

Course Number: BA 2020

Course Title: Operations Management

Course Description:

Design of production systems. Topics include product and service design, location planning, capacity planning, design of facilities and work systems and lean manufacturing concepts. 3 credits. (3 plus 0)

Prerequisites: BA 2010;& MA 1025.

Credit hours: 3

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

1. Define operations management and explain the role of operations management in business.
2. Describe the differences between service and manufacturing operations.
3. Identify competitive priorities of the operations function.
4. Explain the strategic importance of product and service design as well as the related design issues for each.
5. Describe the key components and factors that must be included and considered in establishing an effective supply chain.
6. Discuss the major considerations related to developing and evaluating capacity utilization alternatives.
7. Describe the major factors that affect location decisions, as well as the corresponding decision process.
8. Evaluate product layout and process layout alternatives and be able to describe the advantages and disadvantages of each.
9. Explain the purpose of methods analysis and describe how methods studies are performed.



BA 2020 Operations Management Online Course Syllabus

Instructor Information

Please see Professor Profile at the Blackboard instructional site.

Course Schedule

Please see Course Schedule in the Course Syllabus area of the Blackboard instructional site.

Online Course Policies

All of the online courses taken by students are required to follow the policies posted online at <https://online.indianatech.edu/tech-policies/policies/>. Please review the posted policies carefully. If you are unable to abide by the policies listed, please contact the Warrior Information Network (WIN) at 888.832.4742 and request to withdraw from this course.

Textbook

Reid, R. & Sanders, N. (2010). *Operations management* (4th ed.). Hoboken, NJ: John Wiley & Sons, Inc.

Grading Events & Grading Criteria

Unless otherwise specified, all assignments must be submitted via Blackboard

Grading Events

Course Preparation Quiz	25 pts
Discussion Board	
Thoughts on Operation Managements	100 pts
Modules 2-5 100 pts each	400 pts
Case Studies 4 @ 100 pts	400 pts
Module Exams 4 @ 500 pts	2000 pts
Final Thoughts	100 pts
Total	3025 pts

Written Case Assignments

Each module will include one case evaluation. The written assignment must be 2-3 pages long and correspond to the "Written Assignment Guidelines for Cases."

Written Assignment Guidelines for Cases:

1. Grades will be primarily determined on content; however, poor technical presentation and writing can detract from the quality and grading of the paper. Effort should be made to write well technically (spelling, punctuation, complete sentences, and proper grammar).

2. Papers must be double spaced - 12 point font.
3. At the top of the paper, type name, due date, and class number.
4. Write the paper in block form, with each new answer section headed by the specific question typed in bold facing. You do not need to write a summary of the case study. The 2-3 pages required should be made up totally of writing the question out, followed by the answer for that question.
5. **Submit papers on-time.**
6. Content will be evaluated based on your taking a clear position on each question, and then effectively supporting it through use of examples from the case, information from your readings, and from your own experiences and knowledge. Thoughtful, in-depth rationale in support of your answers is an important component of your papers.
7. If you are using a word processing application other than Microsoft Word (such as Works, Word Perfect), please save your file as Rich Text Format (*.rtf) before submission.

Examinations There will be an exam at the end of each module. The number of questions may vary for each exam. **Note you must complete examinations by the due date or you will not be able to access them. Also, once you access an examination, you must complete it. There is no starting over.**

Discussion Area on Blackboard

You are expected to begin *five* new topics and participate in *four* posted threads. The *first* new topic would be sharing your thoughts about organizational management and how you have used it in the past or have seen it used effectively. This should include what your perception of organizational management is prior to starting the course. In addition, *four* new topics and *four* posted threads should be distributed evenly across four modules (Modules 2-5) - in other words *one* new topic and *one* posted threads for each module. **The posts should be based on topics covered in the text or current events that you may read in the newspaper, on the internet, or in a magazine.** Your grade will be based on the quality of your contribution, how you have tied your contribution to what you have learned, and your professional communication skills.

Final Thoughts on the Course

This would include a 2-3 page paper on what you learned in this course. This would include such topics as:

1. How have your views changed since completing the class.
2. What are several reasons you feel it's beneficial to use Operations Management?
3. What are specific items that you learned?
4. Specifically, how do you see yourself using this knowledge in your future endeavors?

Grading Scale

The following grading scale will be used to assign a grade at the end of the course:

Percentage Achieved	Grade	Percentage Achieved	Grade	Percentage Achieved	Grade
93% or above	A	80% or above	B-	70% or above	C-
90% or above	A-	77% or above	C+	60% or above	D
87% or above	B+	73% or above	C	Below 60%	F
83% or above	B				

Late Assignments

All assignments and required online activities are due according to the deadline listed in the course schedule. Granting deadline extension is the course instructor's autonomy.

Incompletes

If you are unable to complete the requirements for this course due to extenuating circumstances, an Incomplete grade (I) may be granted if you meet the general guidelines stated below.

General Guidelines for submitting a course incomplete request:

- More than 50% of the course session has elapsed.
- The student has encountered an unexpected situation that is beyond his or her control.
- The student is
 - in good academic standing -- up-to-date on all of the course assignments and has at least an overall passing grade,
 - able to complete all of the remaining coursework within a session (5 weeks for a undergraduate course and 6 weeks for a graduate course) that immediately follows the session the student is currently enrolled, and
 - able to provide support documentations to substantiate the need for extra time should a session is not enough to complete the course requirements.

If an Incomplete is granted, the instructor will set a deadline for all work to be completed. **The deadline cannot go past one (1) session.** All incomplete grades and deadlines are subject to approval by the designated university authority.

Course Related Communication

Online courses are conducted in an accelerated format. Timely communication is very important. When receiving emails from your classmates or instructor, please respond as soon as you can.

Students are REQUIRED to use their Indiana Tech email account for all course related communication. The most direct, and effective, way to email your course instructor and classmates, is by using the Send Email function within the Blackboard course site. When you use the Send Email function, you automatically receive a carbon copy of the email you sent. In the event when you need to substantiate your claim that you did email your classmates or instructor, you can show that carbon copy to the person(s) who requested it.

Please note that Blackboard only permits you to send email, it does not provide you with the check email function. All of the emails your classmates and instructor send to you will be delivered to your Indiana Tech email account. You are strongly encouraged to check your Indiana Tech email account regularly, preferably several times a week, to minimize the likelihood of miscommunication.

The University policy requires each online course instructor to respond to a student's email within 24 hours. Unless there is an extraneous situation that prevents the instructor from following this rule, you can expect to hear from the instructor within 24 hours. If you don't receive a reply within 24 hours, please do not hesitate to follow up with another email or forward the carbon copy of the email you sent to OnlineSupport@IndianaTech.edu with a note "Please help. It's been 24 hours and I have not heard from my instructor" and the University support staff will act on your behalf to contact your course instructor.