



## Graduate Course Syllabus

### QSO 700: Operations and Project Management Capstone

Center: Online

#### Course Prerequisites

QSO-680, QSO-690 and Completion of 30 credits

#### Course Description

This capstone course is the culminating experience for the MS in Operations and Project Management program. The aim of the capstone is to assess students' ability to synthesize and integrate the knowledge and skills they have developed throughout their coursework, rather than introducing new concepts. This course is structured to support student success in fulfilling program requirements.

#### Course Outcomes

- Recommend strategies for optimizing production of goods and services based on a detailed analysis of existing processes, resources, and business goals
- Identify and recommend total quality management (TQM) principles and methods appropriate to a given context
- Create, evaluate, and assess project plans to ensure desired project outcomes
- Recommend inventory management strategies and techniques for improving the efficiency of a supply chain
- Evaluate operational and project management environments using quantitative tools and techniques
- Manage cross-functional environments to ensure the achievement of operational and project management goals

#### Optional Materials

Students have the choice of one of two case studies to utilize for the capstone project or they may leverage a current or prior employer for which they have detailed product/service and operational knowledge. If not using one of the two case studies below, the student MUST discuss and have prior instructor approval before using another organization.

#### Harvard Business Review

The following material is available in the Harvard Business Review area of your course:

- Husk Power Systems: Scaling up a Start-up

Darden Business Publishing Article

[Adam Burke and PBM Plastics: Message in a Bottle](#)

### 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	6	30	180
Milestones	3	40	120
Final Submission	1	700	700
Component 1			
Component 2			
Component 3			
Component 4			
			<b>Total Course Points: 1,000</b>

This course contains three ungraded assignments for Components 1-3. The purpose of these non-graded activities is to assist you in mastering the final capstone project submission.

### 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	The Capstone 1-1 Discussion: Manufacturing or Service-Oriented Industry 1-2 Reminder: Prepare for Milestone One
2	Customer Focus 2-1 Discussion: Voice of Customer (VOC) 2-2 Milestone One: Product/Service Launch Strategy and Planning Brief
3	Quality Management 3-1 Discussion: Failure Mode Effects Analysis (FMEA)
4	Supply Chain Management 4-1 Discussion: Supply Chain 4-2 Milestone Two: Production/Resource Scheduling and Inventory Management Brief
5	Project Planning 5-1 Discussion: Project Methodology
6	Inventory Management 6-1 Milestone Three: Financial Assessment and Resource Planning Brief
7	Capacity Planning 7-1 Capstone Component 1: Product/Service Launch Strategy and Planning

Module	Topics and Assignments
8	Manufacturing and Service Design 8-1 Capstone Component 2: Manufacturing or Service, Production/Resource Scheduling and Inventory Management
9	Financial Planning 9-1 Capstone Component 3: Financial Assessment and Resource Planning
10	Professional Reflection and Careers in Project and Operations Management 10-1 Discussion: Career Development and Next Steps 10-2 Capstone Component 4: Professional Reflection

### Course Participation

Course participation is required within the first week of the term for all online courses. *Participation* in this context is defined as completing one graded assignment during the first week of the course. Otherwise, students will be administratively removed for nonparticipation. Students who do not participate during the first week may forfeit their rights to be reinstated into the course. Students who stop attending a course after the first week and who do not officially withdraw will receive a grade calculated based on all submitted and missed graded assignments for the course. Missed assignments will earn a grade of zero. See the [course withdrawal policy](#) and the [full attendance policy](#) for further information.

### Late Assignments

Students who need extra time may submit assignments (excluding discussion board postings) up to one week after the assignment due date. Discussion board submissions will not be accepted for credit after the deadline except in extenuating circumstances.

- A penalty of 10 percent of the total value of the assignment will be applied to the grade achieved on the late assignment regardless of the day of the week on which the work is submitted.
- Students who submit assignments more than one week late will receive a grade of zero on the assignment unless they have made prior arrangements with the instructor.

Students must submit all assignments no later than 11:59 p.m. (in their own time zone) on the last day of the term. No assignments are accepted after the last day of the term unless an incomplete has been submitted. See the [incomplete grades policy](#).

There may be times an instructor makes an exception to the late assignment policy. Instructors may accept late work, including discussion board posts, with or without prior arrangement.

- Exceptions to the late policy on these grounds are left to the instructor's discretion, including whether the late penalty is applied or waived. Students should not assume that they will be allowed to submit assignments after the due dates.
- If an instructor finds that they are unable to determine whether an exception to the late policy would be appropriate without documentation, the collection and review of student documentation should be handled through the Dispute Resolution team in order to protect the student's privacy. In these cases, students should file a [Student Concern Dispute form](#) to have the circumstances reviewed.

If a student is experiencing (or knows they will experience) a circumstance, including pregnancy, that is protected under the Americans with Disabilities Act or Title IX, they are encouraged to contact the [Online Accessibility Center \(OAC\)](#) as soon as possible to explore what academic accommodations might be offered. Instructors must honor all deadlines established through the OAC.

### **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 the [ADA/504 Grievances Policy](#) (version 1.2 effective October 16, 2017), providing for prompt and equitable resolution of complaints regarding any action prohibited by Section 504 or the ADA.

For further information on accessibility support and services, visit the [Disability and Accessibility Services](#) webpage.

### **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](#).

### **Withdrawal Policy**

Review the [full withdrawal policy](#).

### **Southern New Hampshire University Policies**

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