Southern New Hampshire University

Graduate Course Syllabus

INT 615: International Operations
Center: Online

Course Prerequisites
None

Course Description
Examine quality tools, inventory control techniques, and forecasting methods used to manage systems that produce an organization's products in the international market. Evaluate methods used by operations managers and determine the effects of those decisions on organizations' throughput, value, and efficiency. Integrate quality, capacity, sustainability, inventory control, and other strategic considerations into recommendations specific to international operations initiatives.

Course Outcomes
- Evaluate the effectiveness of quality assurance and continuous improvement methods
- Develop effective international supply chain operational methods and strategies
- Analyze evolving issues of sustainability and corporate social responsibility in global value chains

Required Materials
Using your learning resources is critical to your success in this course. Please purchase directly through the SNHU Online Bookstore rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the IT Service Desk, your advisor, and the instructor can provide you with support if you have problems.

Connect
Throughout the course, there are assignments and resources in Connect, in addition to your textbook. You will be prompted to enter Connect when you click on your first Connect reading or assignment within a course module.

Operations Management
William J. Stevenson
McGraw-Hill
Thirteenth Edition
2018
ISBN: 978-1-260-36555-9

Diversity, Equity, and Inclusion

As indicated in our core values, SNHU is committed to "embrace diversity where we encourage and respect diverse identities, ideas, and perspectives by honoring difference, amplifying belonging, engaging civilly, and breaking down barriers to bring our mission to life."

This may or will be reflected in SNHU's curriculum as we embrace and practice diversity, equity, and inclusion (DEI) to provide the most transformative experience for our students, faculty, and staff. Because topics pertaining to DEI can be sensitive, please remember that embodying and practicing diversity, equity, and inclusion is one of our core values that you will encounter throughout the academic experience. In higher education, we are expected to think and engage critically. Use a growth mindset to embrace the diverse readings, course assignments, and experiences of your peers and faculty.

For more information about DEI at SNHU, please visit our website at the [Office of Diversity and Inclusion](#).

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours. Instructors will post grades and feedback (as applicable) within seven days of an assignment's due date, or within seven days of a late submission.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussions	8	30	240
Journals	3	45	135
Quizzes	2	30	60
Final Project			
Milestone One	1	105	105
Milestone Two	1	110	110
Final Project Submission	1	350	350
			Total Course Points: 1,000

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Graduate

Grade	Numerical Equivalent	Points
A	93–100	4.00
A-	90–92	3.67

Grade	Numerical Equivalent	Points
B+	87–89	3.33
B	83–86	3.00
B-	80–82	2.67
C+	77–79	2.33
C	73–76	2.00
F	0–72	0.00
I	Incomplete	
IF	Incomplete/Failure *	
W	Withdrawn	

* Please refer to the policy page for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module.

Module	Topics and Assignments
1	Cultural Awareness and Compliance *Operations Management*, Chapter 1 (Sections 1.3–1.4) and Chapter 9 (Case: Chick-N-Gravy Dinner Line, and Sections LO9.4–LO9.7) 1-1 Final Project Review 1-2 Discussion: Introductions 1-3 Journal: Compliance Systems 1-4 ePortfolio (Non-graded)
2	Sustainability and Environmental Responsibility *Operations Management*, Chapter 4 (From LO 4.8 to Recycle City: Maria's Market) 2-1 Discussion: Environmental Concerns 2-2 Journal: Palo: Knock on Wood Case
3	Supplier Performance, Quality Improvement, and Ethics and Conduct *Operations Management*, Chapter 9 (Sections 9.2–9.4, LO9.3–LO9.5, LO9.11–LO9.12, and 9.7–9.8), Chapter 10, and Chapter 14 3-1 Final Project Milestone One: Organization Overview

Module	Topics and Assignments
4	Continuous Improvement and Supply Forecasts *Operations Management*, Chapter 3 (Sections 3.1–3.6, and 3.6 to the Chapter 3 Summary) and Chapter 5 (through Section 5.5) 4-1 Discussion: Forecasting 4-2 LearnSmart Activity: Chapter 3: Forecasting (Non-graded) 4-3 McGraw-Hill Connect Game: Module Three: Forecasting and Contracts (Non-graded)
5	Logistics Facility and Warehouse/Inventory Management *Operations Management*, Chapter 13 (Sections 13.1–13.5) and Chapter 15 (Sections 15.11 and 15.13) 5-1 Discussion: Bullwhip Effect 5-2 Quiz: Topics From Modules One Through Five
6	Assets of an Organization *Operations Management*, Chapter 13 (Sections 13.2–13.3) 6-1 Discussion: Monitoring Assets 6-2 Journal: FieldFresh Foods 6-3 LearnSmart Activity: Chapter 13: Inventory Management (Non-graded) 6-4 Connect Game: Module One: The Production Process (Non-graded)
7	Goods and Services *Operations Management*, Chapter 15 (Section 15.14) 7-1 Final Project Milestone Two: Logistics and Improvements, and Specifics of Production and Service 7-2 Discussion: RMA/RGA
8	Requirement Planning and Meeting Customer Demand *Operations Management*, Chapter 11 (Sections 11.1–11.7) and Chapter 12 (Sections 12.1–12.12) 8-1 Discussion: Master Production Schedule 8-2 Quiz: Topics From Modules Six Through Eight
9	Submission of Final Project 9-1 Final Project Submission: Operational Management Expansion Plan
10	Course Wrap-Up 10-1 Discussion: Reflections of Operations Management 10-2 ePortfolio Reminder (Non-graded)

Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a graded assignment/discussion during the first week of class, the student is automatically dropped from the course for non-participation. Review the full attendance policy.

Late Assignments Policy

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the full late assignment policy.

SNHU Student Handbook

Review the student handbook.

ADA/504 Compliance Statement

In accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, Southern New Hampshire University does not discriminate on the basis of disability, including intellectual disability, in admission, treatment, or access to its programs or activities, nor does it discriminate in employment in its programs or activities.

The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. A disability is a condition or impairment that impacts a "major life activity" or "major bodily function."

- **Major life activities** include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

- **Major bodily functions** include, but are not limited to, functions of the immune system, normal cell growth, and digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions. Disabilities include physical, medical (including pregnancy), mental health, and learning needs.

At the beginning of each term, or as soon as you become aware of a disability or accessibility concern, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an interactive process between the student and the OAC.

Note that accommodations are not retroactive and that disability accommodations are not provided until acceptable documentation of a disability and its impact is received and an accommodation letter has been processed. If you are unsure whether your condition qualifies as a disability or accessibility concern, please contact the OAC for determination.

Contact Information:
Online Accessibility Center
Phone: 866-305-9430
Email: oac@snhu.edu

For questions concerning support services, documentation guidelines, or general disability issues, please visit the Online Accessibility Center website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the Disability and Accessibility Services website.

Academic Honesty Policy

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic

work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic honesty policy](#).

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

SNHU Withdrawal Policy

Review the [full withdrawal policy](#).

Southern New Hampshire University Policies

More information about SNHU policies can be found on the [policy page](#).