



Concord University Department of Business and RTM

MGT 441: Operations Management

Section 1AS—CRN: 20149

SPRING, 2019

Class Meets: Web

Course Management System: Blackboard

Instructor: Michael Adkins, P.E., M.S.

Office: HEC Room W24 (by appointment)

Email: msadkins@concord.edu

Office Phone: N/A

Office Fax: N/A

Department Website: www.concord.edu/business/node/1

Prerequisite: MGT 305 and BGEN 335

Text: Heizer, Jay and Barry Render. *Principles of Operations Management (9th ed.)*, Pearson, ISBN 13: 978-0-13-296836-2; ISBN 10: 0-13-296836-3

Course Description: Study of the production process, emphasizing planning, analysis, and control. Topics include production planning, plant layout and materials handling, methods analysis, inventory management, scheduling, quality control, and work measurement (3 credit hours)

Learning Outcomes: Demonstrate the knowledge of how to successfully manage operations in an economy in which both customers and suppliers are located throughout the world by analysis and application of project management, forecasting, and the ten strategic Operations Management decisions.

Homework Assignments: Assignments will be due by midnight on the Monday following the end date of the week shown in the Class Schedule. **NO CREDIT WILL BE GIVEN FOR MATERIAL NOT SUBMITTED BY THE DUE DATE AND TIME.** All homework assignments should be submitted in a legible and scanned .pdf, Excel, or Word format. Submit as many attachments within each homework link as needed. **SHOW YOUR WORK.** Correct final answers are not enough and incorrect final answers can still receive partial credit. Some assignments will be longer than others in order to cover the learning objectives, so be sure to start each one as early as possible.

Exams: There will be four exams taken through Blackboard which will account for 50% of your final grade (Exam 4 during finals week is non-comprehensive). Exam questions can come from all material referenced, including the text, figures, tables, example problems within the text, assigned example problems, videos, case studies, homework assignments, etc. The format, timeframe, and directions for each exam will be provided prior to each exam date via email and the Discussion Forum in Blackboard.

You will need a calculator and scratch paper to work the quantitative problems. Exams are closed book, so you will be on the honor system (the volume of questions to be answered in the timeframe allotted would make it difficult to use the text and outside materials regardless). There should be little reason for make-up exams, but if necessary they will be given only if the absence is due to: (a) illness requiring medical attention, (b) participation in official college related activities, (c) personal family crisis, or (d) required business travel. If you are unable to take an exam within the allotted timeframe, you **MUST** notify the instructor via email **PRIOR** to the accessible end date of the exam. If you do not properly notify the instructor, you will not be given an opportunity to make-up that exam, **NO EXCEPTIONS!**

Grades: Grades may or may not be scaled depending on the individual results.

<u>Components of Final Grade</u>		<u>Grade Determination</u>	
Exam 1	12.5%	90-100%	A
Exam 2	12.5%	80-89%	B
Exam 3	12.5%	70-79%	C
Exam 4	12.5%	60-69%	D
Homework Assignments	50%	<=59%	F

CLASS SCHEDULE

Week	Chapter	Topic
1: 1/14	1	Operations & Productivity
	2	Strategy & Global Environment
2: 1/21	3	Project Management
3: 1/28	4	Forecasting
4: 2/4		EXAM 1 (Chapters 1-4)
	5	Design of Goods and Services
5: 2/11	6	Managing Quality
6: 2/18	7	Process Strategy
7: 2/25	8	Location Strategies
8: 3/4		EXAM 2 (Chapters 5-8)
	9	Layout Strategies
9: 3/11	11	Supply Chain Management
10: 3/18		SPRING BREAK
11: 3/25	12	Inventory Management
12: 4/1	13	Aggregate Planning & S&OP

CLASS SCHEDULE (continued)

13: 4/8		EXAM 3 (Chapters 9, 11-13)
	14	MRP & ERP
14: 4/15	15	Short-term Scheduling
15: 4/21	16	JIT, TPS, & Lean Operations
16: 4/28	17	Maintenance & Reliability

FINALS WEEK: 5/6 EXAM 4 (Chapters 14-17)

**** Note** Chapter 10 Human Resources, Job Design, and Work Measurement will not be covered in this course due to the volume of material to be covered within the allotted timeframe. Students in the Management Area of Emphasis are required to take full courses related to these topics. The Supplemental chapters of the text also will not be covered in order to devote adequate time to the core material.**

Accessibility/Accommodations: Concord University is committed to responding to the needs of students with disabilities as defined by the Americans with Disabilities Act. Please inform your instructor at the beginning of the class semester if you have a disability and are requesting accommodations. It is your responsibility to self-disclose that you are requesting accommodations. The University and instructor will provide you with a reasonable accommodation. You should register with CU's Disability Services Office, located in the Athens campus Jerry and Jean Beasley Student Center, Bottom Floor, across from the Campus Post Office. The Disability Services Office phone is 304-384-6086 or you can email the Director, Nancy Ellison, at nellsion@concord.edu for assistance.

Academic Dishonesty: Academic dishonesty is morally unacceptable as well as destructive to the learning and teaching atmosphere. Academic dishonesty includes the giving or receiving of improper help on examinations or assignments, falsifying documents, and plagiarism (the act of stealing and using, as one's own, the ideas or the expression of the ideas of another). Such dishonesty can lead to a variety of penalties — including but not limited to failure of assignment, failure of course, loss of institutional privileges, or dismissal from the University. (See University Catalog Academic Policies and Procedures.)

Concord University Honor Code: A Concord University Honor Code was approved by students, staff, faculty, administration, and the CU Board of Governors. The Code states:

"As a member of the Concord University Community I will act with honesty and integrity in accordance with our fundamental principles and I will respect myself and others while challenging them to do the same."

The Honor Code is intended to unite the Concord community behind a culture of honesty, integrity, and civility.

Online Attendance Policy: Regular class attendance is part of a student's academic obligation at Concord (See University Catalog Academic Policies and Procedures). Each student should log into Blackboard on Sunday evening or as early as possible on Monday to check the course agenda for upcoming week. It is recommended that a minimum of 10 hours per week be spent on the course content (reading the text, reviewing PowerPoint slides, completing homework assignments, studying for exams, etc.).

Emergency Alert System: In an effort to increase safety and security on our campus, Concord University encourages everyone to register for instant text message alerts. Alerts will only be used for security and safety notices. All students, faculty, and staff are eligible to receive text message alerts on their cell phones or email alerts. Please contact the IT Help Desk for further assistance (304-384-5291) or visit <http://sms.concord.edu>.

Emergency Information: Emergency/courtesy telephones are located at the main entrance of each residence hall and at various other locations on campus. Emergency telephones can be identified by the flashing blue light and will provide the user with a direct link to Public Safety at the press of a button. To report an on-campus emergency, call 304-384-5357 or 911. The Office of Public Safety is located on the bottom floor of the Rahall Technology Center. For further emergency information go to: <http://www.concord.edu/administration/office-public-safety>.

Inclement Weather Policy: Since this is an online course, the schedule and assignments will NOT be adjusted due to school closures or delays.

Student Conduct: In classrooms, online, laboratories, and during any activities that are part of course requirements, students are expected to observe reasonable rules of conduct.

Sexual Harassment & Assault: Federal law, Title IX, and Concord University policy prohibits discrimination, harassment, and violence based on sex and gender (Including sexual harassment, sexual assault, domestic/dating violence, stalking, sexual exploitation, and retaliation). If you or someone you know has been harassed or assaulted, you can receive confidential counseling support through the Concord University Counseling Center (304-384-5290). Alleged Violations can be reported non-confidentially to the Concord University Title IX Coordinator at 304-384-6327 or titleix@concord.edu. Reports to Campus Security can be made at (304-384-5357). As an employee at Concord University, I am a mandatory reporter which means I must report any sexual misconduct I am made aware of. This includes verbal or written (such as in an assignment) disclosures of sexual harassment or sexual assault.

Technology Services: Contact the CU Help Desk at extension 5291 from campus or 304-384-5291 off campus. You may also e-mail cuhelpdesk@concord.edu.

University Mission Statement: The mission of Concord University is to provide quality, liberal arts based education, to foster scholarly, and creative activities, and to serve the regional community.

Department Mission Statement: The Mission of the Division of Business at Concord University is to transform our students into competent and responsible business leaders through high quality teaching and personalized advising, while stimulating their academic and service zeal within the context of Concord's strong liberal arts tradition. The Division expects and supports active research and service by its faculty members to ensure that our graduates are ready to take on the challenges of the business world or pursue rigorous graduate education.

Academic Resources: The Academic Success Center is ready to assist any student with academic or personal concerns, tutoring, study skills, time management, and much more. The Academic Success Center is located in Suite 243 (Atrium) of the Rahall Technology Center. Students can stop by the ASC Monday through Friday, 8:00 am until 4:00 or by appointment. The ASC may be reached by calling (304) 384-6074, (304) 384-6298, or asc@concord.edu. Website: <http://hub.concord.edu/academicsuccess>

The drop-in tutoring schedule is also posted online: <https://apps.concord.edu/tutoring>. Smarthinking—online, and on-demand tutoring—is available on Blackboard at elearn.concord.edu.

Disclaimer: This syllabus is subject to change based on the needs of the class. Please check it regularly!