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: MGT 3371, Summer 2024, 3 credit hours. Section 500: Online and Asynchronous

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: Tuesday-11.00 am-1.00 pm, Wednesday 12.15 pm-2.15 pm, and additional hours will be announced via announcement. Questions may be asked by e-mail at any time. Office hours 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 in the Curriculum Management Handbook at http://www.sfasu.edu/academics/colleges/business/welcome/faculty-resources.

Grading:
Exam 1= 30%
Exam 2= 30%
Final= 25%
Homeworks= 15%- three homeworks; dates will be announced via d2L.

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.) 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.

**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/](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](http://www.sfasu.edu/policies/course-grades.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).

Opening Message:
I hope you all are ready for summer. I would like to welcome to the class of MGMT 3371, operations management.
Knowing your professor- My name is Rajat Mishra. Let me take a moment to introduce myself. I am in my ninth year at SFA. I am an Associate Professor in the department of Management. Before coming to SFA, I taught at Quinnipiac University (Connecticut) and at the University of Texas at Arlington (UTA). I have a bachelors degree in mechanical engineering, a masters degree in industrial engineering and PhD in operations management. When I was completing my masters in UTA, I realized that I wanted to be associated with a practical form of education. I rediscovered my career goals when I decided that I wanted to do something which is more applied and entrepreneurial in nature and something that deals with and involves people. This is when I switched from engineering to business at the PhD level. I have 5+ years of real world and consulting experience mostly out of DFW area. Joining academia was a good decision for me because I feel I work for myself and not for anyone else. I am a world traveler, and therefore, have a keen interest in understanding cultures.

Approach- I aim to teach this class in an applied manner. We will be talking about real world scenarios. The classes that I have enjoyed and done well in, were the ones where I have excellent rapport with my professor. I, therefore, would like to advise you that you should feel free to contact me with your questions, doubts, concerns or general comments about the course anytime. I look forward to the semester with each of you in my class. Let's make learning a fun experience!

I will open up the access of the power point of every chapter at the start of the week. I will post videos, as well for each powerpoint. The powerpoint and the videos will be posted under content section of your d2L. The homeworks will be via dropbox. The exams will be posted under quizzes in d2L. IF you need to reach me with an immediate response expectation, send me an email to my SFA email address. For non-emergency emails, please send me email through the d2L. I will get back within 24 hours to the emails I receive in d2L. Please keep checking this page for relevant announcements and important dates and deadlines. I will not accept any homework or quizzes after the due date so again keep checking d2L page all the time. If you need to talk to me for any questions, send me an email and I will send you a zoom link immediately.

Welcome on board. I am looking forward to instructing you all this semester.

Please see the spreadsheet in d2L for detailed lecture plan.