

MGT 3700: OPERATIONS MANAGEMENT (ONLINE)
FALL 2015

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Textbook & Lab Access Information

Operations Management: Processes & Supply Chains w/ new MyOMLab by Krajewski; **binding of text is loose-leaf format**. ISBN: 9780132951814

Or (One or the other, not both. The choice above gives you a hard copy. The choice below is an electronic text and will save you some money.)

Operations Management: Processes & Supply Chains w/ New MyOMLab + **eText** ISBN: 9780132940474

You may purchase one of these options from the USU Bookstore, from the publisher through the link in Canvas explained below, or from another source. Important: Whatever source you select for your text, you must purchase access to MyOMLab in order to access homework, quizzes and exams. Use the “MyLab and Mastering” link in Canvas for instructions on purchasing access to the eText and MYOMLab. Once registered, you will use this same link to access assignments.

Course Goal and Objectives

Why is the study of Operations Management important?

To be successful, organizations must design, produce, and deliver products customers want in a timely and efficient manner. This class will explain how organizations design and manage the systems used to deliver products in a way that creates a competitive advantage. Effective operations management has important implications for the financial health of an organization and its ability to successfully meet customer demand. When you complete this course, you will possess practical, useful information that can have an important influence on your career. Your understanding of the principles of operations management will enhance your value to any organization.

What should you hope to take away from this course?

This course is designed to achieve the three general learning objectives listed below. Listed under each objective are the assessment tools we will use to measure progress in achieving each objective. Each assessment tool is described in greater detail on pages 2-3 below.

1. *Learning Objective:* Gaining factual knowledge (terminology, classifications, methods, trends)
Assessment tools: Chapter Quizzes, Exams
2. *Learning Objective:* Learning fundamental principles, generalizations, or theories
Assessment tools: Homework problems
3. *Learning Objective:* Learning to apply course material
Assessment tools: Case Discussions

You will see these same objectives listed in the course evaluation, giving you the opportunity to express your opinion as to how effectively we achieved each of the objectives.

Course Requirements and Grading

Jon M Huntsman School Acumen Course Philosophy and Grading

Acumen courses in the Jon M Huntsman School of Business (of which MGT 3700 is one) are designed to provide the basic business knowledge necessary for students to succeed in their upper division classes. To ensure that students have general business literacy, grades in the Huntsman acumen courses are normally distributed with a class grade point average of approximately 3.2 (B+).

Your grade will be determined in the following manner:

Letter Grade	(%)	Letter Grade	(%)
A	94-100	C+	77-79
A-	90-93	C	73-76
B+	87-89	C-	70-72
B	83-86	D	60-69
B-	80-82	F	<60

Requirement	Due Date	% of Grade
Objective 1: Gaining Factual Knowledge		
Chapter Quizzes (Q1-5)	As assigned	20%
Exam 1	4-Oct	20%
Exam 2	25-Oct	20%
Objective 2: Learning Fundamental Principles		
Homework Problems (H1-5)	As assigned	20%
Objective 3: Learning to Apply Course Material		
Case Discussions (CD1-5)	As assigned	20%
Total		100%

Chapter Quizzes (Q1-5): 20%

Each weekly reading assignment will be accompanied by a short quiz (30 questions), taken in MyOMLab. You may take the quiz anytime during the duration of the learning module (open book). You will have 3 hours to complete the quiz once you begin. I have a simple rule to eliminate debate on individual quiz questions: If less than 50% of the class gets the question correct, I will give credit to everyone (the 50% rule). I want you to use the quiz to direct your comprehension of the material and not become overly stressed about the process.

Exams: 40%

There will be two exams (50 questions each), similar in mechanics to the chapter quizzes. Exams will be open book, 3 hours timing, and taken in MyOMLab anytime during the duration of the learning module. Exams will include both qualitative and quantitative problems similar to those previously experienced in homework and quizzes. The 50% rule does not apply to exams.

Homework Problems (H1-5): 20%

Homework problems will utilize MyOMLab. These will be mostly quantitative problems and will include access to a nice set of learning aids, including step-by-step examples. You will be able to redo problems until you get them correct. This is to make math/stat learning process more active and supportive. Your homework score also includes credit given for viewing chapter Videos in MyOMLab.

Case Discussions (CD1-5): 20%

In order to facilitate application of the course material, it is important that you participate in case discussions. Your participation will occur using the threaded discussion facility of Canvas. For the most part, we will use cases or discussion questions in the text as the basis for discussions. **Your initial post is due by Thursday** (midnight) of each week in order to allow time for discussion with other students. In addition to your initial post, you need to respond to at least two other students' posts before the discussion ends Sunday night at midnight. See the Grading Rubric below to understand how Case Discussions will be evaluated.

Extra Credit: 2%

I am offering two incentives that will give you the opportunity to give your final grade a nudge in a positive direction. One of these is at the beginning, and the other at the end of the course. In order to encourage each student to do a proper introduction to the class, I am offering a 1% bonus as follows: 1/3% for writing a personal introduction, 1/3% for including a picture or graphic icon to personalize your class communications, and 1/3% for responding to 2 other classmates with a welcoming greeting. An additional 1% will be given to the entire class if at least 80% submit a course evaluation.

Grading Rubrics for MGT 3700				
Chapter Quizzes (Due Sunday, by 11:59 PM - Take in MyOMLab)				Points
Automated scoring in MyOMLab - 1 point per question.				0-30
	If > 50% of class miss any question, scoring will be adjusted			
	to make all answers to that question correct.			
	Total Possible Points*			30
Case Discussions (Held in Canvas. Initial Post Due Thursday, by midnight)				Points
Quantitative				0-4
	Initial Post by Thursday (to give adequate time for discussion to unfold)		0-2	
	At least 2 responses to classmates by Wednesday, 8 PM		0-2	
Qualitative - Content, Writing Mechanics, Substance				0-6
	Initial Post > 150 words (10 + lines)		0-3	
	Presentation: spelling, punctuation, grammar, quality writing		0-1	
	Use of examples, experience, chapter theories, research cited		0-2	
	Total Possible Points*			10
* Points earned on these assessments/assignments will be converted to a 100% scale, and assigned weights according to the "% of grade" listed in the course requirements table.				

Module #		MGT 3700 Schedule		Reading	
Begin	End	Module Focus		Graded Work Due*	
Module 1		Using Operations to Compete, Process Strategy		Chapters 1 & 3	
30-Aug	13-Sep			H1, Q1, CD1	
Module 2		Constraint Management, Lean Systems		Chapters 7 & 8	
13-Sep	20-Sep			H2, Q2, CD2	
Module 3		Quality and Performance		Chapter 5	
20-Sep	27-Sep			H3, Q3,CD3	
Module 4		***EXAM 1***			
27-Sep	4-Oct			Exam 1	
Module 5		Supply Chain Inventory Management, Supply Chain Design		Chapters 9 & 10	
4-Oct	11-Oct			H4, Q4, CD4	
Module 6		Forecasting		Chapter 14	
11-Oct	18-Oct			H5, Q5, CD5	
Module 7		***EXAM 2***			
18-Oct	25-Oct			Exam 2	
		*H1-5=Homework Problems; Q1-5=Chapter Quizzes; CD1-5 Case Discussions			
Note: The instructor reserves the right to modify the content or structure of the course at any time.					

Class Policies

Communication

I strongly encourage you to use the Weekly Learning Modules in Canvas to direct your work in this course. Everything that is expected of you week-by-week is clearly stated in the learning module pages. Unless I post an announcement to the contrary, you will be accountable for the assignments listed in each weekly learning module.

You should check Canvas on a regular basis. Announcements, changes, assignments, etc. will be posted on Canvas as an announcement or sent via a conversation message. It is your responsibility to watch for such communications. You must set your notification preferences in Canvas to receive Announcements and Conversation Messages to ASAP by and email, cell phone for text messages, or other social networking services of your choice.

- [How to set up notification preferences in Canvas](#)
- [How to use the Inbox for Conversations in Canvas](#)

I welcome all feedback on the course. My preferred method of communication with individual students is via Canvas Inbox/Conversations. I will normally respond to email **within one week day** (Monday – Friday). If you experience a legitimate emergency that will prevent you from completing required coursework on time, I expect you to communicate with me at the earliest reasonable opportunity.

Syllabus Changes

This syllabus is subject to change. I will notify the class regarding all changes. In the event of any discrepancy between this syllabus and content found in Canvas, the information in **CANVAS WILL TAKE PRECEDENCE**.

Late assignments

Assessments are managed electronically in Canvas and MyOMLab, with clearly stated due dates and times. They will be unavailable beyond the cutoff. Therefore, you need to plan to take the assessments on time unless there are extraordinary circumstances. In this case, you should contact me immediately so we can work something out.

Course Etiquette

Any successful learning experience requires mutual respect on the part of the student and the instructor. Neither instructor nor student should be subject to others' behavior that is rude, disruptive, intimidating, or demeaning.

Academic Integrity

The highest standards of academic honor and integrity will be expected of all class members. See page 7 for a more complete discussion of policies regarding academic integrity.

UNIVERSITY POLICIES

Honor Pledge

As stated in The Student Code, “Each student has the right and duty to pursue his or her academic experience free of dishonesty. The Honor System is designed to reinforce the higher level of conduct expected and required of all Utah State University students.”

Upon admission to the university, you agreed to abide by this Honor Code by signing the Honor Pledge, which reads: “I pledge, on my honor, to conduct myself with the foremost level of academic integrity.” Complete academic honesty is expected in this course. Cheating on exams or plagiarism on written assignments will result in a failing grade and may result in further action according to University policy.

Academic Dishonesty

The Instructor of this course will take appropriate actions in response to Academic Dishonesty, as defined the University’s Student Code:

Acts of academic dishonesty include but are not limited to:

- Cheating using or attempting to use or providing others with any unauthorized assistance in taking quizzes, tests, examinations, or in any other academic exercise or activity, including working in a group when the instructor has designated that the quiz, test, examination, or any other academic exercise or activity be done “individually”;
 - Depending on the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
 - Substituting for another student, or permitting another student to substitute for oneself, in taking an examination or preparing academic work;
 - Acquiring tests or other academic material belonging to a faculty member, staff member, or another student without express permission;
 - Continuing to write after time has been called on a quiz, test, examination, or any other academic exercise or activity;
 - Submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; or engaging in any form of research fraud.
- Falsification: altering or fabricating any information or citation in an academic exercise or activity.
- Plagiarism: representing, by paraphrase or direct quotation, the published or unpublished work of another person as one's own in any academic exercise or activity without full and clear acknowledgment. It also includes using materials prepared by another person or by an agency engaged in the sale of term papers or other academic materials.

Full details for USU Academic Policies and Procedures can be found at:

- [Student Conduct](#)
- [Student Code](#)
- [Academic Integrity](#)
- [USU Academic Policies and Procedures](#)

Students with Disabilities

Students with ADA-documented physical, sensory, emotional or medical impairments may be eligible for reasonable accommodations. Veterans may also be eligible for services. All accommodations are coordinated through the Disability Resource Center (DRC). Please contact the DRC prior to or as early in the semester as possible. Alternate formats for course content are available with advanced notice.

Contacting the Disability Resource Center (DRC):

- Location in Room 101 of the University Inn.
- Phone Numbers
- 435-797-2444 voice
- <http://www.usu.edu/drc/>

Disability Related Resources for Current Students

- [DRC Student Handbook](#)
- [Deaf and Hard of Hearing Student Handbook](#)
- [Disability Related Scholarships](#)
- [Campus Resources](#)
- [Documentation Guidelines](#)
- [Online Resources for Students with Disabilities](#)

Diversity Statement

Regardless of intent, careless or ill-informed remarks can be offensive and hurtful to others and detract from the learning climate. If you feel uncomfortable in a classroom due to offensive language or actions by an instructor or student(s) regarding ethnicity, gender, or sexual orientation, contact

- Moises Diaz, Director of Multicultural Student Services (435) 797-1733 <mailto:moises.diaz@usu.edu>;
- James Morales, Vice President of Student Services (435) 797- 1712 james.morales@usu.edu;
- Ann Austin, Vice Provost for Faculty Development and Diversity, <mailto:ann.austin@usu.edu>;
- Maure Smith, GLBTA Services, <mailto:maure.smith@usu.edu>;
- Steven Russell, Student Advocate (435) 797-1720 <mailto:s.r.@aggiemail.usu.edu>.
- You can learn about your student rights by visiting: <http://www.usu.edu/student-services/studentcode>.

Grievance Process

Students who feel they have been unfairly treated may file a grievance through the channels and procedures described in the Student Code:

<http://www.usu.edu/student-services/pdf/StudentCode.pdf> - page=3

(Article VII. Grievances, pages 27-36).