Course: Operations Management: MGT 371, Spring 2018, 3 credit hours.
Section 002: 2:30-3:45 p.m. Monday/Wednesday in BU 455

On-line: Go to https://d2l.sfasu.edu for D2L. Relevant announcements, course material and grades will be posted in Desire2Learn.

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

Professor: Dr. Rajat Mishra, BU403p, Phone 468-1580; FAX 468-1600; e-mail: mishrar@sfasu.edu, (Use this email address if you have an immediate question.)

Office Hours: Monday 12.15 pm-2.30 pm, Wednesday 12.15 pm-02.30 pm, Tuesday 12.15 pm-05.15 pm, and Friday by appointment. Questions may be asked by e-mail at any time.

Text: Operations Management, 12th ed. The “Student Value Edition” is loose-leaf and cheaper. If you buy used, make sure all the pages are there! The electronic version is available from http://www.coursesmart.com. "International" editions are not always the same--buy with caution.

Required Material: a pocket calculator capable of calculating sample standard deviations (recommended model: TI-30XA). Microsoft Excel will be required for selected homework assignments.

Course Objectives: Upon completion, the student should be able to logically analyze and integrate knowledge to work with and apply operations management models and theories at the introductory level in both manufacturing and service environments. Topics covered include capacity, decision analysis, forecasting, inventory, job design, layout, linear programming, location, project management, quality control, scheduling, and queuing analysis. The student should also develop an understanding of the interactions between operations management and other functional areas of an enterprise, be able to define and use appropriate POM terminology, and be able to discuss current international issues associated with operations management.

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 your major and particular courses at http://www.sfasu.edu/cob/ug-plo.asp.

Grading:
Midterm 1= 30%
Midterm 2= 30%
Final= 25%
Homework= 5%
Attendance= 10%

Attendance is expected at all class meetings and please do not confuse attendance with “participation”. Class begins at 2:30 p.m. You are expected to be on time. Students are requested to not come and go during class except for emergency reasons. If 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 lap top is out, only class material is appropriate.

**Student Conduct (University Policy 10.4)** Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (see the full Student Conduct Code at [http://www.sfasu.edu/policies/student-conduct-code.pdf](http://www.sfasu.edu/policies/student-conduct-code.pdf).) Unacceptable or disruptive 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 forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. 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 students with recommendations for resources or other assistance that is 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 in 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.

No eating in class – this includes snack foods. You may have a drink but all containers must have lids.

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.

**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.

**Student Academic Dishonesty (University Policy 4.1)** Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

**Definition of Academic Dishonesty**

Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to (1) using or attempting to use unauthorized materials on any assignment or exam; (2) falsifying or inventing 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 one’s own. Examples of plagiarism include, but are not limited to (1) submitting an assignment as if it were one's own work when is at least partly the work of another person; (2) submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or (3) incorporating the words or ideas of an author into one's paper without giving the author credit. Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university. Please read the complete policy at [http://www.sfasu.edu/policies/student_academic_dishonesty.pdf](http://www.sfasu.edu/policies/student_academic_dishonesty.pdf) Incidents will be dealt with per the university policy. Unless otherwise directed, students may collaborate on homework only with group members and not other groups. As indicated above, a student who aids a cheater (including failure to take reasonable steps to prevent copying) is as guilty as the cheater is. Incidents of academic misconduct are reported to the dean.
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), Room 325 in the Human Services Building, 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/.

Course Grades (University Policy 5.5) At the discretion of the instructor of record and with the approval of the academic unit head, 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, except as allowed through policy related to active military service. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average. Please refer to the complete policy at http://www.sfasu.edu/policies/course-grades.pdf.

This course will be taught with Internet enhancements using Desire2Learn (D2L). Students must visit the on-line course pages and check e-mail regularly to receive supplementary information and assignments. Grade posting will be on D2L. Class communications will be sent using D2L. Students may send e-mail to the professor either directly or on D2L (direct e-mail to mishrar@sfasu.edu is checked more frequently).

The following tentative schedule is a standing reading assignment unless modified by the professor:

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**Midterm 1**

| 5      |
| 6, 6S  |
| 7, 7S  |

**Midterm 2**

| 11     |
| 12     |

**Final**
SIGN AND RETURN FOLLOWING CERTIFICATION

I hereby certify that I have received a copy of the syllabus for MGT 371 Sections 002 for Spring 2018. I have read and understand the entire syllabus, and I further certify that I have met all prerequisites as listed in the syllabus except (approval required for exceptions):

I also understand that I must visit the on-line course site regularly to check e-mail and to receive supplementary information and assignments.

Signature: ___________________________ Date: _________________

Printed Name: _________________________