

**Credit Hours:** 3

**Contact Hours:** This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

**Faculty Information:** Faculty contact information and office hours can be found on the faculty profile page.

**PMI-GAC Accreditation and PMI Certification**

CSU-Global's Bachelor of Science in Project Management and Master of Project Management are accredited by Project Management Institute Global Accreditation Center for Project Management Education Programs (GAC). GAC accreditation ensures the quality of academic degree programs and their graduates to meet the standards of the rapidly growing field of project management.

Among other requirements (<https://www.pmi.org/certifications/types/project-management-pmp>), Project Management Institute (PMI) requires those who aspire to take the PMP exam to have a minimum of 35 contact hours of documented training in project management. Other PMI certificates have a similar requirement too. Students may utilize the courses taken at CSU-Global to satisfy these requirements.

---

**COURSE DESCRIPTION AND OUTCOMES**

---

**Course Description:**

This course helps students develop an understanding of the various functions and responsibilities of the operations department in regard to today's competitive environment and market demands. The course examines quality management, the design and production of goods and services, effective supply chains and virtual chains, product lifecycles, and the design and management of processes to develop and improve production and resource planning. Students analyze tools that make manufacturing, planning, and logistics of different supply-chain strategies, including forecasting, system design, quality, supply-chain management, and inventory management.

**Course Overview:**

Welcome to OPS510, where you will learn how Operations Management (OM) is distinguished from other management activities. This includes project management and developing an understanding of how OM applies to all organizations in all industries. You will also explore management of the ongoing transformation of inputs into outputs to provide customer value while identifying OM tools, techniques, and proven practices as a strategy for achieving the organization's mission. Using the MyOMLab, you will have the opportunity to interact with multiple simulation experiences, by applying OM theories and principles to gain a firsthand, practical

understanding of Operations Management. Finally, you will examine supply chain management to learn how OM enables competitive advantage in a global economy.

### **Course Learning Outcomes:**

1. Evaluate the challenges of managing operations in an increasingly complex global business environment.
2. Analyze the tools available to make manufacturing, planning, and logistics decisions in business.
3. Evaluate the different supply chain strategies available to organizations and how to choose between them.
4. Appraise methods for monitoring and controlling the quality of processes and process outputs.
5. Assess ethical and legal issues involved in operations management.

---

## **PARTICIPATION & ATTENDANCE**

---

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

---

## **COURSE MATERIALS**

---

### **Required:**

Heizer, J., Render, B., & Munson, C. (2017). *Operations management: Sustainability and supply chain management*, Student Value Edition Plus MyOMLab with Pearson eText—Access Card Package (12th ed.). Upper Saddle River, NJ: Pearson Education, Inc. ISBN 0134471814 / 9780134471815

**NOTE:** All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.

---

## **CAREER INFORMATION**

---

### **Operations Management and Supervision (OPS) Careers**

CSU-Global is focused on providing career-relevant degree programs that align with industry requirements and best practices. CSU-Global's Operations Management and Supervision (OPS) courses are designed to provide students with the business and operations management skills necessary to succeed in an increasingly global economy and changing business environment. This program prepares learners to fulfill the organizational roles and responsibilities of Operations Management and Supervision. The learner will evaluate how companies manage manufacturing processes and services effectively and efficiently and the use of information to improve organizational performance. The courses are focused on developing students' knowledge, skills, and abilities in

operations management, finance, management, leadership, strategic and critical thinking, decision making, and business governance.

Faculty members serve as peer cohort mentors and facilitators, career coaches, writing coaches, and résumé reviewers for students, and represent the university at various academic and professional conferences and events. Students who need additional academic support to answer questions about degree programs may request to speak with the Program Chair or can schedule a meeting with a faculty career coach via an online scheduling tool located in the student portal. The career center allows students the opportunity to talk to a career coach, search for jobs, and have access to a variety of resources.

A variety of job opportunities exist in various fields of practice in operations management and to maintain high standards of practice in this industry, operations management practitioners need to pay adequate attention to education and training to ensure they obtain the skills they need to succeed. Obtaining well-known industry certificates is one of the ways that operations management practitioners can choose to improve their skills, set themselves apart from competitors, and showcase their credentials. Here are some of the example certificates that operations management practitioners may choose to pursue:

- Certificates offered by APICS including the APICS Certified in Production and Inventory Management (CPIM), Certified Supply Chain Professional (CSCP), and Certified in Logistics, Transportation and Distribution (CLTD)
- Certificates offered by the ASQ such as the Certified Manager of Quality/Organizational Excellence, the ASQ Master Black Belt (MBB) certification, and the ASQ Certified Six Sigma Black Belt
- The Certified Professional in Supply Management (CPSM) from the Institute for Supply Management (ISM)
- The SCPro™ from the Council of Supply Chain Management Professionals (CSCMP)
- Other example certificates include the certificates offered by Project Management Institute (PMI)

### **Ethics and Professional Conduct**

CSU global is committed to preparing its graduates to approach every situation ethically and professionally. Students are encouraged to reflect upon course topics that focus on ethical and professional conduct issues in business. Students in the Project Management programs of study including those who pursue the Operation Management and Supervision specialization/certificate are encouraged to use the Code of Ethics and Professional Conduct published by the Project Management Institute (PMI)<sup>®</sup>. PMI codifies ethical principles for professionals in the field of project management which serve as the foundational principles for students in this program.

Reference: Project Management Institute. (n.d.) Code of Ethics and Professional Conduct. Newtown Square, Pa: Project Management Institute. Retrieved from <https://www.pmi.org/about/ethics/code>

### **APICS Student Membership**

CSU-Global encourages students who pursue the Operation Management and Supervision specialization/certificate to consider becoming members of APICS. APICS is the association for supply chain management. It is one of the leading providers of research, education and certification programs that elevate supply chain excellence, innovation, and resilience.

APICS offers free student membership for eligible full-time students. Student membership is available to those currently enrolled as a full-time student (according to your educational institution's policy) at an accredited college or university. Learn about at this link:

<https://www.apics.org/apics-for-individuals/membership/categories>

### **Project Management Institute (PMI)® Student Membership**

In keeping with its commitment to the academic and professional success of its students, CSU-Global encourages students enrolled in its Project Management programs to consider becoming members of the Project Management Institute (PMI)®.

Advantages of PMI membership include continuous online access to the PMBOK® Guide, a variety of tools and templates, and many knowledge resources, including on-demand webinars and an online library of articles and books (PMI, 2018). Membership also conveys access to a number of professional communities and volunteer opportunities as well as access to career resources and professional development opportunities (PMI, 2018). Additional information including membership application can be found on the PMI website:

<https://www.pmi.org/>

PMI®, PMBOK® Guide, Project Management Professional®, and PMP® are registered marks of the Project Management Institute, Inc.

Reference: PMI, (2018). Student Membership. Project Management Institute, Inc.

<https://www.pmi.org/membership/student>

---

## **COURSE SCHEDULE**

---

### **Due Dates**

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

---

## **WEEKLY READING AND ASSIGNMENT DETAILS**

---

### **Module 1**

#### Readings

- Chapters 1-3 in *Operations Management: Sustainability and Supply Chain Management*

#### Discussion (25 points)

#### Critical Thinking: Title (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

## **Option #1: Compare Operations Management in Product and Service Sector Organizations**

Select a service sector organization and a product sector organization. Describe operations management for each organization in terms of the supply chain, the value-creating processes of operations, the value provided by operations to customers, and the relationship between operations and the overall mission of the organization. Then compare and contrast operations management in these two organizations.

To help you differentiate between a service sector organization and a manufacturing sector organization for purposes of this assignment, please note the following:

A service sector organization may provide some products with its services. For example, a patient receiving surgical services may also receive titanium pins in his or her knee. Similarly, a product sector organization may include some services with its products. For example, a plane manufacturer may include a pilot training course with a new plane.

In each case, however, either the service or product element is a dominant part of the overall value provided to the customer. This is why surgery is considered to be in the service sector and airplane manufacturing is considered to be in the manufacturing sector.

Your paper must contain the following titled sections:

- **Introduction:** Explain the purpose or thesis of the paper, specifically identify the two organizations that you have selected, and explain how the body of the paper is arranged to support the purpose of the paper.
- **Service Sector Organization:** You must name the organization in this section and briefly describe it, including its mission. In this section, you must have an in-text citation that refers to a source in your list of references that can be accessed by the reader to learn more details about this organization. You must also address:
  - Supply chain
  - Operations
  - Value provided to customers
  - Relationship between operations and the organization's mission
- **Product Sector Organization:** You must name the organization in this section and briefly describe it, including its mission. In this section, you must have an in-text citation that refers to a source in your list of references that can be accessed by the reader to learn more details about this organization. You must also address:
  - Supply chain
  - Operations
  - Value provided to customers
  - Relationship between operations and the organization's mission
- Comparative Analysis of Operations Management in the Two Organizations
- Conclusion
- References

### **Requirements:**

- The length of the paper, beyond the title and reference pages, should be four to six pages.
- References must include the course textbook, at least two additional current scholarly, peer-reviewed references (published within the past five years), and at least one

reference for each of the organizations described (these references do not have to be scholarly references).

- The paper must be formatted according to the [CSU-Global Guide to Writing and APA](#). Please write clearly, concisely, and cohesively using APA style formatted section headers.
- Consult the [Sample Paper](#) template for more information on how to organize the paper.

## **Option #2: Compare Operations Management and Project Management**

Select a specific organization. Compare and contrast operations management and project management relative to the activities that the organization performs.

Your paper must contain the following titled sections and comply with the [CSU-Global Guide to Writing and APA](#):

1. **Introduction:** Explain the purpose or thesis of the paper, specifically identify the organization that you have selected, and explain how the body of the paper is arranged to support the purpose of the paper.
2. **Overview of Organization:** You must name the organization in this section and briefly describe it, including its mission. In this section, you must have an in-text citation that refers to a source in your list of references that can be accessed by the reader to learn more details about this organization.
3. **Operations Management:** Identify and describe in detail the inputs to Operations, the transformation processes used in Operations to create outputs, and the value-added outputs of Operations. Identify and describe three methods, tools, or approaches that are or can be used to effectively and efficiently manage the operations processes. Organize this section of the paper with additional appropriately titled subsections.
4. **Project Management:** Explain project management in terms of this organization and use at least two specific examples of real or hypothetical projects in this organization. Identify and describe three methods, tools, or approaches that are or can be used to effectively and efficiently manage these projects. Organize this section of the paper with additional appropriately titled subsections.
5. Comparative Analysis of Operations Management and Project Management.
6. Conclusion.
7. References.

### **Requirements:**

- The length of the paper, beyond the title and reference pages, should be four to six pages.
- References must include the course textbook, at least two additional current scholarly references (published within the past five years), and at least one reference for each of the organizations described (the organization references do not have to be scholarly references). The CSU-Global library is a good place to locate these sources.
- The paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#). Please write clearly, concisely, and cohesively.
- Consult the [Sample Paper](#) template for more information on how to organize the paper.

## **PORTFOLIO PROJECT REMINDER**

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

**Option #1: Product-Based Operations Management Assessment**

or

**Option #2: Service-Based Operations Management Assessment**

Now is the time to start thinking about which option you would like to submit for your Portfolio Project. Begin to identify potential global organizations suitable for your chosen option.

**Note:** There is no Portfolio Project milestone due this week.

## Module 2

### Readings

- Chapter 4 in *Operations Management: Sustainability and Supply Chain Management*
- Rather, B. A. (2016). Why Should Businessmen Be Ethical? *International Journal of Research in Commerce & Management*, 7(1), 62-64. Available from <http://ijrcm.org>

### Discussion (25 points)

#### Critical Thinking: Title (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Operations Management Forecasting Simulation and Paper**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Forecasting Simulation and (2) a written Operations Management Forecasting paper.

##### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course information. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results including the rubric evaluation metrics (i.e. MAPE), which are to be included in your Critical Thinking Assignment.

##### **Part 2:**

Your written Operations Management Forecasting paper should be four to six pages in length beyond the title and reference pages. Your paper must contain titled sections corresponding to the content requirements listed below. Please write clearly, concisely, and cohesively using APA style formatted section headers.

The Operations Management Forecasting assignment content must include the following:

1. The Introduction must explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief yet substantive definition of operations management forecasting and identify why it is important in an organization's operations.

3. Provide a brief overview of the Forecasting Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Forecasting Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Forecasting Simulation strategy.
5. Describe at least three operations management forecasting methods, principles, or techniques experienced in the Forecasting Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Forecasting Simulation. These lessons learned should reflect items such as but not limited to:
  - a. was your strategy successful?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. Conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text.
  - b. The CSU-Global library is a good place to locate these sources.
10. Appendices:
  - a. Illustrated (worked-out) Forecasting example.
  - b. Forecasting Simulation results.
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 2 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **Option #2: Operations Management Forecasting Simulation and Presentation**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Forecasting Simulation and (2) a multimedia-rich Operations Management Forecasting presentation.

#### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course syllabus. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results including the rubric evaluation metrics (i.e. MAPE), which are to be included in your Critical Thinking Assignment.

#### **Part 2:**

Your multimedia-rich Operations Management Forecasting presentation must contain a logically cohesive flow including audio, video, and graphical content. The length of the presentation, beyond the title and reference portions, should be 10 to 12 slides with speaker notes which should be equivalent to

five to seven minutes of narrated presentation including a transcript. Present your content clearly, concisely, and cohesively. The presentation may be submitted as a completely self-contained file (e.g., PowerPoint, Screencast-O-Matic, or Prezi) or as a link to a hosted Internet site.

The Operations Management Forecasting assignment content must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief yet substantive definition of operations management forecasting and identify why it is important in an organization's operations.
3. Provide a brief overview of the Forecasting Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Forecasting Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Forecasting Simulation strategy.
5. Describe at least three operations management forecasting methods, principles, or techniques experienced in the Forecasting Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Forecasting Simulation. These lessons learned should reflect items such as but not limited to:
  - a. was your strategy successful?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. The Conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text.
  - b. The CSU-Global library is a good place to locate these sources.
10. Appendices:
  - a. Illustrated (worked-out) Forecasting example
  - b. Forecasting Simulation results.
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 2 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

## **PORTFOLIO PROJECT REMINDER**

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

### **Option #1: Product-Based Operations Management Assessment**

or

### **Option #2: Service-Based Operations Management Assessment**

Read the description of the two options in the Module 8 folder. By now you should have decided which options you would like to submit for your Portfolio Project. If not already selected, narrow the selection of potential global organizations suitable for your Portfolio Project option. Additionally, consider how to integrate your *Forecasting Simulation* experience into your Portfolio Project Operations Management Assessment.

**Note:** There is no Portfolio Project milestone is due this week.

## **Module 3**

### Readings

- Chapters 5 & 6 in *Operations Management: Sustainability and Supply Chain Management*
- Lu, X., Blankson, C., & Prybutok, V. (2017). Relative contributions of product quality and service quality in the automobile industry. *Quality Management Journal*, 24(1), 21-36.

### Discussion (25 points)

#### Critical Thinking: Title (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Operations Quality Management Simulation and Paper**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Quality Management Simulation and (2) a written Operations Management Quality paper.

##### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course information. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results, which are to be included in your Critical Thinking Assignment.

##### **Part 2:**

Your written Operations Management Quality Management paper must contain titled sections corresponding to the content requirements designated below. Additionally, the length of your paper, in addition to the title and reference pages, should be four to six pages. Write clearly, concisely, and cohesively. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#). Consult the [Sample Paper](#) template for more information on how to organize the paper.

The Operations Quality Management assignment content must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief definition of operations quality management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Quality Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Quality Management Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Quality Management Simulation strategy.
5. Describe at least three operations quality management methods, principles, or techniques experienced in the Quality Management Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Quality Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. The conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text.
  - b. The CSU-Global library is a good place to locate these sources.
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 3 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **Option #2: Operations Quality Management Simulation and Presentation**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Quality Management Simulation and (2) a multimedia-rich Operations Quality Management presentation.

#### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course syllabus. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results, which are to be included in your Critical Thinking Assignment.

## Part 2:

Your multimedia-rich Operations Quality Management presentation must contain logically cohesive flow including audio, video, and graphical content. The length of the presentation, in addition to the title and reference portions, should be 10 to 12 slides with speaker notes or five to seven minutes of narrated presentation including a transcript. Present your content clearly, concisely, and cohesively. The presentation may be submitted as a completely self-contained file (e.g., PowerPoint, Screencast-O-Matic, or Prezi) or as a link to a hosted Internet site.

The Operations Quality Management assignment content must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief definition of operations quality management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Quality Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Quality Management Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Quality Management Simulation strategy.
5. Describe at least three operations quality management methods, principles, or techniques experienced in the Quality Management Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Quality Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. Conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text.
  - b. The CSU-Global library is a good place to locate these sources.
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 3 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

## PORTFOLIO PROJECT REMINDER

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

### **Option #1: Product-Based Operations Management Assessment**

or

### **Option #2: Service-Based Operations Management Assessment**

Refer to the description of the two options in the Module 8 folder. By now you should have decided which option you would like to submit for your Portfolio Project as well as selected your global subject organizations for your chosen option. Additionally, consider how to integrate your Quality Management Simulation experience into your Portfolio Project Operations Management Assessment.

**Note:** No Portfolio Project milestone is due this week.

## Module 4

### Readings

- Chapters 7, 8, & 10 in *Operations Management: Sustainability and Supply Chain Management*

### Discussion (25 points)

### Portfolio Milestone (100 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

### **Option #1: Product-Based Operations Management Milestone**

The purpose of the Portfolio Project Milestone is to designate the global product-oriented organization as the subject of your Portfolio Project. Your subject organization will be incorporated in the initial draft of the Portfolio Project paper as stipulated in the Portfolio Project Milestone requirements listed below. These items will frame the beginning for your Portfolio Project Product-Based Operations Management Assessment due in Module 8.

### **Portfolio Project Milestone Requirements**

Having selected the subject organization for your Portfolio Project Operations Management (OM) Assessment, create an initial draft of the Portfolio Project paper based on the key elements stipulated in the Module 8 Portfolio Project requirements. For this Portfolio Project Milestone, include a title page, an introduction, and a reference page with at least two current scholarly references (published within the past five years) in addition to the course text book. For your initial Portfolio Project paper draft include substantive content for the following sections:

- The entire **Subject Organization** section
- The entire **Operations Management** section
- The entire **OM Forecasting** section
- The entire **Define Operations** section.

For all other Portfolio Project requirements, include the required key elements (and sub-element items) as appropriately APA formatted section level headers as placeholders for content to be subsequently added to your final Portfolio Project paper due in week 8.

Additionally, your Portfolio Project Milestone paper should address the following requirements:

- Your well-written OM assessment essay thesis should be 5-7 pages in length (beyond the title, reference, of appendix pages).
- Format your paper per the [CSU-Global Guide to Writing and APA](#), which includes an introduction and conclusion. Note: a conclusion section is not required for your draft paper.
- Include a title and a reference page.
- In addition to your course text book, cite at least two current scholarly resources to support your assertions and conclusions.
- Include an appendix for tables and figures.

## **Option #2: Service-Based Operations Management Milestone**

The purpose of the Portfolio Project Milestone is to designate the global service-oriented organization as the subject of your Portfolio Project. Your subject organization will be incorporated in the initial draft of the Portfolio Project paper as stipulated in the Portfolio Project Milestone requirements listed below. These items will frame the beginning for your Portfolio Project Service-Based Operations Management Assessment due in Module 8.

### **Portfolio Project Milestone Requirements**

Having selected the subject organization for your Portfolio Project Operations Management (OM) Assessment, create an initial draft of the Portfolio Project paper based on the key elements stipulated in the Module 8 Portfolio Project requirements. For this Portfolio Project Milestone, include a title page, an introduction, and a reference page with at least two current scholarly references (published within the past five years) in addition to the course text book. For your initial Portfolio Project paper draft include substantive content for the following sections:

- The entire **Subject Organization** section
- The entire **Operations Management** section
- The entire **OM Forecasting** section
- The entire **Define Operations** section.

For all other Portfolio Project requirements, include the required key elements (and sub-element items) as appropriately APA formatted section level headers as placeholders for content to be subsequently added to your final Portfolio Project paper due in week 8.

Additionally, your Portfolio Project Milestone paper should address the following requirements:

1. Your well-written OM assessment essay thesis should be 5-7 pages in length (beyond the title, reference, of appendix pages).
2. Format your paper per the [CSU-Global Guide to Writing and APA](#), which includes an introduction and conclusion. Note: a conclusion section is not required for your draft paper.
3. Include a title and a reference page.
4. In addition to your course text book, cite at least two current scholarly resources to support your assertions and conclusions.
5. Include an appendix for tables and figures.

## Module 5

### Readings

- Chapter 11 in *Operations Management: Sustainability and Supply Chain Management*
- Turkey, M., Saracoglu, O., Arslan, M. (2016). Sustainability in supply chain management: Aggregate planning from sustainability perspective. *PLoS ONE*, 11(1), 1-18.

### Discussion (25 points)

### Critical Thinking: Title (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Operations Supply Chain Management Simulation and Paper**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Supply Chain Management Simulation and (2) a written Operations Supply Chain Management paper.

#### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course information. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results, which are to be included in your Critical Thinking Assignment.

#### **Part 2:**

Your written Operations Supply Chain Management paper must be four to six pages beyond the title and reference pages and contain titled sections corresponding to the content requirements designated below. Additionally, your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#). Consult the [Sample Paper](#) template for more information on how to organize the paper. Write clearly, concisely, and cohesively using APA style formatted section headers.

The Operations Supply Chain Management assignment content must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief definition of Supply Chain Management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Supply Chain Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Supply Chain Management Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Supply Chain Management Simulation strategy.

5. Describe at least three operations Supply Chain Management methods, principles, or techniques experienced in the Supply Chain Management Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Supply Chain Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. The conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text
  - b. The CSU-Global library is a good place to locate these sources
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document to the Module 5 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **Option #2: Operations Supply Chain Management Simulation and Presentation**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Supply Chain Management Simulation and (2) a multimedia-rich Operations Supply Chain Management presentation.

#### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course information. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results, which are to be included in your Critical Thinking Assignment.

#### **Part 2:**

Your multimedia-rich Operations Supply Chain Management presentation must contain logically cohesive flow including audio, video, and graphical content. The length of the presentation, beyond the title and reference portions, should be 10 to 12 slides with speaker notes which should be equivalent to five to seven minutes of narrated presentation including a transcript. Present your content clearly, concisely, and cohesively. The presentation may be submitted as a completely self-contained file (e.g., PowerPoint, Screencast-O-Matic, or Prezi) or as a link to a hosted Internet site.

The Operations Supply Chain Management presentation must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief definition of Supply Chain Management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Supply Chain Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Supply Chain Management Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Supply Chain Management Simulation strategy.
5. Describe at least three operations Supply Chain Management methods, principles, or techniques experienced in the Supply Chain Management Simulation. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Supply Chain Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. The conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text
  - b. The CSU-Global library is a good place to locate these sources
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [\*CSU-Global Guide to Writing and APA\*](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document to the Module 5 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **PORTFOLIO PROJECT REMINDER**

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

#### **Option #1: Product-Based Operations Management Assessment**

or

#### **Option #2: Service-Based Operations Management Assessment**

Refer to the description of the two options in the Module 8 folder. Please review the instructor comments and feedback provided for your Module Portfolio Project Milestone; consider opportunities

for improvement and continue to add current scholarly references (published within the past five years) in support of your operations management assessment. Additionally, consider how to integrate your Supply Chain Management Simulation experience into your Portfolio Project Operations Management Assessment.

**Note:** No Portfolio Project Milestone is due this week.

## Module 6

### Readings

- Chapter 12 in *Operations Management: Sustainability and Supply Chain Management*

### Discussion (25 points)

### Critical Thinking: Title (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Operations Inventory Management Simulation and Paper**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Inventory Management Simulation and (2) a written Operations Inventory Management paper.

#### **Part 1:**

Access the Pearson MyOMLab per the instructions provided in the course information. Carefully review the simulation's introductory information and instructions, as well as the information in the OM Simulation Descriptions and Implementation Tips, linked below. After completing the simulation, capture a screen image of your final simulation results, which are to be included in your Critical Thinking Assignment.

#### **Part 2:**

Your written Operations Inventory Management paper must be four to six pages, beyond the title and reference pages, contain titled sections corresponding to the content requirements designated in the requirements listed below. Additionally, your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#). Consult the [Sample Paper](#) template for more information on how to organize the paper.

The Operations Inventory Management assignment content must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.
2. Provide a brief definition of inventory management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Inventory Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Inventory Management Simulation;

- a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Inventory Management Simulation strategy.
5. Describe at least three operations inventory management methods, principles, or techniques experienced in the Inventory Management Simulation.
  - a. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Inventory Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. Conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text.
  - b. The CSU-Global library is a good place to locate these sources
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 6 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **Option #2: Operations Inventory Management Simulations and Presentation**

This Critical Thinking Assignment option consists of two activities: (1) Performing the Pearson MyOMLab Inventory Management Simulation and (2) a multimedia-rich Operations Inventory Management presentation.

Your multimedia-rich Operations Inventory Management presentation must contain logically cohesive flow including audio, video, and graphical content. The length of the presentation, beyond the title and reference portions, should be 10 to 12 slides with speaker notes which should be equivalent to five to seven minutes of narrated presentation including a transcript. Your presentation should adhere to the detailed instructions listed below. Present your content clearly, concisely, and cohesively. The presentation may be submitted as a completely self-contained file (e.g., PowerPoint, Screencast-O-Matic, or Prezi) or as a link to a hosted Internet site.

The Operations Inventory Management presentation must include the following:

1. Introduction: Explain the purpose or thesis of the paper, and explain how the body of the paper is arranged to support the purpose of the paper.

2. Provide a brief definition of inventory management and identify why it is important in an organization's operations.
3. Provide a brief overview description of the Inventory Management Simulation including the targeted goals of the simulation.
4. Describe specifics about the model or approach used as the basis for your strategy in performing the Inventory Management Simulation;
  - a. in an appendix, include an illustrated (worked-out) example of a formula, calculation, or technique developed as a central part of your Inventory Management Simulation strategy.
5. Describe at least three operations inventory management methods, principles, or techniques experienced in the Inventory Management Simulation.
  - a. Explain why you chose those methods, and whether these methods worked well.
6. Clearly describe your simulation results and indicate how well they met the targeted simulation goals.
7. Itemize at least three lessons learned from the Inventory Management Simulation. These lessons learned should reflect items such as but not limited to:
  - a. how successful was your strategy?
  - b. how well your methods worked,
  - c. did you observe any cause and effect relationships?
  - d. is there anything you could have done differently?
8. Conclusion should present a recap of key points and summary of main emphasis without repeating verbatim and exclusive of new information.
9. References should include:
  - a. at least two current scholarly references (published within the past five years) in addition to the course text
  - b. The CSU-Global library is a good place to locate these sources
10. Appendices:
  - a. Illustrated (worked-out) Quality Management example
  - b. Quality Management Simulation results including the rubric evaluation metrics (i.e. Profit)
11. Your paper must be formatted in conformance with the [CSU-Global Guide to Writing and APA](#).
12. Consult the [Sample Paper](#) template for more information on how to organize the paper.

Submit your Critical Thinking Assignment document(s) to the Module 6 submissions area established for this purpose. Per the assignment rubric, a portion of your evaluation is based on your simulation results.

### **PORTFOLIO PROJECT REMINDER**

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

#### **Option #1: Product-Based Operations Management Assessment**

or

#### **Option #2: Service-Based Operations Management Assessment**

Refer to the description of the two options in the Module 8 folder. Please review the instructor comments and feedback provided for your Module 4 Portfolio Project Milestone; consider opportunities for improvement and continue to add current scholarly references (published within the past five years) in support of your operations management assessment. Additionally, consider how to integrate your

Inventory Management Simulation experience into your Portfolio Project Operations Management Assessment.

**Note:** No Portfolio Project Milestone is due this week.

## **Module 7**

### **Readings**

- Chapters 13 & 14 in *Operations Management: Sustainability and Supply Chain Management*

### **Discussion (25 points)**

#### **PORTFOLIO PROJECT REMINDER**

Be sure to review the Portfolio Project description and Portfolio Project Rubric in the Module 8 folder for details.

#### **Option #1: Product-Based Operations Management Assessment**

or

#### **Option #2: Service-Based Operations Management Assessment**

Now is the time to build out your work-in-process Portfolio Project draft paper into your final Portfolio Project paper by filling in the substantive content for the key elements as stipulated in the Module 8 folder. Continue to add current scholarly references (published within the past five years) in support of your operations management assessment.

**Note:** No Portfolio Project Milestone is due this week.

## **Module 8**

### **Readings**

- Chapters 16 & 17 in *Operations Management: Sustainability and Supply Chain Management*

### **Discussion (25 points)**

### **Portfolio Project (250 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Product-Based Operations Management Assessment**

The purpose of the Portfolio Project is to apply your synthesis of current research about operations management (OM) to a global product-oriented organization. For your Portfolio Project, you are required to select a global organization that has a predominately product-oriented mission as the subject for your OM assessment.

#### **Portfolio Project Requirements:**

The final Portfolio Project is structured to help demonstrate your understanding of the course material, as well as the implications of new knowledge gained from outside research. The subject organization may be your workplace, an organization that you are familiar with, or an organization discovered in your research. Information about the subject organization must be publicly available and properly referenced in your work. As part of the initial Portfolio Project Milestone due in Module 4, you must secure instructor approval for the organization selected for your Portfolio Project.

Based on your analysis, you will write an assessment about the subject organization's OM strategy and practices. When writing the assessment, assume the role of a highly regarded operations management professional commissioned to review, analyze, and describe the organization's OM for achieving increased sustainable business value. Your assessment should address the following key elements:

- **Subject Organization:** Name and briefly describe the subject organization in this section, including its mission. In this section, at least one in-text citation must refer to a source in your reference list that can be accessed by the reader to learn more details about this organization.
- **Operations Management:** Define OM and relate the subject organization's mission, operational strategy, and productivity measurements; compare and contrast OM with project management.
- **OM Forecasting:** Define forecasting in the context of OM; identify the subject organization's forecasting methods and practices; relate the Seven Steps in the forecasting system to the subject organization; highlight potential ethical considerations related to the subject organization's forecasting; recap applicable lessons learned based on your Forecasting Simulation experience and describe how they apply to your subject organization.
- **Define Operations:** Define design of goods and services and relate to the subject organization; highlight OM process, location, and human resource strategy in the context of subject organization.
- **Quality Management:** Define quality and identify common OM quality management best practices; identify the subject organization's quality management methodology; recap applicable lessons learned based on your Quality Management Simulation experience and describe how they apply to your subject organization.
- **Supply Chain Management:** Define supply chain management (SCM); designate the subject organization's SCM strategy and explain the basis for determination; describe the subject organization's use of technology for SCM; identify potential SCM risks and SCM ethical considerations related to the subject organization; recap applicable lessons learned in your Supply Chain Management Simulation experience and describe how they apply to your subject organization.
- **Inventory Management:** Define inventory management, its importance, and common inventory models; identify the subject organization's inventory management practices; identify potential ethical considerations related to the subject organization; recap applicable lessons learned in your Inventory Management Simulation experience and describe how they apply to your subject organization.
- **Aggregate Planning:** Define sales and operations planning (S&OP) and relate to the subject organization; define materials resource planning (MRP) and enterprise resource planning (ERP) and relate to the subject organization; describe the subject organization's use of technology for aggregate planning.

- **Lean Operations:** Define lean operations; identify the subject organization's lean operations practices; relate strategic importance of maintenance and reliability to the subject organization; identify an OM innovation to improve the subject organization's operations for competitive advantage.
- **OM Information Technology:** Describe the role of information technology in operations management. Describe three technology innovations that have significantly transformed operation management practices.
- **Analysis:** Explain which activities are done well in the organization, where might be opportunities for improvement, and if you were operations manager explain what you would change and why.
- **Conclusions:** Summarize key points from various sections.

Submit your Portfolio Project paper as a single Microsoft Word document to the Module 8 submissions area established for this purpose.

Your essay should address the following requirements:

- Your well-written OM assessment essay thesis should be 12-15 pages in length, which does not include the title, reference, or appendix pages.
- Format your paper per the [CSU-Global Guide to Writing and APA](#), which includes an introduction and conclusion.
- Include a title and a reference page.
- In addition to your course text book, cite at least six current scholarly resources to support your assertions and conclusions.
- Include an appendix for tables and figures.

Please write clearly, concisely, and cohesively; use section level headers to organize the key elements of your thesis.

## **Option #2: Service-Based Operations Management Assessment**

The purpose of the Portfolio Project is to apply your synthesis of current research about operations management (OM) to a global service-oriented organization. For your Portfolio Project, you are required to select a global organization that has a predominately service-oriented mission as the subject for your OM assessment.

### **Portfolio Project Requirements:**

The final Portfolio Project is structured to help demonstrate your understanding of the course material, as well as the implications of new knowledge gained from outside research. The subject organization may be your workplace, an organization that you are familiar with, or an organization discovered in your research. Information about the subject organization must be publicly available and properly referenced in your work. As part of the initial Portfolio Project Milestone due in Module 4, you must secure instructor approval for the organization selected for your Portfolio Project.

Based on your analysis, you will write an assessment about the subject organization's OM strategy and practices. When writing the assessment, assume the role of a highly regarded operations management professional commissioned to review, analyze, and describe the organization's OM for achieving increased sustainable business value. Your assessment should address the following key elements:

- **Subject Organization:** Name and briefly describe the subject organization in this section, including its mission. In this section, at least one in-text citation must refer to a source in your reference list that can be accessed by the reader to learn more details about this organization.
- **Operations Management:** Define OM and relate the subject organization's mission, operational strategy, and productivity measurements; compare and contrast OM with project management.
- **OM Forecasting:** Define forecasting in the context of OM; identify the subject organization's forecasting methods and practices; relate the Seven Steps in the forecasting system to the subject organization; highlight potential ethical considerations related to the subject organization's forecasting; recap applicable lessons learned based on your Forecasting Simulation experience and describe how they apply to your subject organization.
- **Define Operations:** Define design of goods and services and relate to the subject organization; highlight OM process, location, and human resource strategy in the context of subject organization.
- **Quality Management:** Define quality and identify common OM quality management best practices; identify the subject organization's quality management methodology; recap applicable lessons learned based on your Quality Management Simulation experience and describe how they apply to your subject organization.
- **Supply Chain Management:** Define supply chain management (SCM); designate the subject organization's SCM strategy and explain the basis for determination; describe the subject organization's use of technology for SCM; identify potential SCM risks and SCM ethical considerations related to the subject organization; recap applicable lessons learned in your Supply Chain Management Simulation experience and describe how they apply to your subject organization.
- **Inventory Management:** Define inventory management, its importance, and common inventory models; identify the subject organization's inventory management practices; identify potential ethical considerations related to the subject organization; recap applicable lessons learned in your Inventory Management Simulation experience and describe how they apply to your subject organization.
- **Aggregate Planning:** Define sales and operations planning (S&OP) and relate to the subject organization; define materials resource planning (MRP) and enterprise resource planning (ERP) and relate to the subject organization; describe the subject organization's use of technology for aggregate planning.
- **Lean Operations:** Define lean operations; identify the subject organization's lean operations practices; relate strategic importance of maintenance and reliability to the subject organization; identify an OM innovation to improve the subject organization's operations for competitive advantage.
- **OM Information Technology:** Describe the role of information technology in operations management. Describe three technology innovations that have significantly transformed operation management practices.
- **Analysis:** Explain which activities are done well in the organization, where might be opportunities for improvement, and if you were operations manager explain what you would change and why.
- **Conclusions:** Summarize key points from various sections.

Submit your Portfolio Project paper as a single Microsoft Word document to the Module 8 submissions area established for this purpose.

Your essay should address the following requirements:

- Your well-written OM assessment essay thesis should be 12-15 pages in length, which does not include the title, reference, or appendix pages.
- Format your paper per the [CSU-Global Guide to Writing and APA](#), which includes an introduction and conclusion.
- Include a title and a reference page.
- In addition to your course text book, cite at least six current scholarly resources to support your assertions and conclusions.
- Include an appendix for tables and figures.

Please write clearly, concisely, and cohesively; use section level headers to organize the key elements of your thesis.

---

## COURSE POLICIES

---

Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

### Course Grading

20% Discussion Participation  
45% Critical Thinking Assignments  
35% Final Portfolio Project

---

## IN-CLASSROOM POLICIES

---

For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

### **Academic Integrity**

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /re-purposing your own work (see *CSU-Global Guide to Writing and APA Requirements* for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

### **Citing Sources with APA Style**

All students are expected to follow the *CSU-Global Guide to Writing and APA Requirements* when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions in your course.

### **Disability Services Statement**

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email [ada@CSUGlobal.edu](mailto:ada@CSUGlobal.edu) for additional information to coordinate reasonable accommodations for students with documented disabilities.

### **Netiquette**

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.