

UT TYLER COLLEGE OF BUSINESS ADMINISTRATION –SAMPLE SYLLABUS

COURSE NUMBER: MANA 4305
INSTRUCTOR: Matt Lindsey, office: BUS 116, email: matt_lindsey@uttyler.edu
Phone: 903-565-5807
COURSE TITLE: Production and Operations Management
REQUIRED TEXT: Collier and Evans , *OM 2009-1010 Edition*, Cengage
Publishing
COURSE DESCRIPTION: Management of the production function with special attention given
PREREQUISITE: COSC 1307 and MATH 1342

BLACKBOARD: A course blackboard site will be utilized to distribute course materials, class information, administer quizzes, and make announcements. Please check it regularly. **You must self enroll in the site.**

COURSE OBJECTIVES:

I. KNOWLEDGE OBJECTIVES OF THIS COURSE INCLUDE:

1. Develop an understanding of the scope of Operations Management (OM),
2. Develop an understanding of the different types of manufacturing processes,
3. Develop an understanding of the functional activities associated with OM,
4. Develop an understanding of the quantitative techniques used for decision-making,
5. To introduce students to new OM techniques and practices, and provide the foundation necessary to pursue more advanced work in OM.

II. COMPETENCIES TO BE DEMONSTRATED IN THIS COURSE INCLUDE:

1. COMPUTER-BASED SKILLS:
 - A. WORD PROCESSING competencies will be demonstrated by requiring assignments to be completed with the aid of a word processor.
 - B. SPREADSHEET competencies will be demonstrated by requiring its use to complete homework.
 - C. PRESENTATION SOFTWARE competencies will be demonstrated by requiring its use to present homework assignments
 - D. DATABASE MANIPULATION will not be specifically required.
 - E. INTERNET SEARCH SKILLS will not be specifically required.
2. COMMUNICATION SKILLS:
 - A. WRITTEN communication skills will be demonstrated by the tour assignment.
 - B. Business communication is important and should be presented in a professional manner. Electronic communications should follow the same format as a professional letter and include your name and course number. Emails should use complete sentences. **ALL EMAILS MUST INCLUDE YOUR NAME AND COURSE DESIGNATION. I will send you email back to you if this information is not included.** Course designation should be something so I can identify your class (MANA 4305.501, Ops Thursday night, MANA 4305 night class, etc...)
 - C. ORAL communication skills will be demonstrated by homework presentations.
3. INTERPERSONAL SKILLS:
 - A. TEAM-BASED ABILITIES – The operations tour is assigned for completion by teams for a team grade. Teams will be formed the first week of class (5 students per team). The assignment requires a collective effort by all team members and culminates in a single, joint submission. If a team submits more than one version of the assignment, the lowest grade will be recorded for the entire Team. **An individual's grade on the tour is derived from the team's grade and the respective peer evaluations.**
 - B. LEADERSHIP- Various assignments will require different skill sets. Students will be

encouraged to take a leadership role when personal strengths align with the assigned tasks.

- C. **CONFLICT RESOLUTION- PROCESS FOR DROPPING TEAM MEMBERS:** If a team has a member that has not performed to the team's expectation (i.e., does not attend meetings, does not provide requested material at appropriate time, etc.), then the team may drop that student from their team. The following 5 steps must be followed to drop a team member:

STEP 1. You need unanimous agreement by all team members for dropping a student.

STEP 2. The team must first discuss (in person) the student's lack of satisfactory performance with the individual and provide that student with a notice of unsatisfactory performance that includes a written evaluation of what is lacking in performance (the written notice/evaluation must be signed and dated by all other members of the team).

STEP 3. A copy of the notice/evaluation (signed and dated) must also be submitted to the instructor at the time it is presented to the student.

STEP 4. After the unsatisfactory performance notice is presented to the student, the student has 2 weeks to respond/correct his/her performance.

STEP 5. After the stipulated time, a final written notice indicating the team is dropping the student as a member can be given to the student (signed by all members) and a copy given to the instructor.

4. **INTERPERSONAL SKILLS:**

- A. **TEAM-BASED ABILITIES** – Problem sets, primarily quantitative, may be assigned for completion by teams for a team grade. Teams may be formed the first week of class. Each team is collectively responsible for solving the homework problems. Each assignment requires a collective effort by all team members and culminates in a single, joint submission.
- B. **LEADERSHIP-** Various assignments will require different skills. Students are encouraged to take a leadership role when their strengths align with the tasks.

5. **PROBLEM SOLVING (CRITICAL THINKING):** describe how this is demonstrated

- A. **CONCEPTUAL THINKING** will be demonstrated in class discussions, homework and exams.
- B. **GATHERING AND ANALYZING DATA** will be demonstrated while working problems in class, for homework assignments and during exams.
- C. **QUANTITATIVE/STATISTICAL SKILLS** will be required to complete homework and exams.
- D. **CREATIVITY AND INNOVATION** will be demonstrated in class discussions and homework.

6. **ETHICAL ISSUES IN DECISION MAKING AND BEHAVIORS:** Specific ethical issues will be addressed in relation to design issues, project management, purchasing, quality and job design as well as in the role of the operations manager.

7. **PERSONAL ACCOUNTABILITY FOR ACHIEVEMENT:**

- A. **MEETING DEADLINES:** Students are expected to submit assignments by deadlines to receive credit for the assignments. Homework is due at the beginning of the class indicated. Late submissions will not be accepted.
- B. **QUALITY OF WORK PERFORMED:** Students assignments should be prepared in a professional manner within the guidelines provided.

8. **COMPETENCE IN BASIC BUSINESS PRINCIPLES:**

- A. Competence in major field and grounding in other major core areas.
- B. Awareness of international and domestic implications of business decisions.
- C. Understanding and appreciation of strategic impact of business decisions.

III. OUTCOMES FOR STUDENTS TO SUCCESSFULLY COMPLETE COURSE INCLUDE:

1. Demonstrate an understanding of the scope of OM in assignments and exams.
2. Demonstrate an understanding of the different types of manufacturing processes utilized by organizations in homework assignments and exams.
3. Demonstrate an understanding of the functional activities associated with OM in homework

- assignments and exams,
4. Demonstrate an understanding of the quantitative techniques used for decision-making and basic concepts governing management of OM activities in homework assignments and exams.

TOPICS COVERED:

Operations Management Overview	150 minutes
System Design	825 minutes
Quality	300 minutes
Inventory Management	475 minutes
Supply Chain Management	250 minutes
Project Management	250 minutes

EVALUATION:

5 Quizzes and 1 Exam – 6 @ 100 pts each	600 points
HWK Problems * (16 sets @ 10 pts)	160 points ** (See below)
Group Operations Tour Assignment	20 points

Assignments/ Pop Quizzes	<u>20 points</u>
Total Possible Points	800 points

Final Grade Calculation

A	720-800 points
B	640-719 points
C	560-639 points
D	480-559 points
F	479 and below

**** Note:** An individual’s grade for the group assignments is subject to peer evaluations. There will be 1 peer evaluation average established for the semester. For example:

BB Quiz grades (7 team assignments – 120 pts out of 140 pts)	120 pts
Individual’s average peer evaluation	<u>x 80%</u>
Individual’s grade on the team assignment	96 pts

EXAMS: There will be six examinations; each may consist of multiple-choice, matching, short answer, and/or essay questions. Exams will cover class lectures and discussions, assigned readings, and other materials covered in the course (i.e. handouts, slides, assignments, in-class activities, case studies, quizzes, videos, etc.). There will be no make-up exams. If prior arrangements have been made for a university excused absence the final may be counted twice to make up for the missed exam.

TEAM WORK: Teams will be formed the first week of class. Each team is collectively responsible for completing the Operations Tour Assignment. All submissions should be typed in a “normal” font size (10 to 12) on 8 ½” x 11” white paper. Points can be deducted for any deviations from these guidelines.

ASSIGNMENTS & QUIZZES: You are expected to attend all classes and participate in class

discussions. Students are expected to read all assigned material prior to class. Raising questions about the material presented in lectures, volunteering related information/comments, and participating in discussion will add to the quality of the course. “Pop Quizzes” can be given. University excused absences are not counted.

Quizzes over each chapter are to be completed by the start of class on the due date. The assignments are available on blackboard and should be completed after reading the book and attending class. LATE ASSIGNMENTS WILL NOT BE GRADED. You will not have the opportunity to earn points for an assignment after the deadline. If you attempt to complete the assignment from off campus and your ISP goes down, send me an email and I will reset it as soon as possible. If this happens in the middle of the night the night before it is due, send me an email and I will reset it in the morning before class, however, it will still be due at the start of class. I recommend taking each quiz from a lab on campus. Plan ahead and do not procrastinate.

An “operations tour” assignment will be handed out in class and posted on blackboard to be completed by your group.

COLLEGE OF BUSINESS STATEMENT OF ETHICS:

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft and misuse.
- Conduct yourself in a professional manner both on and off campus.

ACADEMIC DISHONESTY STATEMENT

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one’s own work of material that is not one’s own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings. University regulations require the instructor to report all suspected cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the students’ official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

DISABILITY STATEMENT

If you have a disability, including a learning disability, for which you request an accommodation, please contact Ida MacDonald in the DSS office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodation must provide documentation of his disability to the Disability Support Services

counselor. For more information, visit the Student Services Center in UC 111 (566-7079)

GRADE REPLACEMENT

If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to file will result in both the original and repeated grade being used to calculate your overall grade point average. A student will receive grade forgiveness (grade replacement) for only 3 (undergraduate student) or 2 (graduate student) course repeats during his/her career at UT Tyler. (06-08 Cat., p. 35)

HELPFUL HINTS FOR STUDENTS: Try not to miss class unnecessarily. Each of you has many demands on your time, but attendance is helpful for most students to grasp the course material. In addition, actively communicate with others about relevant course issues. If any confusion exists about the class, ask questions.

- 1) You must know the rules of the class: study the syllabus, know course requirements, how grades are computed, etc.. If you are not sure, ask. I am here to help. If you can't meet during office hours, make an appointment.
- 2) This course will be demanding of your time, so do not procrastinate - getting behind compounds the difficulty associated with achieving your desired level of success in this class especially on team assignments.
 - Read assigned material and outline chapters before the lecture. Classes are fast-paced. Having an outline of the chapter will help you take notes and be organized.
 - Take notes in class. Furthermore, students should talk with other students to clarify notes and eliminate confusion about materials covered in class. Routine discussions with other students about materials presented in class may help you better understand the concepts presented.
 - Do all team assignments individually before meeting as a team to prepare the team submission. Meeting as a group only works if everyone has at least tried to answer the questions or done some research. Not every student will have a complete answer for each question. You will learn more by helping each other and combining different information that you have collected. Team meetings should not be used for working the problems. Meetings are useful for comparing answers and resolving discrepancies between the team's individual answers and preparing a final submission for the team. I recommend that groups try to meet "live" to put submissions together as past teams have had some trouble compiling assignments electronically. Not all team members will have the same level of computation and computer skills so a face-to-face meeting may produce the best results for the team.
 - Make sure you keep at least one copy of all final group homework submissions so that you can compare your answers when we review the assignment in class.
 - Before an exam, go back through the text and notes to make sure you understand each of the concepts and can do all of the problem sets. Some of the material on the exams will come only from the text - in other words, you are responsible for all material assigned in the text, which may or may not be covered in class.
- 3) Email is the best way to contact me outside of class or office hours. Use matt_lindsey@uttyler.edu

TENTATIVE TOPIC COVERAGE Blackboard Quizzes are due at at 9AM

Week	Topic	Chapter(s)	Quiz Assigned	Due Dates
7/13	Ch 1: Goods, Services, & Ops Mana.	1	Ch 1	9am7/14
7/14	Chapter 2: Value Chains Chapter 3: Measuring Performance in Op	2 & 3	Ch 2&3	7/15
7/15	Chapter 4: Operations Strategy	4	Ch 4	7/16
7/16	Chapter 6: Goods & Service Design	6	Ch 6	7/17

7/17	Catch up and Review for Quiz 1			
7/20	QUIZ 1: Chapter 1,2,3,4, 6			
7/21	Ch 7: Process Selection, Design, Analysis	7	Ch 7	7/22
7/22	Chapter 8: Facility & Work Design	8	Ch 8	7/23
7/23	Chapter 9: Supply Chain Design	9	Ch 9	7/24
7/24	Catch up and Review			
7/27	QUIZ 2: Chapter 7,8,9			
7/28	Chapter 12: Managing Inventories	12	Ch 12	7/29
7/29	Chapter 10: Capacity Management	10	Ch 10	7/30
7/30	Catch up and Review			
7/31	QUIZ 3: Chapter 10 & 12	Early Tour Due date		
8/3	Chapter 13: Resource Management	13	Ch 13	8/4
8/4	Chapter 14: Operations Scheduling	14	Ch 14	8/5
8/5	Ch. 16: Quality Control and SPC	16	Ch 16	8/6
8/6	Catch up and Review			
8/7	QUIZ 4: Cha 13,14,15	Reg. Tour Due Date		
8/10	Chapter 15: Quality Management	15	Ch 15	8/11
8/11	Chapter 18: Project Management	18	Ch 18	8/12
8/12	Chapter 17: Lean Operations System	17	Ch 17	8/13
8/13	Catch up & Review, Tour Presentations			
8/14	FINAL EXAM during regular class time	All chapters		