Note: This syllabus is provided to you as a guide for the class content and expectations this semester. It is not a contract, and it is subject to change as necessary. The current version is posted on D2L.

Students learn about the overall management process in Principles of Management and quantitative methods in Business Statistics. This course may seem very different from other management courses in the degree program. One major difference of this course is the use of quantitative tools in managing organizations.

This course applies the various aspects of Planning, Organizing, Leading, and Controlling in the context of Operations Management. Thus, the syllabus is arranged around those four major management tasks.

Course Description
Concepts and techniques in management of productive activity in service systems and in manufacturing systems. Prerequisites: MTH220 or equivalent and junior standing.

Topics covered include capacity, decision analysis, forecasting, inventory, job design, layout, linear programming, location, project management, quality control, scheduling, and queuing analysis.

Relevant Program Learning Outcomes
Program learning outcomes define the knowledge, skills, and abilities students are expected to demonstrate upon completion of an academic program. These learning outcomes are regularly assessed to determine student learning and to evaluate overall program effectiveness. You may access the program learning outcomes for particular courses at http://cobweb.sfasu.edu/plo.html.

Course Objectives
The objectives of the course are to develop the student’s understanding of:
1. the scope of Operations Management (OM),
2. OM terminology and appropriate usage,
3. interactions between OM and other functional areas of the organization,
4. various OM techniques, practices, theories and models at an introductory level in both manufacturing and service environments,
5. quantitative techniques used for decision-making and basic concepts governing management of OM activities,
6. logically analyzing and integrating knowledge to work with and apply OM models and theories,
7. current domestic and global issues associated with OM, and
8. the foundation necessary to pursue more advanced work in OM.
PLANNING

Required Materials
   a. “Student Value Edition” (loose-leaf and lower cost) ISBN: 9780134163512; if you buy used, make sure all the pages are there.
   c. International versions are not always the same – buy with caution.
2. Calculator capable of calculating sample standard deviations (recommend TI-30XA).
3. Microsoft Excel will be required for selected homework assignments.
4. Reliable Internet connection – wireless connections are discouraged for exams/quizzes.
5. SFASU email account and SFASU Desire2Learn system access (D2L).
6. Compatible browser and computer system.
8. Syllabus and course schedule.
9. Additional materials may be assigned to topics throughout the semester (posted in D2L and/or distributed in class).

Navigating the Course
Syllabus: Thoroughly read this syllabus to ensure you understand course policies and requirements. Keep a copy of the syllabus and course schedule for reference.

Using D2L: Learn how to use D2L as soon as possible. Most online issues are overcome through familiarity with the systems. Enrollment in the course implies each student possesses basic computer skills and knowledge of navigating through online information and websites. This includes, but is not limited to, logging into the course, navigating course materials, uploading assignments, posting to discussions, taking exams/quizzes, and sending e-mail messages with attachments.

Go to https://d2l.sfasu.edu to access the course. Relevant announcements, course material and grades will be posted in the D2L course. Assignments will be submitted electronically through D2L.

Use of Personal Computers: Students assume ALL responsibility for personal computer operating condition and personal Internet connection functionality. Based on experience with online course materials, a high-speed Internet connection (cable, DSL, FIOS, etc.) is strongly recommended. Technical difficulties with a student’s personal computer and/or Internet connection are beyond the University’s control and are NOT a valid reason for a “make-up” on any course activity. Students are responsible for ensuring personal computers meet D2L requirements and that personal computers and Internet connections function properly to meet course deadlines.

For technical issues, contact the Technical Support Center (TSC) Help Desk immediately (for example, “D2L seems to be down and I need to take an exam.”). The Help Desk has previously encountered and resolved various issues for students.

If you experience a content issue, email the professor immediately (e.g. “I can’t access Module 2 materials”). This is for your protection and not only provides documentation of the issue but also helps to resolve it as quickly as possible.

If you do experience a problem, first and foremost, do not panic. Usually, issues are easily resolved, and the professor will work to resolve any as quickly and fairly as possible.
PLANNING (continued)

To be Successful in this Class

1. Know course requirements and professor’s expectations.
2. Read material before class to create more productive, interactive class sessions and improve learning.
3. Be ready to start class on time.
4. Plan to attend the entire class period and participate.
5. If a student chooses not to attend class, it is recommended the student drop the course and take at a more convenient time.
7. When responding to classroom questions, please do not interrupt others; take your turn.
8. Take notes during class. Add to those notes based on assignments, activities, videos, and discussion.
9. Be in a positive frame of mind for class; becoming interested in topics covered improves learning and retention.
10. Network with classmates for study groups or at least be able to ask each other questions about class.
11. Schedule dedicated time each week to work on this course.
12. No food allowed during class; this includes snack foods. You may have a drink but container should have a lid.
13. Act professional, and you will be treated as one.

Attendance and Participation

Attendance and participation are expected at all class meetings. **Students are requested to not come and go during class except for emergency reasons.** An absence or tardy may be "excused" only if it is for a reason acceptable to the professor (for example, job interview or business trip) and acceptable written documentation is provided **prior to the absence.** Minor illnesses, car trouble, malfunctioning alarm clocks, and most other reasons are **NOT** acceptable reasons for an absence to be "excused."

When you are in class, please do not distract the class with activities that are not appropriate for class. If you have to ask if it is appropriate, it is probably not. This includes texting or any type of electronic communication on your phone or any other device. If your laptop is open, only class material is appropriate.
ORGANIZING

Course Format
Lesson modules are conducted using the textbook, assignments, activities, additional readings, videos, and/or cases, which are presented during class and through D2L. Students must complete quizzes, exams, and other assignments by the due dates in the course schedule.

Event Timing
All times for this course are in US Central Time. Check times and dates carefully (see course schedule).

Many tasks have a No Later Than (NLT) deadline which means students can complete the task any time between when the task is made available and the deadline. Students should feel free to work ahead especially with regard to reading the textbook. Some tasks, such as exams, have a very specific availability period. Late work is not accepted, thus plan accordingly.

Course Withdrawal and Attendance
The professor does not drop students from the course. If a student decides it is necessary to drop the course, follow the relevant guidelines of the University. As long as you are actively participating in the course (e.g. attending the course, taking quizzes/exams, participating in discussions, etc.) and you follow the University’s withdrawal procedures, students can withdraw with a W during the W/WF signature period. Students who withdraw who are not actively participating may receive a WF.

Assignments & Evaluation

Exams (EX): Three examinations primarily consist of multiple-choice questions, but may also include true/false, matching, short answer, and/or essay questions. Exams cover class lectures and discussions, homework assignments, assigned readings, and other materials in the course (i.e. handouts, slides, in-class activities, case studies, quizzes, videos, websites, etc.). Everything related to the course is testable.

Course exams are designed to test more than just basic knowledge. Most exam questions challenge you not only to remember what was covered in the course materials but also to test your understanding and application of the material. Do not underestimate time required to prepare for exams. Exams are “closed book” and have strict time limits.

Each student is required to bring his or her own calculator and a valid SFA student ID to each exam.

Exam Make-up: Be sure to contact the professor immediately if you believe you will miss an exam. Make-ups are possible only if the absence is for a university excused absence and arrangements are made in advance (an exception is possible for absences due to emergency reasons). Once tests are handed back to the class, make-ups will not be given.

The final exam will not be given prior to the official scheduled time assigned by the University.
ORGANIZING (continued)

Assignments (continued)

Team Homework (HW): Problem sets, primarily quantitative, are completed by teams for a team grade. Teams will be formed during the first week of class (4-6 students per team). Each team is collectively responsible for solving the homework problems. Homework is due at the beginning of class on the due date. Each assignment requires a collective effort by all team members and culminates in a single, joint submission. An individual’s grade on homework is derived from the team’s grade and the respective peer evaluations (See *Note below).

Team HW Submission Guidelines
- Must be typed in Calibri 11 pt font printed on 8 ½ x 11 white paper, and include Group Number and Team Member Names at the top of the first page.
- Show calculations required to arrive at the answer. Do not just provide the final answer.
- Some questions require written explanations and should use proper grammar with appropriate business communications practices.
- Charts/diagrams should be created electronically and appear in order in the submission.
- Each answer should be in order, concise, and labeled with the final answer highlighted (or circled).
- Multi-page submissions should be stapled.
- Homework is due at the start of class. Late submissions are not accepted.
- Handwritten submissions are not accepted.
- Teams do not need to retype the assignment questions.
- Points are deducted for deviating from these guidelines.

Each group is expected to submit their own original work. Files and solutions should not be shared among groups. Any such sharing is considered a violation of the Academic Integrity policy (see below).

Groups that fail to submit an assignment will receive a zero (0) for the HW Submission Points and a zero (0) for the Quiz points related to that assignment.

Quizzes (QZ): Students take quizzes in D2L related to homework assignments. These quizzes may include multiple-choice, true/false, matching, and/or short answer questions related to the HW assignments and chapter materials. Students should thoroughly read and review each chapter and related assignments before taking a quiz. Online quizzes are “open book,” however, time limits are placed on quizzes, and it is unlikely every answer can be found in the text/notes. Students should prepare for the quizzes as if they are “closed book” like exams. Instructions for taking each quiz will be available under in D2L. Late quizzes are not accepted.

NOTE: If you have technical problems during a quiz, please contact the Help Desk immediately and send the professor an email. The Help Desk can document the issue and possibly help you correct PC settings (see “Use of Personal Computers’’). The techs will try to determine what has occurred (caused by: student’s ISP, our ISP, D2L, student trying to access other websites during the quiz/exam, etc.) and will advise me of the outcome if any further action is required. Subsequently, once the detailed information from the Help Desk is provided, a determination will be made whether or not a quiz is reset based on that information, University policy, applicable law, and past practice.

Quiz Make-up: There will be no make-ups for quizzes unless they comply with University policy (e.g. D2L servers down, severe weather, soldiers in war zone, etc.). Those will be resolved on a case-by-case basis.
ORGANIZING (continued)

Assignments (continued)

* Note: An individual’s grade for team assignments is subject to reduction based on peer evaluations. A peer evaluation average for each student is calculated for the semester.

For example, an individual’s grade with the specific data below is calculated as follows.

<table>
<thead>
<tr>
<th>Possible Team Homework Points</th>
<th>200 pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall team grade (160 pts out of 200 pts)</td>
<td>160 pts</td>
</tr>
<tr>
<td>Individual student’s average peer evaluation</td>
<td>x 80%</td>
</tr>
<tr>
<td>Individual student’s grade on the team assignments</td>
<td>128 pts</td>
</tr>
</tbody>
</table>

Process to Terminate Team Members: If a team member is not performing to the group’s expectation (i.e. does not attend meetings, does not provide requested material, etc.), then the team may terminate that student’s employment. The following steps must be followed to drop a team member:

1. There must be unanimous agreement by all team members for terminating the student (in this section all team members refers to all team members except the student being terminated).
2. The team discusses the student’s lack of satisfactory performance face-to-face with the individual and provides that student with a “notice of unsatisfactory performance” that includes a specific written evaluation of what is lacking in performance (the written notice/evaluation must be signed and dated by all other members of the team).
3. A copy of the notice (signed and dated) must be submitted to the professor the same day it is presented to the student (except weekend/holiday).
4. After the unsatisfactory performance notice is presented to the student, the student has 7 calendar days to respond or correct the performance.
5. If the team is not satisfied with the response in Step 4, a final written notice indicating the team is terminating the student should be given immediately to the student (the final notice must be signed by all remaining team members)
6. A copy of the final notice (signed and dated) must be submitted to the professor the same day.

Team members cannot be given a “notice of unsatisfactory performance” after October 20, 2017.

For a student terminated from a team, if no other team is willing to hire the student, then the terminated student must complete all remaining team assignments on an individual basis or lose all homework points for the semester.
### LEADING

**Student Responsibilities**

1. Commit to excellence in your educational pursuit.

2. Read assigned materials as early as possible each week to better prepare for completing course tasks. The textbook generally provides a good overview of topics.

3. Take notes during class. Lectures provide additional detail and explanation of topics.

4. Complete all assignments by deadlines.

5. Communicate with relevant parties about missing group meetings, class absences, late arrivals, etc.

6. Refer to syllabus and course schedule throughout the semester.

7. Check SFASU student email and D2L daily for *Announcements* and course updates.

8. Send email to professor from student email only.

9. Don’t expect instant email response. Email usually answered within 48 hours or less (Monday-Friday). If response not received after 48 hours, please resend message in case it was blocked (see #8).

10. Professor does not drop students from course. Students are responsible for withdrawal following University policies and procedures, if unable to complete the course.

**Professor’s Expectations**

1. Students are expected to prepare for learning:
   a. Read chapters and review any online materials before class.
   b. Expect to spend a minimum of 2 hours outside of class for every hour of class (6 hours of preparation and study for a 3 credit hour course).
   c. Do not underestimate time required to complete assignments and prepare for exams.

2. Complete Team Homework individually before working with team.
   a. Meet “live” to create final submission.
   b. Proofread your document – accuracy does count.
   c. Provide a final copy to each team member to have in class while reviewing assignments.

3. Arrive before class start time. If late arrival is unavoidable, be discreet upon entering the room. If you must miss class, inform the professor in advance by e-mail.

4. Early departures should be the exception. Inform professor in advance and leave without disruption.

5. Attend class appropriately dressed.

6. Treat classroom furniture and equipment with respect. Use care when consuming food and beverages.
LEADING (continued)

**Contacting the Professor**

**Student Behavior**

Classroom behavior should not interfere with the instructor conducting class or other students learning (see the Student Conduct Code, policy 10-4). Disruptive or inappropriate behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic, or other penalties. This prohibition applies to all instructional activities (face-to-face or electronic). The instructor has full discretion over what behavior is appropriate/inappropriate in the classroom.

Any disrespectful or disruptive behavior – including, but not limited to: sleeping, reading, side discussions, overt disruptions, harassing behaviors, etc - will result in your dismissal from the class, and/or a referral to the Office of Student Conduct. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare Early Alert Program. This program provides recommendations for resources or other assistance available to help SFA students succeed.

**Responsible use of technology:** It is expected that all students will only utilize cell phones, PDAs, laptop computers, MP3 players and other technology outside of class time or when appropriate during class. Answering a cell phone, texting, listening to music or using a laptop for matters unrelated to the course may be grounds for dismissal from class or other penalties.

**CELL PHONES (read this TWICE please).** There are NO cell phones permitted to be out or in my (or your) sight in class. This class requires your engagement, and cell phones serve to detract from that engagement. Additionally, your phone should be not only put away, but on “silent” (NOTE: vibrate is NOT silent). If your phone is out and/or in sight, you will be asked to put it away, and you will lose 10 points off of your FINAL grade. Failure to adhere to this will result in more stringent disciplinary action.

**Appointments:** If students want to meet, it is best to make an appointment via email. Making an appointment ensures availability to meet specifically with a student and anyone else will be asked to wait. Other responsibilities may require being away from the office during office hours. Arrangements to meet with students most days can be made, if an appointment is requested far enough in advance.

**Email:** Email is the only way to ensure a message is received. Only use your student email account. Non-student email accounts may not receive a reply. Generally, expect a response within 48 hours Monday through Friday (usually less). Emails sent over the weekend/holidays are answered the next business day. Please be patient.

Please include the course number (MGT 371 W 4:00pm) and a descriptive subject line. For example, “MGT 371 W 4:00pm - Question 3a on Team HW 1.” This allows faster sorting of messages to respond to students first.

Use email regarding missing class or making appointments. Contact via phone should be used as a last resort if student email or D2L are inaccessible. The professor may not be able to take a call immediately even during office hours, please keep this in mind. For specific questions, please email for a direct response. This is especially important regarding assignment or course requirement clarification as well as grades. If warranted, an announcement may be posted to the course if the information requested is relevant to all students.
LEADING (continued)

Example Email – Appointment Request
To: rogerspp@sfasu.edu
From: ImaStudent@sfasu.edu
Subject: MGT 371 W 4:00pm - Appointment Request
Date: September 8, 2017

Good afternoon Dr. Rogers,

Is an appointment Tuesday, September 12 at 4:30 pm available to discuss my grades?

Sincerely,
First name Last name

Example Email – Course Policy/Procedure Clarification
To: rogerspp@sfasu.edu
From: UraStudent@sfasu.edu
Subject: MGT 371 W 4:00pm - Question about Team Homework
Date: August 31, 2017

Good morning Dr. Rogers,

Two questions about Team HW.
   1) Does this mean that I have to interact with other human beings on the HW assignments?
   2) Are there resources for learning to work well with others?

Sincerely,
First name Last name

Students with disabilities: to obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Withheld Grades Semester Grades Policy (5.5): Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the GPA.
CONTROLLING

Course Updates/Changes
Students continuing in the course accept the requirements as outlined in this syllabus. Students are accountable for observing course requirements and policies including any updates made in class, on D2L, or via email. Changes are sometimes necessary to help students. In effect, the professor reserves the right to figure out better ways to help guide student learning by making changes, if the situation warrants. While every attempt is made to provide an accurate overview of the course, circumstances and events may make it necessary to modify the course during the semester. Any changes to the course are at the discretion of the professor with advance notice during class and/or via electronic communications (D2L, email, etc.).

Obviously, the better students perform course tasks, the more students receive, particularly when considering grades. The time to decide whether to stay in the course is now, not later. Carefully assess what is required in this course and decide accordingly.

Academic Integrity (4.1)
Honesty is a fundamental precept in all academic activities. Academic misconduct in any form is contrary to the purposes and functions of the University and is therefore unacceptable. Students have a special obligation to observe the highest standards of honesty.

Academic integrity is a responsibility of all university faculty and students. Faculty members promote academic integrity in multiple ways including instruction on the components of academic honesty, as well as abiding by university policy on penalties for cheating and plagiarism.

Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism.

Cheating includes but is not limited to (1) using or attempting to use unauthorized materials to aid in achieving a better grade on a component of a class; (2) the falsification or invention of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were your own. Examples are (1) submitting an assignment as if it were one's own work when, in fact, it is at least partly the work of another; (2) submitting a work that has been purchased or otherwise obtained from an Internet source or another source; and (3) incorporating the words or ideas of an author into one's paper without giving the author due credit.

Please read the policy at http://www.sfasu.edu/policies/academic_integrity.asp. Incidents will be dealt with per the university policy.

As indicated above, a student who aids a cheater (including failure to take reasonable steps to prevent copying) is as guilty as the cheater. Incidents of academic misconduct are reported to the dean.

Reminder: Unless otherwise specified by the instructor, students may collaborate on homework only with their group members and NOT other groups. Cross-group collaboration will be considered an incident of cheating.
CONTROLLING (continued)

**Act Professional and You Will Be Treated As One**
It is useful to avoid common mistakes in the professor-student relationship.

(1) **Do not ask for a deal.** Each semester a student asks for a deal that is not available to all students (e.g. exam retake or extra points at the end of the semester). It is unethical to ask for points that were not earned and speaks poorly of the student’s integrity and the professor’s, if granted. It always results in an embarrassing situation where respect dissolves quickly. If a bonus opportunity is available, everyone will know because it will be offered to the entire class.

(2) **Do not ask to take an exam when it was missed during the time offered.** Such a request is unfair to other students who made sure to meet the schedule.

(3) **Do not to ask to extend deadlines for homework or quizzes, because you missed the deadline.** Again, honoring such a request is unfair to other students unless there is a documented emergency that prevented completing a task. Exams are limited, however, Homework and Quizzes are not considered limited as you have a week (or more) to complete them. If there is a delay with posting a file or other information, then deadlines will be extended accordingly.

**Evaluation and Grading**
Grades posted in D2L are **unofficial**. Official grades are kept in a secure location. Official grades and D2L grades should be equivalent. Please contact the professor as soon as possible to discuss discrepancies. The goal is to resolve any issue as soon as possible during the semester rather than after the course ends.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1 (EX1)</td>
<td>200</td>
</tr>
<tr>
<td>Exam 2 (EX2)</td>
<td>200</td>
</tr>
<tr>
<td>Exam 3 (EX3)</td>
<td>200</td>
</tr>
<tr>
<td>Homework Quizzes (8x20)</td>
<td>160*</td>
</tr>
<tr>
<td>Team Homework Submission (8x5)</td>
<td>40*</td>
</tr>
<tr>
<td>TOTAL Possible Points</td>
<td>800</td>
</tr>
</tbody>
</table>

* Note: An individual's grade for the team assignments is subject to peer evaluations (see above).

**Grading & Grade Description**
Course grade is calculated as a percentage of the total possible points with the following scale applied:

A  720 to 800 – Your supervisor would be impressed and remember you for promotion opportunities.
B  640 to 719 – Your supervisor would be satisfied and consider your work adequate.
C  560 to 639 – Your supervisor would be disappointed and begin to watch your work habits.
D  480 to 559 – Your supervisor would be troubled by the poor quality of work or by the sloppiness and would not consider you for any promotion; probably place you on probation.
F  479 and below – Your supervisor would look for someone to replace you; your work habits do not merit a paycheck nor meet the standards of the organization.

Course grades are calculated using a point system, not a percentage (i.e. no rounding).
# MGT 371 – Course Schedule – Fall 2017

<table>
<thead>
<tr>
<th>Dates</th>
<th>Assigned Reading</th>
<th>Assignments</th>
</tr>
</thead>
</table>
| Aug 30    | Chapter 1 – Operations and Productivity  
Module A – Decision-Making Tools                                                  |                              |
| Sept 6    | Module A – Decision-Making Tools  
Chapter 2 – Operations Strategy in a Global Environment                          | Team HW #1 (Mod A)           |
| Sept 13   | Chapter 3 – Project Management                                                   | Team HW #2 (Chapter 3)       |
| Sept 20   | Chapter 4 – Forecasting                                                          | Team HW #3 (Chapter 4)       |
| Sept 27   | Chapter 5 – Design of Goods and Services  
Recap and review                                                                  |                              |
| **Sept 27** | Chapters: 1, 2, 3, 4, 5 and Module A                                            | **EXAM 1**                   |
| Oct 4     | Chapter 6 – Managing Quality  
Supplement 6 – Statistical Process Control                                         | Team HW #4 (Chapter 6S)      |
| Oct 11    | Chapter 7 – Process Strategy  
Supplement 7 – Capacity and Constraint Management                                   |                              |
| Oct 18    | Chapter 8 – Location Strategies  
Module B – Linear Programming                                                      | Team HW #5 (Mod B)           |
| Oct 25    | Chapter 9 – Layout Strategies                                                     | Team HW #6 (Chapter 9)       |
| Nov 1     | Chapter 10 – Human Resources, Job Design, and Work Measurement                  | Team HW #7 (Chapter 10)      |
| Nov 8     | Recap and review                                                                 |                              |
| **Nov 8** | Chapters: 6, S6, 7, S7, 8, 9, 10, Module B                                        | **EXAM 2**                   |
| Nov 15    | Chapter 12 – Inventory Management                                                | Team HW #8 (Chapter 12)      |
| Nov 22    | Thanksgiving Break (no classes)                                                  |                              |
| Nov 29    | Chapter 11 – Supply Chain Management  
Chapter 16 – Lean Operations                                                       |                              |
| Dec 6     | Chapter 15 – Short-term Scheduling  
Module D – Waiting-Line Models                                                     |                              |
| **Dec 13 (Wed)** | Chapters 11, 12, 15, 16, Module D                                             | **EXAM 3 (4:00 pm)**        |

**The final exam will not be given prior to the official scheduled time assigned by the University.**