

MGT 475 Operations Management



COURSE SYLLABUS

Instructor

Professor Trouard

Trouard@mc.edu

Office Location

108B Self Hall

Office Hours**Telephone**

601.925.7735

TEXTBOOKS:

Fitzsimmons, J. & Fitzsimmons, M. (2011). *Service Management 7th ed.*. Columbus, OH: McGraw-Hill.

COURSE DESCRIPTION:

Operations Management is a study of the role of operations management in manufacturing and service firms. Special emphasis is placed on key topics in the areas of (1) operations strategy, (2) process and service design, (3) supply chain management, (4) quality management and statistical quality control, (5) forecasting, (6) waiting line management, (7) Just-in-time and lean management, (8) project management, and (9) the use of spreadsheets in modeling and solving operations problems.

The prerequisites for the course are: GBU 351 (Statistics) and MGT 371 (Principles of Management and Organizational Behavior). FIN 341 (Business Finance) is also suggested, but not required. (3 credit hours).

COURSE METHODS:

This course combines lectures, demonstrations, written problems, and individualized hands-on experience. In addition to class time, the Computer Lab is available for students to complete lab assignments.

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COURSE OBJECTIVES:

Students who complete this course possess a thorough understanding of:

- ❖ To identify critical elements of operations management by providing verbal descriptions of these elements during class discussions and by writing essays on major aspects of these elements during periodic exams.
- ❖ Describe and discuss five major challenges to operations management for both manufacturing and service firms.
- ❖ Identify and solve problems using some of the quantitative tools developed in class and in the text.
- ❖ To explain, verbally and in writing, the growing trend of globalization among firms and its impact on the management of operations.
- ❖ To describe and apply the fundamental principles of process management as currently practiced in the field of quality engineering.
- ❖ To describe and apply the concept of “value management” in operations.
- ❖ To describe, verbally and in writing, the developing concept of “lean management” and its impact on operations management.

EVALUATION:

1. Examinations consist of material discussed and covered in class, textbook materials, and any additional assignments.
2. Course work will consist of:

EXAMS

Three (3) exams

Exam 1: Chapters 1, 2, 3, 11

Exam 2: Chapters 4, 5, 6, 17

Final Exam: Chapters 7, 8, 12, 18

THE FINAL EXAM MAY NOT BE MISSED.

NO TRANSLATORS OR CELL PHONES WILL BE ALLOWED DURING EXAMS. THE USE OF THESE DEVICES WILL RESULT IN AUTOMATIC FAILURE OF THE EXAM AND POTENTIAL FURTHER DISCIPLINARY ACTION.

There will be **NO MAKE-UP EXAMS**. Missed exams will be replaced by the grade on the final exam. Only one missed exam can be made up in this manner. A second missed exam will result in a score of zero. If you will miss more than one exam, you should drop the course and retake it at another date.

HOMEWORK

Throughout the course homework assignments will be given. The assignments are to be completed individually and are due at the beginning of

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the class following the issuance of the homework. No late assignments will be accepted.

CASE STUDIES

In addition to completing problems by hand, students will learn to apply the concepts learned in each section of this course to complete case studies. The case studies are due on the day following the completion of a chapter and will not be accepted late.

3. Grades will be based on the following scale:

100-point scale

90 - 100	=	A
80 - 89	=	B
70 - 79	=	C
60 - 69	=	D
BELOW 60	=	F

4. Weight of Course work:

Homework, Case Studies	10%
Exam 1	30%
Exam 2	30%
Final Exam	30%

CLASS ATTENDANCE POLICY:

Students pursuing business degrees are expected to exhibit behaviors acceptable within the business world. Therefore, business students are expected to attend all classes regularly and promptly. Attendance is mandatory, and is expected. When you come to class, please be prepared to stay the full time. You are expected to arrive on time and attend for the FULL class period. Students leaving early without permission will be counted as absent.

You are responsible for all material covered in class including test, exams, quizzes, and in class projects. You are responsible for all material presented and assignments made in class. You are expected to get lecture notes, assignments and other material covered during your absence from your classmates. If possible, please arrange with a classmate to share any missed work. Your instructor is not responsible for providing this material to you. In class, quizzes may be given at the discretion of your instructor and will add to the possible point total. Any in class activity missed cannot be made up.

SCHOLASTIC HONESTY POLICY:

Academic Dishonesty (Cheating), in any form, will result in an automatic grade of "F" in the course, the removal of the student from the course, and immediate reporting of the student's actions to the Office of the Dean of the Business School. Cheating includes but is not limited to, collaboration on any outside

assignments, which might be made on an individual basis for a grade, including regular homework assignments and the preparation of case materials for submission. It also includes plagiarism, unauthorized preparation of notes for use on examinations, use of such notes during an examination, looking at another student's examination answers, allowing another student to look at your own examination answers, the requesting or passing of information during an examination, or the acquisition, without permission, of tests of other academic material belonging to a faculty member or staff.

This policy is intended to protect the honest student from unfair competition with unscrupulous individuals who might attempt to gain an advantage through cheating. Students who become aware of suspicious activities on the part of others are asked to promptly notify the professor so that immediate corrective action can be taken.

POLICY ON ACCOMMODATIONS:

In order for a student to receive disability accommodations under Section 504 of the Americans with Disabilities Act, he or she must schedule an individual meeting with the Director of Student Counseling Services immediately upon recognition of their disability (if their disability is known they must come in before the semester begins or make an appointment immediately upon receipt of their syllabi for the new semester). The student must bring with them written documentation from a medical physician and/or licensed clinician that verifies their disability. If the student has received prior accommodations, they must bring written documentation of those accommodations (example Individualized Education Plan from the school system). Documentation must be current (within 3 years). The student must meet with SCS face-to-face and also attend two (2) additional follow up meetings (one mid semester before or after midterm examinations and the last one at the end of the semester). Please note that the student may also schedule additional meetings as needed for support through SCS as they work with their professor throughout the semester. Note: Students must come in each semester to complete their Individualized Accommodation Plan (example: MC student completes fall semester IAP plan and even if student is a continuing student for the spring semester they must come in again to complete their spring semester IAP plan).

Student Counseling Services is located in Alumni Hall Room #4 or they may be contacted via email at christia@mc.edu or rward@mc.edu. You may also reach them by phone at 601-925-7790.