SYLLABUS Department of Management and Marketing

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: MGMT 3371 (previously MGT 371), Spring 2024, 3 credit hours.
Section 002: 2:00 pm-3:15 p.m. Tuesday/Thursday in BU 161

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, BU403 E, Phone 468-1580; FAX 468-1600; e-mail: mishrar@sfasu.edu, (Use this email address if you have an immediate question.)

Office Hours: Monday- 1:00 pm- 5 pm (online), Tuesday- 3.15 pm- 4.00 pm, Wednesday- 10:45 am-2.30 pm, Thursday 12.30 pm-2.00 pm. Questions may be asked by e-mail at any time. Office hours on Monday will be all online.

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:
Exam 1= 30%
Exam 2= 30%
Final= 25%
Homework and Classworks= 15%
Attendance is expected at all class meetings and please do not confuse attendance with “participation”. Class begins at 2:00 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.

**General Course Expectations**

- Read the course syllabus.
- Technical Support: You should contact your instructor for questions about course content. For technical
  support, including forgotten passwords and questions or problems using D2L tools, please contact the
  Brightspace (D2L) help team at Phone: (936) 468-1919 Email: d2l@sfasu.edu Steen Library Room:
  208 (Please include your full name and SFASU username in all correspondence with the Center for
  Teaching and Learning Office.)

**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)** The Code of Student Conduct and Academic
Integrity outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of
all members of all faculty, staff, and students to adhere to and uphold this policy.

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations
and procedures concerning academic conduct, including cheating, plagiarism, collusion, and
misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other
Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially.

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/](http://www.sfasu.edu/disabilityservices/).
Mental Health SFASU values students’ mental health and the role it plays in academic and overall student success. SFA provides a variety of resources to support student’s mental health and wellness. Many of these resources are free, and all of them are confidential.

On-campus Resources:
SFASU Counseling Services • [www.sfasu.edu/counselingservices](http://www.sfasu.edu/counselingservices)
Health and Wellness Hub (corner of E. College and Raguet) • 936-468-2401

SFASU Human Services Counseling Clinic • [www.sfasu.edu/humanservices/139.asp](http://www.sfasu.edu/humanservices/139.asp) Human Services Room 202 • 936-468-1041

Crisis Resources:
Burke 24-hour crisis line 1(800) 392-8343
Suicide Prevention Lifeline 1(800) 273-TALK (8255)
Crisis Text Line: Text HELLO to 741-741

**Course Grades (University 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 coursework 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 to compute the grade point average. For additional information, go to [https://www.sfasu.edu/policies/course-grades-5.5.pdf](https://www.sfasu.edu/policies/course-grades-5.5.pdf).

*This course will be taught with Internet enhancements using Desire2Learn (D2L).* 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).

You have no replacement tests if you miss exam(s). The score for a missed test is zero. If I am convinced of the missed exam excuse, which is a case of rarity, I will substitute the missed exam score with half of the minimum of the other exams’ scores.

Please see the spreadsheet in d2L for detailed lecture plan.