineering – North Carolina State University
- MBA – Tulane University

E-mail: jmesser@andersonuniversity.edu

Cell number: 404-323-3792

(I will respond to texts. Be sure to tell me who is texting.)

III. COURSE PURPOSE, GOALS AND STUDENT LEARNING OUTCOMES

- A. **Purpose:** This course is an introduction to the concepts, principles, problems, and practices of Operations Management (OM). The course is designed to provide the student with an overview of the managerial processes necessary for achieving effective operations in both the manufacturing and service sectors. Topics include operations strategy, process design, capacity planning, forecasting, production scheduling, inventory control, quality, and project management. The topics are integrated using a systems model of the operations of an organization.
- B. **Course Goals:** By the end of this course the student will understand:
1. Basic terminology, concepts, and techniques of OM.
 2. Qualitative and quantitative tools used in OM and the appropriate use of these tools.
 3. Relationships among various aspects of OM.
 4. Relationships between OM and other organizational functions such as marketing, finance, product selection and design, etc.
 5. OM's role in an organization's ability to achieve a competitive advantage.
- C. **Student Learning Outcomes:** This course covers multiple subjects involving qualitative and quantitative methods. After completing the course, the student will be able to do the following:
- Identify and accurately apply OM concepts with competitive strategy to make operational decisions.
 - Identify, apply, and explain quantitative OM tools (e.g., forecasting, project management, capacity and resource planning, scheduling, inventory management, and

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quality management) and be able to correctly solve OM problems using these quantitative tools.

- Identify qualitative factors affecting operations functions to compare different options within a business setting and be able to clearly articulate those factors and options.
- Clearly and accurately describe how OM decisions relate to each other to assess the overall impact of decisions.
- Compare different options related to OM concepts to select the best option given business and environmental conditions and be able to concisely explain the various alternatives, which is best, and why.
- Explain OM's role within organizations for both service and manufacturing environments.
- Develop and explain alternatives for resource and capacity planning within given constraints.
- Identify the elements of process strategy and apply them to strategic business decisions.

IV. METHOD(S) OF ASSESSING ACHIEVEMENT OF LEARNING OUTCOMES

1. The students' knowledge will be continually assessed based on their daily assignments and participation in class discussion.
2. Both qualitative and quantitative homework will be assigned as independent homework. Homework may be completed with peers; however, each student is expected to turn in separate and distinct homework submittals that they completed themselves. Turning in a copy of another student's homework either in hard copy form or electronically will cause the homework to receive an "F." This will be considered cheating for purposes of this class.
3. Four in-class exams and a final comprehensive exam will be given to assess the student's ability to integrate the material with current business issues. This is a total of five exams.
4. Students will prepare a paper on an OM topic. Each student will be randomly assigned a different topic.

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V. STUDENT FEEDBACK AND GRADING POLICIES AND PROCEDURES

Grading: Course grades are based on the following elements and weightings:

<u>Exams</u>	<u>Points</u>
Exams (4 @ 125 pts each).....	500
Final Exam	250
 <u>Individual Participation</u>	
Operations Management Research Paper	125
Homework and Participation.....	125
.....	1,000pts

Final Grade: A=1000-900pts, B=899-800pts, C=799-700pts, D= 699-600pts, F=599pts and below.

Exams: The course will consist of four exams comprised of multiple choice, quantitative calculations, and/or short answer discussion questions. Make-up exams will be given **only due to a college-excused absence or illness at the discretion of the professor. Make-up exams must be completed within one week of the regularly scheduled exam.** Exams will be focused on what is learned from the text. The final exam will be an application-oriented, **comprehensive** test based on the materials, assessment tools, and issues presented throughout the course. All students must take the final exam.

OM Research Paper: Each student will be given a randomly selected topic. They will be expected to prepare a research paper on their topic using academic and trade journals by utilizing the resources available through the Anderson University library. Students will be provided with a rubric that will detail the requirements for the paper and how it will be graded. Students will submit the papers on-line using Canvas and it will be submitted through Turn-it-in and checked for plagiarism. Plagiarism will result in at least a failing grade on this paper.

Homework: Homework will include, but not be limited to, assignments from the textbook. All homework will be typed in Word or Excel or neatly handwritten (depending on the assignment) and presented in a professional manner. Homework will be submitted on Canvas unless otherwise specified. As with your future or current workplaces, **late work is not acceptable. NO EXCEPTIONS.**

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Participation: Will be graded based on in-class participation. Participation scores will be negatively impacted by using technology such as watching Netflix, using Facebook, texting in class, etc.

VI. CONTENT OUTLINE

- A. Introduction to OM Strategy
 - 1. Strategy and Supply Chain
 - 2. Quality Management
 - 3. Forecasting
 - 4. Inventory Management
- B. Implementation of Processes
 - 1. Capacity Planning
 - 2. Constraint Management
 - 3. Operations Planning & Scheduling
 - 4. Resource Planning
 - 5. Supply Chain Design

VII. METHOD(S) OF INSTRUCTION

Lecture, internet, directed class discussion, and library research. In general, the in-class strategy of instruction will consist of an equal mix of lecture and inquiry-based instruction.

VIII. ASSIGNMENTS AND COURSE CALENDAR

See attached spreadsheet. The schedule on the attached spreadsheet is subject to change based on instructor discretion. Any changes will be announced in class and via Canvas Announcements. Each student has the responsibility to check Canvas and their student e-mail account on a regular basis to ensure that they are up to date as to any changes in the course calendar.

IX. TEXTBOOK(S) AND SUPPLEMENTARY READINGS

- 1. *Operations Management Processes and Supply Chains*, 11th edition, 2016, by Krajewski, Malhotra and Ritzman, Pearson. ISBN # 978-0-13-387213-2
 - You may choose to use a hard copy or electronic version of the textbook.

X. COMPUTER AND INFORMATION TECHNOLOGY USAGE, E-MAIL POLICY, STATEMENT ON PERMISSION OR PROHIBITION OF RECORDING CLASS LECTURES/CLASS MEETINGS.

During this course you will be expected to use the internet, Microsoft Word, Excel and PowerPoint for homework and the OM research paper.

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We will be using AU Canvas for this class. You can access the Canvas at <https://au.instructure.com/login/ldap>. You will need to use your AU ID and password to access your class information. Each student has the responsibility to check Canvas for the syllabus and any changes to the syllabus, class assignments, and other course materials that will be made available. Each student has the responsibility to learn how to use these systems.

Technical Support. If you encounter technical support issues (e.g., Canvas is unavailable, username and password are not working, etc.), you should immediately contact the IT Help Desk. In your communication with the IT Department, be sure to describe the nature of your problem with as much detail as possible so they can provide the best possible assistance. You are encouraged to first contact the IT Help Desk using the web-based support system listed below. If you are unable to login to the system, you can reach them via phone.

Help Desk Website: <https://helpdesk.andersonuniversity.edu>
Help Desk Phone: 864-231-2859

E-Mail Policy. All students are expected to establish and maintain an e-mail address on the Anderson University e-mail system. Students are expected to check their e-mail at least once each week during the Fall and Spring semesters. Students are responsible for all material, assignments, and announcements sent by e-mail. Ignorance of course requirements, instructor statements and directions, and University announcements or policy statements sent through University e-mail is not an acceptable excuse for failure to meet the requirements of a course or to adhere to University policy. Individual instructors may require students to check their email more frequently, especially during ACCEL or summer terms.

- For this course, I expect that you will check your email (including your Canvas and AU email) at least twice per week. This will allow you to stay in contact with me and other students while staying abreast of any changes to the class schedule, homework requirements, or any materials that are sent to you via email or through AU Canvas.

Prohibition of Recording Lectures/Class Meetings. Audio or video recordings of lectures and classroom discussions are not permitted in this class. AU values the open exchange of ideas, which occurs more freely if the participants know that comments and discussions will not be recorded and shared. Recordings of lectures are permitted only if permission is secured in advance from the Center for Student Success and the course instructor is notified. Recordings can be used only to assist the individual student in that class. Publishing, distributing, or using classroom recordings in violation of these restrictions is a violation of the student code of conduct and may be a violation of federal copyright laws.

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XI. COURSE POLICIES – ATTENDANCE, WITHDRAWAL DEADLINES FOR THE COURSE (LAST DAY TO WITHDRAW WITHOUT CHARGE AND LAST DAY TO WITHDRAW WITH W), ACADEMIC HONESTY

Attendance: Prompt and regular class attendance is expected. Two absences will result in a failing grade in this course unless the student officially withdraws from the course before the deadline set by the University. The instructor must be notified of excused absences prior to the event.

Participation is crucial to your success in this course. Accordingly, attendance will be taken in each class, which will affect your participation grade. Participation is more than merely coming to class. To receive 100% of the participation points in this course, you must come to class on time, come to ALL classes, participate in class discussions, work well with other students, and complete the OM research paper. Use of your phone for social media, Netflix, texting or other such activities not related to class will result in a lower participation grade.

Students may be turned away from an exam if they arrive late. It is important to show up on time for exams so that you have time to get settled prior to starting the exam. In addition, it is imperative that you do not show up late and interrupt other students who are already taking the exam. This is professional and courteous. The professionalism that you learn and demonstrate in the classroom will positively affect your ability to find and then keep a terrific and fulfilling position in the business world.

To show courtesy to your fellow classmates, students are expected to arrive on time and turn off all sound-generating devices (e.g., cell phones, iPads, etc.) before entering the classroom.

Students are to read the assigned material and be ready to participate in class discussion. Students are responsible for all material in the assigned chapters whether or not it is covered during class, unless otherwise stated.

You need to bring a calculator, photo ID, pencil, and writing paper to each test. Seating may be assigned for test periods. Tests will not be accepted after the end of the scheduled time.

As a courtesy to your fellow classmates and instructor, you are asked to only use a laptop, iPad, etc., in class if you are genuinely using it for class purposes (i.e., taking notes, reviewing course PowerPoint slides, etc.). These and all other electronic devices must be stored and not on your person during exams.

Withdrawal:

Last Day to Withdraw with No Grade	January 25, 2018
Last Day to Withdraw from Courses	March 17, 2018

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Academic Honesty: Students at Anderson University are expected to conduct themselves with integrity and to be honest and forthright in their academic endeavors. The University faculty expectations define the following areas that would violate Academic Honesty: plagiarism, fabrication, cheating, and academic misconduct. The policy, process, and penalties for academic dishonesty are described in the Student Handbook (p. 291, Excerpt from AU Catalog).

Disabilities and academic adjustments policy: If you have a disability that may interfere with your learning, testing, or assignment completion in this course, you may be eligible to receive an academic adjustment to help provide you with an equal opportunity to participate in and benefit from this course. Please contact the staff of the Center for Student Success, who will advise you on appropriate documentation, determine reasonable adjustments, and notify me of any adjustments for which you are eligible. Once you have been approved for an academic adjustment through the Center for Student Success, please discuss with me its appropriate implementation in this course. Documentation must meet the guidelines specified by university policy and no one else can be notified of your disability or adjustment without your written consent. This process must be repeated for every semester you are enrolled at Anderson University and wish to receive an adjustment. Academic adjustments are intended to “level the playing field” so that students with disabilities can demonstrate their true abilities in their courses. Changes cannot be made to grades earned before a student has requested an adjustment, so please manage this early in the semester.

XII. LEARNING FACILITIES AND RESOURCES FOR STUDENTS PERTINENT TO COURSE

Resources include the textbook, reading materials accessible through the AU library, and computer lab.

Thrift Library is an important resource for this class. You may access the library online or in person. Librarians are available to assist you with your research.

Hours of operation: Monday through Thursday – 7:45 AM to midnight; Friday – 7:45 AM to 5:00 PM Saturday – 11:00 AM to 5:00 PM and Sunday 3:00 PM to midnight (closed on all university holidays).

<https://www.andersonuniversity.edu/library.aspx>