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: MGT 272/MGMT 2372, MTH 220/MATH 1342 or equivalent, and junior standing.

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

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 in the Rusche College of Business Curriculum Management Handbook.

Student Learning Outcomes
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

1. McGraw-Hill Connect (Connect) online access code (includes e-book) for Operations Management (14th ed.), William J. Stevenson (2021), McGraw-Hill Education
   - Loose-leaf version is available at lower cost.
   - International versions are not always the same – recommend avoiding.
3. Calculator (recommend Ti-30XIIX, Ti-36XPIII, BA II PLUS™, or BA II PLUS™ Professional).
4. Computer with Chrome browser. Some tablets may not work for the software used in this course.
5. Webcam, microphone, and speakers/headphones (or smart phone capable to attend Zoom meetings).
6. Reliable Internet connection – wireless connections are discouraged for online exams/quizizes.
7. Microsoft Excel® and Word® (Office 365 available through mySFA at no charge).
8. Adobe Acrobat® Reader (available at no charge).
9. SFASU email account and SFASU Desire2Learn/Brightspace system access (D2L).
10. Syllabus and Detailed Course Schedule. Current version posted in D2L.
11. Additional topic materials may be assigned (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 Detailed Course Schedule for reference.

**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/fiber, 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.

**Online Learning and D2L:** Learn how to use D2L and Connect as soon as possible. If you experience an issue, first and foremost, do not panic. Usually, technical concerns are easily resolved, and the professor will work to resolve any as quickly and fairly as possible. Most online challenges are overcome through familiarity with the systems. Enrolling in the course implies students possess basic computer skills and knowledge of navigating 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/quizizes, collaborating with group tools, and sending email messages with attachments. Students must use their SFA email account to contact the professor and send file attachments, if needed. Relevant announcements, course materials, and grades are posted in the D2L course.

More information is available on D2L in **Content** under Communication, FAQs, and Technical Information.

- **For D2L** technical challenges, contact the SFA Brightspace Support Team (for example, “D2L seems to be down. I need to take a quiz.”). The support team has previously encountered and resolved various issues for students.
- **For Connect,** McGraw-Hill also has dedicated Connect Technical Support online and via phone (24/7).
- **For a content question** (D2L or Connect), email the professor immediately (e.g. “I can’t find Quiz 3”). This is for your protection and provides documentation of the issue and helps to resolve it as quickly as possible. The D2L/Connect personnel do not have access to open/reset content.
PLANNING (continued)

Attendance and Participation
Online attendance and participation is expected in the course. Extended absence from the online environment may be “excused” only if it is for a reason acceptable to the professor (for example, business trip to location with no internet, official university activity, etc.) 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.” This is generally not an issue with online classes.

ORGANIZING

Course Format
Lesson modules are conducted using the textbook, assignments, activities, additional readings, videos, and/or cases, which are presented through D2L and Connect. Students must complete quizzes, exams, and other assignments by the due dates in the Detailed Course Schedule or as posted/announced in D2L.

Event Timing
All times for this course are in US Central Time (CDT or CST depending on date). Check times and dates carefully (see Detailed 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 reading the textbook. Some tasks, such as exams, have a very specific availability period. Late work is not accepted, thus plan accordingly.

This is not a “self-paced” course. Work not completed by the respective deadline (including quizzes and exams) will receive a grade of zero. The rare exception (i.e., hospitalization, family member returning from/leaving for deployment, or last minute business obligation) requires clear, written documentation proving the delay was reasonable and beyond the student’s control. Such documentation must be provided to the instructor within one week of the event.

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” 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. Students who stop participating/attending and do not drop may receive a QF at the end of the semester.

COVID-19 Mask Policy
Masks (cloth face coverings) must be worn over the nose and mouth when attending classes and meeting with the professor or others. Appropriate physical distancing must be observed at all times. Students not wearing a mask and/or not observing appropriate physical distancing will be asked to leave the area. All incidents of not wearing a mask and/or not observing appropriate physical distancing will be reported to the Office of Student Rights and Responsibilities. Students who are reported for multiple infractions of not wearing a mask and/or not observing appropriate physical distancing may be subject to disciplinary actions.


Student Responsibility and Time Requirements
D2L contains extensive content covering the same information students in the face-to-face/livestream course receive, requiring students to engage in the online modules by viewing lecture videos each week. In addition, students should be reading the textbook, submitting multiple quantitative assignments, taking quizzes, and completing exams. For every hour students spend engaging with online content, they should spend at least two hours completing associated activities and assignments. At a minimum, these activities might require students to engage online for 2.5 to 3 hours per week for “class lectures” with up to 6 additional hours completing reading, assignments, activities, and quizzes/exams as well as general study of each topic. It is your responsibility to be aware of, complete, and submit assignments as required by due dates.

Assignments and Evaluation

Syllabus Quiz: The syllabus quiz (Getting Started) covers pertinent information for this course and consists of multiple choice questions related to the syllabus, schedule, and course policies. You have one attempt for the quiz. Once the quiz starts, it must be completed within the time limit. This counts as a regular quiz grade so prepare accordingly. The quiz has some questions, which are manually graded so please be patient.

Self-Introductions and Online Identity: Introduce yourself to the class on the Self-Introduction discussion board (Getting Started). This does not need to be extensive (see instructions and example about minimum information to include). It is simply to let you know who is taking the class in case you want to organize a study group or just network with others. You must also post either a recent picture where your face is visible (basically head and shoulders) in your D2L profile or an “avatar” that represents either your first or last name (instructions in D2L). Failure to do these tasks will reduce your syllabus quiz score.

Student Information Form: This form (Getting Started) asks for background information and alternate contact information in case D2L and/or SFA Jacks email goes down for an extended time period (instructions in D2L).

Introduction to Connect Assignment: The “Introduction to Connect” assignment (Getting Started) is not graded but simply activates your Connect account and shows you the basics of how homework assignments are completed. Students may activate a 14-day trial account, can purchase an access code directly through the site, or activate a code already purchased. At the end of the trial period, each student will have to purchase a code to be able to complete Connect Homework assignments.

Homework (HW): Homework (HW) assignments in Connect are based on material within a particular chapter/topic. Many content areas are quantitatively oriented; therefore, quantitative problems are assigned as HW. The HW is primarily quantitative and each student is responsible for solving the problems and submitting answers through Connect for course credit.

- HW assignments close (lock) on dates specified in Detailed Course Schedule but may be submitted any time before that time/date.
- HW does not have a time limit other than completion by the due date.
- Late HW submissions are not accepted/graded.
- Two attempts are available on each HW. You must do both attempts (or score 100%) to be able to access the solutions after the homework closes.
- Your “best” HW assignments count toward your final grade. However, students should attempt every HW to help prepare for quizzes/exams, and try to earn maximum points (see grading scale below).
- Do not wait until the last minute to complete an assignment. Plan for system delays as server traffic increases.

Homework make-up: There will be no make-ups for homework unless requests comply with University policy (e.g. D2L down, severe weather, official university activities, etc.). Resolved on case-by-case basis.
ORGANIZING (continued)
Assignments and Evaluation (continued)

Quizzes (QZ): Quizzes relate to chapter topics and assignments. These quizzes may include multiple-choice, true/false, matching, and/or short answer questions. Students should thoroughly read and study each chapter and related assignments before taking a quiz.

- Online quizzes are “open book,” however, **strict time limits** (usually 10-15 minutes) are placed on quizzes, and it is unlikely every answer can be found quickly in the text/notes. Students should prepare for a QZ as if they are “closed book” like exams.
- Instructions will be available before starting each QZ.
- Students can take a QZ **only once**.
- Once a QZ starts, it must be completed.
- Quizzes are available only during times listed in the Detailed Course Schedule.
- Late quiz submissions are not accepted/graded.
- Your “best” quizzes count toward your final grade. However, students should take every quiz to help prepare for exams, and try to earn maximum points (see grading scale below).

If you have technical challenges during a quiz, contact the D2L Support Team or SFA Technical Support Center (TSC) immediately and send the professor an email. The D2L Support Team can assist with D2L specific issues. If you have a problem with your computer functionality, contact the TSC, which may be able to help you correct basic computer issues so it does not occur in the future (see “Use of Personal Computers”).

**Quiz make-up/reset:** There will be **no make-ups/resets for quizzes** unless they comply with University policy (e.g. D2L down, severe weather, official university activities, etc.). Computers or internet connections, which malfunction, are generally not valid reasons for a reset. Resolved on case-by-case basis.

Module Exams (EX): **Proctored** examinations primarily consist of multiple-choice questions, but may include true/false, matching, short answer, and/or essay questions. Exams cover class lectures, discussions, assigned readings, assignments, and other course materials (i.e. handouts/slides, guest speakers, in-class activities, case studies, quizzes, videos, etc.). Everything related to the course is testable. Questions consist of both qualitative and quantitative questions and are representative of the material presented throughout each module.

- Exams are administered and proctored on the dates/times indicated in the Detailed Course Schedule.
- Exams have a **strict time limit**.
- Module exams are closed book/closed notes.
- Module exams have one attempt.
- Once an exam starts, it must be completed in one sitting (no breaks).
- Only calculators (no phones or other electronics) may be used during exams.
- You must finish the exam before the testing window ends.
- Further proctoring information will be provided before the first exam.

Module exams are designed to test more than basic knowledge. Most 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.

Module exam scores are not immediately released. Unlike quizzes, module exam scores are NOT released until (1) availability period has ended, (2) all questions have been graded, and (3) professor has reviewed exam statistics and proctoring report. Any adjustments to Module exam scores are made soon after the testing period, not at the end of the course. **A D2L announcement is posted when exam scores are available.**
ORGANIZING (continued)
Assignments and Evaluation (continued)

Module Exams (EX): (continued)

IMPORTANT: Students may only answer questions while connected to the proctoring system. Should the exam session be disconnected, the student must immediately cease answering questions and re-connect. Questions answered while disconnected from the proctor will NOT COUNT toward the student’s exam grade. Anyone who is disconnected and unable to re-connect within a reasonable period of time should email the professor with details of what happened. The issue will be addressed, but not necessarily right away.

Module exam questions, answers to missed questions, correct answers, etc. will NOT be returned in D2L or any other form other than in-person or via phone/Zoom (for those not located in the Nacogdoches area). Students who want to review an exam need to request an appointment to discuss/review.

Exam Date Change/Make-up Requests: Contact the professor immediately if you believe you will miss an exam. Exam date changes are possible only if the absence is for a university excused absence and arrangements are made in advance (a possible exception is an absence due to an emergency such as hospitalization). Once tests results are released to the class, make-up exams will not be given. The final exam will not be given prior to the official scheduled time assigned by the University.

If you have D2L technical challenges during an exam (Monday-Friday 8am-5pm), contact the D2L Support Team immediately and send the professor an email. The D2L Support Team will document D2L specific issues. If you have a problem with your computer, contact the TSC which may be able to help you correct computer settings (see “Use of Personal Computers”).

If students have a technical issue and chose to take an exam outside the Monday-Friday 8am-5pm D2L Tech Support window, then email the professor with detailed information and wait for a reply, which may take up until the next business day/next office hours. Once the student provides detailed information, a determination will be made whether or not an exam is reopened based on that information, University policy, applicable law, and past practice. Personal computers or internet connections, which malfunction, are generally not valid reasons for a reset. Resolved on case-by-case basis.

Recommended Study Approach
Course material is delivered in several distinct modules. Each module has multiple chapters/topics.

Under each chapter/topic, the following items are posted in D2L: learning objectives, topic notetaker or instructor’s PowerPoint slides, links to lecture videos, homework assignments, and quiz/quizzes. Each is designed to help you learn the material presented in the chapter. Additional online resources may also be available for some topics. By studying the text, online materials, and homework to develop an understanding of the topic, you should be ready for the quizzes. Reading the text, taking quizzes and completing homework help prepare you for module exams.

To achieve the level of success you desire and since the module quizzes and exams have time limits, it is important to fully prepare for each quiz and exam by studying all of the assigned material. Previous semesters’ results indicate that student grades are maximized for students who prepare for each content area as you would for a face-to-face course. Students should schedule adequate time to complete the tasks in each module. This course is not “cram-able” especially with regard to exams. Numerous topics and quantitative methods are presented throughout which require students to spend time to understand and retain new knowledge.
LEADING

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.

Student Responsibilities

1. Commit to excellence in your educational pursuit.

2. Refer to Syllabus and Detailed Course Schedule throughout the semester.

3. Activate Connect account. You do this the first time you click a Connect assignment link from inside D2L.

4. Assignments will close (lock) on dates specified in the Detailed Course Schedule. Complete all assignments by deadlines.

5. Communicate with relevant parties about absences, course content, etc.

6. Daily check your SFASU student email, D2L Course News, D2L Calendar and D2L course updates list.

7. Email professor from SFASU student email only. Email from D2L and other email systems (Gmail, Yahoo, etc.) may not receive a reply.

8. Don’t expect instant email response. Email is usually answered within 24 hours or less (Monday-Friday). If response is not received after 48 hours, please resend message in case it was blocked (see #7).

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

Professor’s Expectations

1. Students are expected to prepare for learning like a face-to-face class:
   a. Read learning objectives for each chapter and chapter summary as an overview.
   b. Read each chapter before “class” lecture/discussion where topic is covered.
   c. Print Notetaker and/or PowerPoint slides from D2L (in Content) to take notes during “class” lecture/discussion.
   d. Read chapter again after “class” lecture/discussion and add notes to any topics (details, examples, definitions, etc.).
   e. Complete Connect Homework assignment after “class” lecture/discussion.
   f. Take Quizzes online after “class” lecture/discussion and after completing topic Homework assignment(s).

2. Complete/attempt all homework problems individually before visiting the tutor or professor for assistance.

3. Students should plan for 2.5-3 hours per week for “class activities” (lectures, taking notes, etc.) and on average 6 hours to complete reading assignments, homework, exams/quizzes, meet with professor/tutor, study the course content, etc.

4. Do not underestimate time required to prepare for exams. This material is dense and “cramming” generally has not worked well in the past.
LEADING (continued)

Student Behavior (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.

Any disrespectful or disruptive behavior – including, but not limited to: sleeping, reading, side discussions, overt disruptions, harassing behavior (face-to-face, online, via email, etc.) – may result in dismissal from the class, and/or a referral to the Office of Student Conduct.

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 Room 325, 936.468.3004 / 936.468.1004 (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.

Contacting the Professor
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 professors be away from the office during office hours. Arrangements to meet with students on the phone or Zoom most days can be made, if an appointment is requested far enough in advance.

Office visits: The COVID-19 Mask Policy and social distancing applies to meetings in the professor’s office and departmental suite. See above for more information.

Phone: Contact via the office phone should be used as a last resort if SFA email is inaccessible. The professor may not be able to take a call immediately even during office hours. Office phones do not have Caller ID so please leave a clear message with your name, number, course/section you are taking, and a brief message. Voicemail is not monitored except during office hours so response may be delayed. Email is the preferred method of communication (see below).
LEADING (continued)

Contacting the Professor (continued)

Email: Email is the best option to ensure a message is received. Only use your Jacks SFA student email account (no personal/business accounts or D2L email). **Email from non-Jacks email accounts may not receive a reply.** Generally, expect a response within 24 hours Monday through Friday (usually less). Emails sent over the weekend/holidays are answered the next business day. Please be patient. If a response is not received after 48 hours, please resend message in case it was blocked.

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 in D2L if the information requested (professor’s response) is relevant to all students.

Include course number (**MGMT 3371-500** or **MGMT 3371 Online**) and descriptive subject line. For example, “**MGMT 3371-500 - Question 3 on HW 2.**” This allows faster message sorting to respond to students as quickly as possible.

**Example Email – Appointment Request**
To: rogerspp@sfasu.edu  
From: AwesomeStudent@sfasu.edu  
Subject: MGMT 3371 Online - Appointment Request  
Date: September 15, 2020

Good afternoon Dr. Rogers,

Is an appointment Wednesday, September 22 at 11:00am available to discuss my grades via Zoom?

Sincerely,  
First name Last name

**Example Email – Course Policy/Procedure Clarification**
To: rogerspp@sfasu.edu  
From: ProactiveStudent@sfasu.edu  
Subject: MGMT 3371-500 - Question about Homework  
Date: August 25, 2020

Good morning Dr. Rogers,

Two questions about HW:  
1) Do I have to purchase a Connect access code for online HW assignments?  
2) Are there tutoring resources for HW and course content?

Thank you,  
First name Last name
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 during class, on D2L, or through 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.).

Academic Integrity (4.1)
Honesty is a fundamental principle 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.

Abiding by university policy on 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 on any assignment or exam; (2) falsifying or inventing 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; (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, resubmission of the work, make-up exam, failure of the course, or expulsion from the university. Incidents will be dealt with per university policy. Please read the complete policy at http://www.sfasu.edu/policies/student_academic_dishonesty.pdf.

As indicated above, a student who aids cheating/plagiarism (including failure to take reasonable steps to prevent copying) is as guilty as the cheater.

Reminder: Homework, quizzes and exams are to be completed individually. Unless otherwise specified students may discuss homework with other students, the course tutor, or professor, but must complete each assignment individually. Discussion of quiz and exam content with other than the instructor will be considered an incident of cheating.
CONTROLLING (continued)

Intellectual Property: United States copyright law protects my posted web material, the material of the textbook author(s), and materials from other authors that I have permission to post. It is each author’s original work. Whereas you are authorized to take notes, thereby creating a derivative work from the material, the authorization extends only to making one set of notes for your own personal use and no other. You are not authorized to provide your notes to others or to make any commercial use of them (such as selling them) without express prior permission from every author. In turn, I will not use your work without your permission.

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>
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<tr>
<td>Exam 3 (EX3)</td>
<td>200</td>
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<tr>
<td>Exam 4 (EX4)</td>
<td>200</td>
</tr>
<tr>
<td>Homework (Best 8 x 15pts)</td>
<td>120</td>
</tr>
<tr>
<td>Quizzes (Best 8 x 10pts)</td>
<td>80</td>
</tr>
<tr>
<td>TOTAL Possible Points</td>
<td>1000*</td>
</tr>
</tbody>
</table>

* Note: Final grade may be reduced by up to 10% for a lack of professionalism (see below).

Final Grades and Description
Course grade is calculated as a percentage of the total possible points with the following scale applied:

A 900 to 1000 – Your manager would be impressed and remember you for promotion opportunities.
B 800 to 899 – Your manager would be satisfied and consider your work adequate.
C 700 to 799 – Your manager would be disappointed and begin to watch your work habits.
D 600 to 699 – Your manager would be troubled by the quality of work and would not consider you for promotion; possibly place you on probation.
F 599 and below – Your manager would look for someone to replace you; these work habits do not merit a paycheck or meet the standards of the organization.

Course grades are calculated using a point system, not a percentage (i.e. no rounding).

Professionalism (or How to be Successful in this Class)

Professionalism – n. the skill, good judgement, and polite behavior that is expected from a person trained to do a job well.

A primary purpose of completing a business degree is preparing graduates to work as professionals in different types of organizations. Therefore, it is crucial students learn to conduct themselves professionally as described below. If a student is not exhibiting an appropriate level of professionalism, a meeting with the professor may be scheduled to address the issue. If a lack of professionalism persists, up to 10% may be deducted from the student’s final course grade.
CONTROLLING (continued)

Professionalism (or How to be Successful in this Class)

1. Know course requirements and expectations.
2. Read material before “class” to create more productive, interactive class sessions and improve learning.
3. If a student chooses “to not attend class”, it is recommended the student drop the course and take at a more convenient time.
4. Take notes during “class.” Add to those notes based on assignments, activities, videos, reading, and discussions.
5. Notify professor via email regarding long-term absences (week or more that might affect ability to complete assignments on-time).
6. Be in a positive frame of mind regarding class; becoming interested in topics covered improves learning and retention.
7. Contact your professor with questions regarding the material or course.
8. Meet with course tutor to ask questions.
9. Schedule dedicated time each day/week to work on this course. Treat it like a face-to-face class that requires attendance.
10. Try not to get behind in this course. Each of you has many demands on your time (i.e. work, family, school, etc.). This is not a “self-paced” course. There are specific deadlines each week.
11. Network with classmates for study groups or at least be able to ask each other questions about class.
12. Create and send professional emails to professor and other students.
13. Interact with others in a professional manner whether online or face-to-face.
14. Act professional, and you will be treated as one.

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 not available to all students (e.g. exam retake or extra points at semester’s end). 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. 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 which was missed during the time offered.** Such a request is unfair to other students who made sure to meet the schedule. See Exam Make-up Requests for exceptions.

(3) **Do not ask to extend deadlines for homework or quizzes, because you (or your team) missed the deadline.** Honoring such a request is unfair to other students unless there is a documented emergency that prevented task completion. 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 for every student in the class.
<table>
<thead>
<tr>
<th>Week starting</th>
<th>Assigned Reading</th>
<th>Assignments</th>
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</table>
| Aug 26       | Getting Started module on D2L  
Chapter 1 – Introduction to Operations Management  
Chapter 2 – Competitiveness, Strategy, and Productivity | Admin. Tasks  
Ch 1 QZ  
Ch 2 HW  
Ch 2 QZ |
| Sept 2       | Supplement 5 – Decision Theory                                                  | Supp 5 HW  
Supp 5 QZ |
| Sept 9       | Chapter 4/Supplement 4 – Product and Service Design / Reliability               | Ch 4 / Supp 4 HW  
Ch 4 / Supp 4 QZ |
| Sept 16      | Exam 1 (Chapters 1, 2, 4; Supplements 4, 5)                                     | Thursday, Sept 17 from 8am-11pm                |
| Sept 16      | Chapter 3 – Forecasting                                                          | Ch 3 HW  
Ch 3 QZ |
| Sept 23      | Chapter 6 – Process Selection and Facility Layout                               | Ch 6 HW  
Ch 6 QZ |
| Sept 30      | Chapter 5 – Strategic Capacity Planning  
Chapter 8 – Location Planning and Analysis                                         | Ch 5 HW  
Ch 5 QZ  
Ch 8 QZ |
| Oct 7        | Chapter 19 – Linear Programming                                                  | Ch 19 HW  
Ch 19 QZ |
| Oct 14       | Exam 2 (Chapters 3, 5, 6, 8, 19)                                                 | Thursday, Oct 15 from 8am-11pm                 |
| Oct 14       | Chapter 7 – Work Design and Measurement                                         | Ch 7 HW  
Ch 7 QZ |
| Oct 21       | Chapter 11 – Aggregate Planning  
Chapter 12 – Inventory Management                                                   | Ch 11 QZ  
Ch 12 HW  
Ch 12 QZ |
| Oct 28       | Chapter 13 – MRP and ERP                                                         | Ch 13 HW  
Ch 13 QZ |
| Nov 4        | Exam 3 (Chapters 7, 11, 12, 13)                                                  | Thursday, Nov 5 from 8am-11pm                  |
| Nov 4        | Chapter 16 – Scheduling  
Chapter 18 – Management of Waiting Lines                                             | Ch 16 HW  
Ch 16 QZ  
Ch 18 QZ |
| Nov 11       | Chapter 17 – Project Management                                                  | Ch 17 HW  
Ch 17 QZ |
| Nov 18       | Chapter 9 – Management of Quality  
Chapter 10 – Quality Control                                                        | Ch 9 QZ  
Ch 10 HW  
Ch 10 QZ |
| Nov 25       | Thanksgiving Break – no classes                                                  | Last homework and quizzes are due               |
| Dec 2        | Wrap-up, Review, and Prepare for Exam 4                                          |                                               |
| Finals Week  | Exam 4 (Chapters 9, 10, 16, 17, and 18) ‡                                      | Thursday, Dec 10 from 8am-11pm                 |

‡ Final exam will not be given prior to official scheduled time assigned by the University.