SYLLABUS

Department of Management, Marketing, and International Business

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.

Course: Operations Management: MGT 371, Section 500 Spring 2018, CRN 22307, 3 credit hours. This is a fully online class delivered using the SFASU Desire2Learn (D2L) system. Meeting times/locations TBA.

Access: https://d2l.sfasu.edu, then select this course. If that doesn’t work, visit the Resources and Links Web Page at http://faculty.sfasu.edu/fisherwarre/mgt371online.html. D2L help can be obtained during business hours at d2l@sfasu.edu or by calling 936-468-1919.

Description: Concepts and techniques in management of productive activity in service and manufacturing systems.

Prerequisites: MTH220 or equivalent and junior standing.

Professor: Dr. Warren W. Fisher, BU403FF, Phone 936-468-4103 or -1670; FAX 468-1600; email: wfisher@sfasu.edu, or fisherwarre@d2l.sfasu.edu (only works within Desire2Learn (D2L)).

Office Hours: Monday and Wednesday 8:30-9:30 a.m. in BU403FF; Monday and Thursday 8:15-9:15 p.m. online; and by appointment. Questions may be asked by e-mail at any time and will normally be answered within 24 hours (usually much sooner). The course “Office Hours Chat” will normally be open during online office hours as well as during other announced times. This is a good place to ask questions that might be of interest to others. Click Communication Tools, Chat, or click Content, Resources, Office Hours Chat to access it.

Text: Operations Management, “Student Value Edition”, 12th ed. (2017) by Heizer, Render, and Munson, published by Pearson, ISBN 9780134163512 (without software or code). This is a loose-leaf version to put in a binder, so be careful not to lose any pages if you want to sell it back at the end of the semester (and make sure all the pages are there if you buy used). The hardback equivalent (ISBN 9780134130422, also without software or code) is an optional substitute but is more expensive unless you can get a used copy. Versions with a CD or MyOMLab license can be used, but we do not use the software and you will likely run into trouble trying to sell the book. The electronic version available from VitalSource (www.vitalsource.com) is cheaper but can’t be sold and price depends on whether you get the 6-month or permanent version. Note: "International" editions are not always the same--buy with caution.

Required Material: A pocket calculator capable of calculating sample standard deviations and $y^x$ (recommended model: TI-30Xa, about $10 at Wal-Mart). Access to spreadsheet software (preferably Microsoft Excel) is recommended for most homework assignments and will be required for some. All SFA students are eligible for free Microsoft Office software including Excel--details are provided in the course “Resources” module.

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Student Learning Outcomes: 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.

Grading:

<table>
<thead>
<tr>
<th>Item</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Term Exams (2 @ 53)</td>
<td>106</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>Quizzes (17 @ 4 to 12 each)</td>
<td>137</td>
</tr>
<tr>
<td>Homework (13 @ 4 to 12 each)</td>
<td>101</td>
</tr>
<tr>
<td>Group: Join:</td>
<td>2</td>
</tr>
<tr>
<td>Cases (2 @ 10):</td>
<td>20</td>
</tr>
<tr>
<td>Presentation:</td>
<td>20</td>
</tr>
<tr>
<td>Other: Identity:</td>
<td>2</td>
</tr>
<tr>
<td>Discussions (6 @ 2)</td>
<td>12</td>
</tr>
</tbody>
</table>

Total: 500 (plus 2 point bonus for course evaluation)

Note about due dates: Most course activities have due dates on SFA school days (M-F) with the exception of group assignments, which are all due on Saturdays. Students who prefer to work just on weekends or just on weekdays can almost always do so by completing tasks early. However, be sure to join a group whose members have availability time compatible with yours.

Notes:

1. Exams (two mid-terms plus the final) will consist of objective questions, short essay questions, and problems, and will cover course material, homework, testable web pages, quizzes, information from the text, and current event information presented online. Exams I & II only cover the material in the respective Unit. The Final Exam has approximately half of the credit from Unit III and half from Units I & II. Each exam must be taken during the specified time frame, will have specified time limits, and may be attempted only once. See the web page MGT 371 Online Exam and Quiz Tips available in the Resources module plus the study tips for the respective exam for additional guidance.

2. The final exam must be taken either through ProctorU (https://www.proctoru.com) or in a designated, proctored computer classroom on campus. Students must indicate which method will be used by the deadline specified in the course schedule. There is normally no additional cost to students, but both methods require positive identification. More information on ProctorU is given in the ProctorU Overview provided in the Resources module, and details will be provided in the Final Exam module prior to the exam.

3. Quizzes are similar to exams but cover only the material for one chapter or module. Point values vary according to the amount and difficulty of content. Each quiz may be attempted at most twice, with the best grade counted.

4. Most chapters include homework assignments, most of which are quantitative. Point values vary according to the assignment’s length and difficulty. Acceptable methods of submission are described in the Standard Online Homework Instructions and Tips web page, available from the Resources module.
Depending on the assignment and the professor’s schedule, homework submitted well before the due date may receive helpful feedback in time to correct and re-submit the assignment.

5. Two case write-ups and the presentation are group projects. Each member’s performance will be reported to the instructor by the group’s leader. Based on that and the instructor’s observations of group activity, the instructor will decide whether each member is entitled to the group grade, more than the group grade, or less. Members who do not make a meaningful contribution to the assignment will receive a grade of zero. All members should keep records of their contributions to each assignment in case of disagreement about their level of participation.

A student who finds him/herself in a dysfunctional group may request to be removed from the group and complete the assignment independently. Any such request must be made at least one week before the respective assignment is due. If the request is approved and additional group assignments remain, the student may re-join the group, join another group with their consent, or continue to work independently at the student’s discretion.

6. All regrading requests should be submitted to the professor within 24 hours of the time that the grade is posted. In no case will items be considered for regrading more than one week after grade posting.

7. Letter grades will be assigned to final averages only. The usual 90-80-70-60 % curve will normally be applied with a curve of .25% (for example, 89.75%=A) unless adjustment is deemed necessary by the professor. At the professor’s discretion, any graded item may be curved by adding points across-the-board (i.e., all students’ grades are increased the same amount). There is no provision for adjusting the grades of individual students.

8. Although not graded, every student is encouraged to bring up current events that are relevant to the class. In most cases, the best method is by posting a new thread to the Miscellaneous Discussion, which is located in the Resources module.

9. Incidents of academic dishonesty will be dealt with under the official university policy cited in the syllabus Addendum below. Unless otherwise directed, students may collaborate on homework only to the extent of discussing the assignment and are specifically prohibited from jointly working the assignments and/or turning in work done partly or completely by another person. Be aware that “another person” includes the instructor. While it is normally acceptable to turn in assignments that look like course examples or solution files from previous semesters, simply copying such files or parts of such files with or without editing will be considered academic misconduct.

For homework, the first offence of copying and/or working an assignment jointly is punishable by a grade of zero on that item. The second offence is punishable by loss of all homework points for the entire course. Possession and/or use of an exam database for this or a similar course (including for earlier editions of the course textbook) is prohibited. Consulting with other persons (directly or electronically) during exams and quizzes is prohibited. As indicated in the Addendum, a student who aids a cheater is as guilty as the cheater is. As required by the university policy, incidents of academic misconduct are reported to the student’s dean.

10. Every student is required to have a visually recognizable identity and identify him/herself to the instructor. The preferred method is to post a recent self-photo to your D2L profile (instructions are in the Resources module). Students who prefer not to do that must:
a. Post an “avatar” picture to your D2L profile, i.e., a picture that you relate to. For example, you might post a picture of Betty Boop if your name is Betty, or the Marine Corps insignia if you were in the Marines.

b. Where specified in the Syllabus Quiz, indicate how you relate to the avatar.

c. Send the instructor an actual photo of yourself electronically (email or via the course Miscellaneous Dropbox), or visit the instructor in person. Photos submitted directly to the instructor are kept for instructor use only.

11. This is not a “self-paced” course. Work not completed by the respective deadline (including quizzes and exams) will ordinarily receive a grade of zero. Exceptions (including those resulting from work obligations) require clear, written documentation proving that the delay was reasonable and beyond the student’s ability to control. Such documentation must be provided to the instructor within one week of the incident unless the instructor specifically allows an exception. Exam makeups additionally require that the professor be notified in advance unless the student can show that he/she was unable to do so.

12. Students must visit the on-line course regularly and check both SFA and D2L e-mail to receive course content, supplementary information, and assignments as well as to turn in assignments and take quizzes and exams. Grade posting will be through D2L. Class communications will be by D2L news items, D2L email, and (less frequently) SFA email (to @jacks.sfasu.edu addresses). Students may send e-mail to the professor either directly or through D2L. Be aware that it is not possible to send e-mail from a normal e-mail address to D2L, and it is not possible to send e-mail from D2L to a normal e-mail address. Although students are permitted to have e-mail from their SFA account forwarded to another e-mail address, do so at your own risk: more reliable communications are usually had by not forwarding your e-mail. **Forwarding of e-mail from D2L is not recommended**, since it is not possible to reply to e-mail forwarded from D2L.

13. Following is the tentative course schedule in approximately the order that students should begin working on the indicated items. Most course activities require that the Syllabus Quiz be completed first. Group activities are underscored. All dates are subject to revision; see D2L news and calendar for current deadlines:

<table>
<thead>
<tr>
<th>TOPIC(S)</th>
<th>Begin*</th>
<th>Due+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Started: <strong>Syllabus Quiz; Establish Identity</strong></td>
<td>1/16</td>
<td>1/18</td>
</tr>
<tr>
<td>Discussion post: Self-introduction</td>
<td>1/19</td>
<td></td>
</tr>
<tr>
<td>Join a Group (after reading other self-intros)</td>
<td>1/23</td>
<td></td>
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<tr>
<td>Ch 1: Intro to Operations Management &amp; Productivity; Productivity HW</td>
<td>1/22</td>
<td></td>
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<tr>
<td>Ch 1 Quiz</td>
<td>1/24</td>
<td></td>
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<tr>
<td>Discussion post: Operations Management Experience</td>
<td>1/25</td>
<td></td>
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<tr>
<td>Ch 2: <strong>Group Case 1</strong>: Mission, Goals, Strategy, &amp; Operations</td>
<td>1/24</td>
<td>2/10</td>
</tr>
<tr>
<td>Strategy and Global Operations Quiz</td>
<td>1/26</td>
<td></td>
</tr>
<tr>
<td>Module A: Decision Making; Decision Table/Tree HW</td>
<td>1/30</td>
<td></td>
</tr>
<tr>
<td>Mod A Quiz</td>
<td>2/1</td>
<td></td>
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<tr>
<td>Ch 3: Project Management; PERT HW</td>
<td>2/5</td>
<td></td>
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<tr>
<td>Ch 3 Quiz</td>
<td>2/7</td>
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<tr>
<td>Ch 4: Forecasting; Forecasting HW</td>
<td>2/12</td>
<td></td>
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<tr>
<td>Ch 4 Quiz</td>
<td>2/14</td>
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<tr>
<td>Ch 5/5 Sup: Product and Service Design Quiz (due same day that Exam I starts)</td>
<td>2/15</td>
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<tr>
<td><strong>Exam I</strong></td>
<td>2/15 8 p.m.</td>
<td>2/17</td>
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</tbody>
</table>
Ch. 6/6 Sup: Group Case 2: Product or Service Quality Control 2/19 3/10

Quality Management; Statistical Process Control HW 2/21
Ch 6/6 Sup Quiz 2/23
Ch 7/7 Sup: Process Design & Capacity Planning; Capacity HW 2/27
Ch 7/7 Sup Quiz 3/1
Discussion post: Process Selection 3/2

[Last day to apply for August 2018 graduation--see Student Services 3/2]
Module B: Linear Programming; LP HW part I (formulation; graphical solution) 3/6
LP HW part II (Excel solution) 3/8

Spring Break! --
Mod B Quiz 3/20

[Last Drop Date--see Registrar’s Office 3/21]
Ch 8: Location Decisions; Location HW 3/22
Discussion post: Good or Bad Location 3/23
Ch 8 Quiz 3/24

Exam II 3/25 noon 3/27

Easter Break! --
[First day to apply for December 2018 graduation--see Student Services 4/1]

Group presentations: topic selection 4/2 4/7
Ch. 9: Layout & Line Balancing; Line Balancing HW 4/4
Ch 9 Quiz 4/9

Group presentations: main project 4/9 4/28
Ch 10: Human Resources & Job Design; Work Measurement HW 4/12
Ch 10 Quiz 4/16
Discussion post: Job that Needs Improvement 4/17
Ch 11 & 16: Supply Chain Management & Lean Operations Quiz 4/18
Ch 12: Inventory Management; Inventory HW 4/20
[Last day to withdraw from the university--see Registrar’s Office 4/23]
Ch 12 Quiz 4/24
Ch 15: Scheduling; Scheduling HW 4/26
Ch 15 Quiz 4/30
Presentation review survey (review presentation(s) other than yours) 4/30 5/4
Module D: Waiting Lines (Queuing); Queuing HW 5/2
Mod D Quiz 5/4
Final Exam Signup (ProctorU or on campus)** 8:00 p.m. 5/6

Final Exam through ProctorU** 5/9 8 p.m. 5/11
Final Exam on campus** 1:00-3:30 p.m. 5/11

*Blank Begin time means flexible, usually available at least a week before due.
+Due time is 11:59 p.m. unless otherwise specified in the assignment.
**Must sign up for desired exam type by indicated deadline. Details will be provided in course content well before the deadline.
Addendum

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

Academic Integrity (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 it 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/4.1-student-academic-dishonesty.pdf

Withheld Grades and 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/5.5_course-grades.pdf

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/.

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-code-of-conduct-10.4.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.