



## Graduate Course Syllabus

### **MBA 690: Operations Management and Technology**

Center: Online

#### **Course Prerequisites**

MBA 550 and MBA 560

#### **Course Description**

This course explores essential aspects of project management, the tracking and measurement of key performance indicators (KPI), and the use of current technology to create automation and sustainability. Students have the opportunity to examine technology management and operations management from a strategic perspective, creating a common view into the different layers of a business. In addition, students learn to collect, identify, and determine quality measures and use common methodologies and strategic planning processes.

#### **Course Outcomes**

- Assess the evolution of operations management philosophies and structures for their impact on modern business operations
- Assess key trends in production, quality, resource, and information management for their impact on current business operations
- Develop project management plans using elements of both traditional and iterative methods to meet scope, time, and cost objectives of projects in operations management
- Determine appropriate risk mitigation strategies for managing projects by assessing and quantifying risks and impediments
- Determine key measures of performance that reflect profitability and sustainability for managing product or service life cycles

#### **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

### **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	4	30	120
Short Paper	5	52	260
Final Project			
Milestones	3	90	270
Project Management Plan	1	350	350
			<b>Total Course Points: 1,000</b>

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
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	Development of Operations Management <i>Operations Management</i> , Chapter 1 1-1 Discussion: Development of OM 1-2 Short Paper: Assessment of Key Industry Changes 1-3 Final Project Review
2	Factors of Strategy and Competition in Operations in the Global Environment and Forecasting <i>Operations Management</i> , Chapters 2 and 3 2-1 Discussion: Business Opportunity 2-2 Short Paper: Strategy Development
3	Location Selection and Layout and Production Information <i>Operations Management</i> , Chapters 8 and 13 3-1 Final Project Milestone One: Operations Management

Module	Topics and Assignments
4	Product/Service Design, JIT, and Lean Operations <i>Operations Management</i> , Chapters 4 and 14 4-1 Discussion: Design Process 4-2 Short Paper: Designing for Production
5	Quality Management and Quality Control <i>Operations Management</i> , Chapters 9 and 10 5-1 Final Project Milestone Two: Operationalization
6	Forecasting, Scheduling, and Capacity Planning <i>Operations Management</i> , Chapters 11 and 16 6-1 Short Paper: Production Plan
7	Inventory, JIT, and Supply Chain Management in the Global Environment <i>Operations Management</i> , Chapters 12 and 15 7-1 Final Project Milestone Three: Life Cycle
8	Project Management Planning, Risks, and Costs <i>Operations Management</i> , Chapter 17 8-1 Short Paper: Outline of Business Opportunity Development Project Plan
9	Project Execution 9-1 Final Project Submission: Project Management Plan
10	Course Reflection 10-1 Discussion: Course Reflection

### 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

Southern New Hampshire University (SNHU) is dedicated to providing equal access to individuals with disabilities in accordance with Section 504 of the Rehabilitation Act of 1973 and with Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

SNHU prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. The university has adopted this policy to provide for prompt and equitable resolution of complaints regarding any action prohibited by Section 504, the ADA, or the ADAAA.

For questions about **support services, documentation guidelines, general disability issues, or pregnancy accommodations**, please visit the [Online Accessibility Center](#) (OAC).

As a student, you must complete an interactive intake process, with supporting documentation, in order to be granted accommodations. Once reasonable accommodations are approved by the OAC, you will receive an accommodations letter. You are then responsible for sharing the letter with your instructor. Accommodations are not retroactive.

If you feel you've been subject to discrimination on the basis of disability, by any party, you may file a complaint or grievance. For more information on the ADA/504 Grievance Policy, go to the [Disability and Accessibility Services](#) website.

### **Academic Integrity 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 integrity 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](#).