

**Fayetteville State University**  
**School of Business and Economics**  
**Department of Management**  
**MGMT 335-01: Operations Management (WEB-enhanced)**  
**Spring 2011**

**FSU Policy on Electronic Mail:** Fayetteville State University provides to each student, free of charge, an electronic mail account ([username@uncfsu.edu](mailto:username@uncfsu.edu)) that is easily accessible via the Internet. The university has established FSU email as the primary mode of correspondence between university officials and enrolled students. Inquiries and requests from students pertaining to academic records, grades, bills, financial aid, and other matters of a confidential nature must be submitted via FSU email. Inquiries or requests from personal email accounts are not assured a response. The university maintains open-use computer laboratories throughout the campus that can be used to access electronic mail.

Rules and regulations governing the use of FSU email may be found at  
<http://www.uncfsu.edu/PDFs/EmailPolicyFinal.pdf>

**II. Course Description:** This course provides an introduction to the process of producing goods and providing services, with class work oriented toward the analysis and solution of practical problems using quantitative techniques. The focus will be on areas, such as, product and production design, operation strategy, project management, quality assurance and international management issues, capacity decisions, plant layout, supply chain management, forecasting, inventory management, scheduling, and aggregate planning.

**Course pre-req includes: BADM 216 and MGMT311 with a minimum grade of “C”**

**III. Disabled Student Services:** In accordance with Section 504 of the 1973 Rehabilitation Act and the Americans with Disabilities Act (ACA) of 1990, if you have a disability or think you have a disability to please contact the Center for Personal Development in the Spaulding Building, Room 155 (1<sup>st</sup> Floor); 910-672-1203.

**IV. Textbook:** Required Text Book: Stevenson, W.J. (2007). Operations Management, 10th edition, McGraw-Hill/Irwin, ISBN-13: 9780073377841

**V. Student Learning Outcomes –**

Upon completion of this course, students will be able to: (list learning outcomes below)

1. Gain an overview of the field of operations management and understand how operations function fit into the organization
2. Understand what operations managers do and the tools and techniques they use.
3. Gain global awareness and its implication for operations management especially in areas such as: global operations, outsourcing, and supply chains.
4. Develop communication skills: written communication, oral communication, quantitative analysis, computer usage, and critical thinking
5. Practice problem solving/analysis through cases in operations management
6. Develop leadership skills

**VI. Competencies acquired from the course**

1. Understand the role of operations management in the overall business strategy of the firm
2. Understand the strategic decisions in operations
3. Diagram the network of interrelated activities in a project, and identify the sequence of critical activities that determine the duration of a project.
4. Understand the current thought on quality management
5. Utilize statistical methods to monitor and measure the capability of the process to produce goods or services to specification
6. Determine the system's capacity, and how to organize the layout of individual facilities.
7. Understand the role of supply-chain management
8. Distinguish between the different types of inventory and know how to manage their quantities
9. Describe how aggregate plans relate to a firm's long-and short-term plans

## VII. Course Requirements and Evaluation Criteria -

### a. *Grading Policy* –

INTERIM GRADE X = NO SHOW – Assigned to students who are on a class roster, but never attend class. For warning purposes only; NOT a final grade.

INTERIM GRADE EA = EXCESSIVE ABSENCES - Assigned to students whose class absences exceed 10% of the total contact hours. For warning purposes only, NOT a final grade.

FN = FAILURE DUE TO NON-ATTENDANCE – Assigned to students who are on class roster, but never attend the class. An FN grades is equivalent to an F grade in the calculation of the GPA.

### NOTE TO STUDENTS ABOUT CLASS WITHDRAWALS:

- Withdraw from Class means you are withdrawing from 1 or 2 classes that you will not be attending and you have other classes on your schedule that you will attend. Effective Fall 2009, students will be allowed only 5 withdrawals from class for the remainder of your college career. The 6th W will be calculated as "F".
- Students receive no refund for withdrawing from individual classes and they slow their progress toward degree completion.
- Students who withdraw from or fail more than one-third of their classes will no longer be eligible for financial aid.
- **STUDENTS MUST STRIVE TO EARN CREDIT FOR ALL THE CLASSES IN WHICH THEY ENROLL. STUDENTS SHOULD WITHDRAW FROM CLASSES ONLY WHEN IT IS ABSOLUTELY NECESSARY.**

### b. *Grading Scale* – Following university grading scale will be used to evaluate student's performance.

Grade	Percentile Score
A	92 - 100%
B	83 - < 92%
C	74 - < 83%
D	65 - < 74%
F	below 65%

### c. *Attendance Requirements* – Students are expected to be punctual for each class meeting. ¼ point will be cut from final score for each absence no matter what. Only in case of extreme emergency, I might excuse an absence. "I was sick" or "Doctor's appointment" or "Car related problems" are NOT allowed. ¼ point will be cut in all such scenarios. In case you are hospitalized in an emergency, I will excuse your absence when shown proper documents. An absence, excused or unexcused, does not relieve student of any course requirements.

### d. *In-Class discipline* – ¼ point will be cut from your final score for improper behavior in class. Improper behavior includes but does not limit to: "Talking with other students without permission", "Laughing without any reasons", "Surfing internet without permission", "Making noise and creating disruptive class environment", "Leaving class in between for breaks", "Coming late without informing instructor ahead of time", "Cell phone ringing in class."

e. *Value of Each Assignment:*

% Finale Grade	Category
15%	First Exam
15%	Second exam
30 %	Final Exam
20%	Homework
10%	Group Project
5%	Quizzes
5%	Attendance

- f. *Policy on Assignments* - All assignments will be announced in class. If absent, it's your responsibility to contact your classmates or instructor to find out about the assignment. No late submission of assignments allowed although you can submit early. No electronic submission of assignments allowed. In case late submission is allowed, you can earn maximum 75% of the total points.
- g. *Quizzes* – Quiz will be given after each chapter. It will NOT be announced in the class and students are supposed to be ready as soon as the chapter is over. Only students present in the class are allowed to take the quiz. There is no makeup for quizzes. In case allowed by the instructor, maximum that you can earn is 70% of the points.
- h. *Exam* – There are **three** exams for this class. All exams are comprehensive and closed book/closed notes unless specified by the instructor. No makeup exam in any case. No dropping of least score test. No curving. All exams are counted towards final grade. In case retake of exam is allowed by the instructor, the maximum that you can earn is 70% of the points.
- i. **Group Project:** There is a group project for this course. The groups will be assigned by the instructor. Details of the project will be posted on the the Blackboard. Project will involve writing a report by researching a particular topic of interest to you which is related to operations management. Sample topics and further instructions will be posted on the Blackboard.
- j. *Checking Score* – It is student's responsibility to keep checking their scores for each assignment/exam on BlackBoard system once it is graded and scores are posted. Any missing/erroneous scores should be immediately reported. After one week since the scores were posted, Blackboard will be frozen and no changes will be made.
- k. *Weekly Readings* – It is strongly advised that you read carefully the assigned chapter before the class. You should take notes over your reading and be prepared to discuss specific applications from the reading.
- l. *Communication with the Instructor and other Students* – Your questions and queries related to this course needs to be communicated to me or with other students. You can also email me regarding any questions. Subject of the Email has to be in the following format: “**MGMT 335-01, Name, Topic**”. If your subject line does not follow the correct format, your email will be deleted UNREAD. I also recommend you communicate with your group members frequently.
- m. *How will your final grade be determined?* All of your true scores on each evaluation category will be entered on Blackboard/Grade book; and Blackboard will automatically calculate your **Weighted Total**. At the end of the semester, your letter grade will be determined only by the **Weighted Total** in accordance with the grading scale designated in section VII-b. **Other factors** (current GPA, history of study, personal relationship, family and health situation, and technical difficulty) will NOT be considered. Students **MUST** contact the instructor immediately for any help or notify him for any potential difficulties **BEFORE** the final exam. Once the grade is posted, it is final.

- n. *Incomplete Policy* – According to FSU’s catalog, an “I” is assigned when a student has maintained a passing average but for reasons beyond his/her control, is unable to complete some specific course requirement(s). Written documentation of the reason is required. An "I" grade will not be issued because a student is failing, or when it would require a student to complete a major portion of the requirements for the course after the semester has ended.
- o. *Academic Dishonesty* – Plagiarism and cheating are serious offenses and may be punishable by failure on exam, failure in course, and/or expulsion from the University. For more information refer to the University Catalog:

**Student Behavior Expectations:** -The instructor will respect all students and will make every effort to maintain a classroom climate that promotes learning for all students. Students must accept their responsibility for maintaining a positive classroom environment by abiding by the following rules:

1. Students are expected to arrive to class on time, remain in class until dismissed by the instructor, and refrain from preparing to leave class until it is dismissed.
2. Student/teacher relationships, as well as relationships among peers, must be respectful at all times.
3. Students are not permitted to wear headphones or other paraphernalia that may be distracting to the classroom environment.
4. Students must refrain from any activity that will disrupt the class; this includes turning off cell phones and pagers.
5. Students are not permitted to use profanity in the classroom.
6. Students will not pass notes or carry on private conversations while class is being conducted.

**Consequences for Failing to Meet Behavioral Expectations:** The first time a student violates one of these rules, the instructor will warn him or her privately, either after class or before the next class. (Faculty members reserve the right to warn students publicly if needed.) The second time a student violates the guidelines, the instructor may deduct as many as twenty points from the student’s next exam grade. If a student violates the guidelines three times, the instructor will report the student to the Dean of Students for disciplinary action according to the FSU Code of Student Conduct.

**VIII. Academic Support Resources –**

- a. Supplemental Learning Center for text: <http://www.mhhe.com/stevenson10e>
- b. This is a web-enhanced course. We use Blackboard as a tool for this purpose. Lecture notes, PowerPoint slides, details on assignments, exams will be posted on the Blackboard from time to time.

**IX. Course Outline and Assignment Schedule**

Week	Subject	Readings and Assignments
1	Introduction to Operations Management	Ch.1
1	Competitiveness, Strategy, and Productivity	Ch.2 HW#1
2-3	Project Management	Ch.17 HW#2
<b>4</b>	<b>First Exam</b>	
5-6	Strategic Capacity Planning for Products and Services	Ch.5 HW#3
7-8	Process Selection and Facility Layout	Ch.6 HW#4
9-10	Management of Quality	Ch.9 HW#5
<b>11</b>	<b>Second Exam</b>	
12-13	Quality Control	Ch.10 HW#6
14	Supply Chain Management	Ch.16
15-16	Inventory Management	Ch.11 HW#7
<b>16</b>	<b>Project Report Due and FINAL EXAM</b>	

**X. Final Exam will be given according to the university schedule.**

\* *Note:* Syllabus is tentative. Modifications may be made from time to time to make course objectives more suitable to the class requirements.

**XI. Teaching Strategies:**

- a. This is a Web-enhanced course using Blackboard (<http://blackboard.uncfsu.edu/>). All class announcements and class materials such as syllabus, handouts, presentations, instructions, practice questions, and will be available on Blackboard. Please check Blackboard everyday to update your information. Weekly class discussions will be done through the discussion board. In addition, tests and quizzes may also be given online. Students are required to submit your assignment as instructed on the blackboard. The grade book on Blackboard posts all student grades associated with tests, assignments and other work related to this course.
- b. Discussion of the related topics is an important part of this course whether online or in classroom. Meaningful discussion will be rewarded with points towards your grade.
- c. You may need to use Excel and other programs to learn the various concepts of operations management.

**XII. Bibliography:**

- a. Krajewski, L.J. and Ritzman, L.P. (2006). *Operations Management: Strategy and Analysis*, 8<sup>th</sup> edition, Prentice Hall, NJ.
- b. Reid, R., Sander, N. (2007). *Operations Management: An Integrated Approach*, 3<sup>rd</sup> edition, John Wiley & Sons.
- c. Chase, R.B., Jacobs, F., and Aquilano, N. (2005). *Operations Management for Competitive Advantage*, 11<sup>th</sup> edition, McGraw-Hill/Irwin, NY.
- d. Heizer, J., and Render, B. (2006). *Operations Management*, 8<sup>th</sup> edition, Prentice Hall, NJ.
- e. Russel, R., III Taylor, B., and Taylor B. (2005). *Operations Management*, 5<sup>th</sup> edition, Prentice Hall, NJ.