MNGT 6320 – Online
Production Operations Management
Section 783 | Fall I, 2020 (8W1)
Syllabus

Basic Information

Hardy L DeLay IV, DBA

Office: Remote
Office Phone: 706.934.4303
Email: delay_h@utpb.edu (the best way to contact me)
Office Hours: By appointment
This course is a Web Course and is conducted within Canvas at http://utpb.instructure.com

NOTE: The due dates and times for the activities will adhere to the Central Time Zone.

Course Description

Course Catalog Description:

The role of the operations management function within the context of an organization, be it public or private, profit or nonprofit, manufacturing or service. The course emphasizes the application of concepts of process analysis, material management, and quality management. Both quantitative and behavioral perspectives are presented.

Measurable Learning Outcomes (LO):

The purpose of this course is to assist students in developing an understanding of the issues, principles, tools and decision processes involved in designing and effectively managing the operations of an enterprise. Upon successful completion of this course, students will have reliably demonstrated the ability to:

LO 1: Assess how operations management contributes to the achievement of an organization's strategic objectives in modern society
LO 2: Develop the ability to design and deliver effective production and operations in organizations
LO 3: Analyze various operations methods used in enterprises to improve production settings
LO 4: Recognize the importance of projects and project management in operations

Prerequisites:
Graduate standing

Materials

Required Materials:

OM[6] by Collier and Evans, 6th edition, Cengage, 2017.
Paperback ISBN: 978-1-305-66439-5 | Bound Book ISBN: 978-1-305-66479-1

Important Academic Dates

UTPB [Academic Calendar](#)

Course Overview

Readings: There are four modules in this course. The reading assignments in each module will enable you to solve the problems with understanding and to comprehend the material covered in this course. The student is advised to have perused each assigned reading for the course before solving the quiz problems and submitting your quiz assignments.

Quizzes: The quizzes serve to prepare you for the exams. The quizzes will consist of a collection of multiple choice questions graded by CANVAS. The quizzes are to be taken individually without the help of anyone else. There are 14 quizzes in the course. Each quiz is scored on a scale of 0 to 100. Each of the 14 quizzes is worth 2.5% of the final grade. You have *up to two attempts* for each quiz. The higher of the two scores will be used. There is no time limit on completing each quiz but you have to submit the quiz by its due date. All quizzes will be submitted via CANVAS. All quizzes and due dates will be assigned per the schedule. It will be up to you to make sure that you can work any and all of the problems covered in the quiz.

Exams (aka Timed Quizzes): This is an individual work. There are four exams in this course. All four exams are non-cumulative. The exams will test your ability to apply the solution techniques discussed in this course. In addition, the exams will test your general substantive understanding of the material including definitions and concepts. Each exam is scored on a scale of 0 - 100 points. All exam scores will be counted toward your final grade. Each of the four exams is worth 10% of the final grade. Each exam has a specific time limit as indicated in the instruction on every exam. You have *only one attempt* to submit each exam. All exams and due dates will be assigned per the schedule. It will be up to you to make sure that you can work any and all of the problems covered in the exam.

Group Discussion Questions: The group discussion questions will be accomplished in teams of size four or five, roughly. Your group members will be randomly assigned after add/drop period. There are four group discussion questions along with each exam. Each group discussion problem is scored on a scale of 0 to 100. Each of the four group discussion questions is worth 3.75% of the final grade. All group discussion problems will be submitted via CANVAS. Only one group member needs to submit the assignment on behalf of the group. All group discussion problems and due dates will be assigned per the schedule. It will be up to you and/or your group to make sure that everyone can work any and all of the group discussion problems covered in the course.

Group Term Project: The group term project is to be done in the same group as the group discussion questions. Within your group, you will write a group term project of not less than 5 nor more than 7 single-spaced pages, plus references, due by the end of semester. This group term project will require that your team conduct a literature review (library and Internet) on a particular subject (approval is required) and include in your group term project all that your team can find on that subject in the current professional and pedagogical literature.

Each group needs to choose a topic and submit roughly a 250-word proposal for an approval from your instructor no later than two weeks before the end of semester. Any topic related to production and operations management may be researched. You can get an idea of what topics are

possible by looking through the Table of Contents in the book. Then, you are expected to read relevant (academic) and (trade) publications in order to become an expert on your chosen topic. Some examples are: The Journal of Operations Management, Production and Operations Management, Decision Sciences, International Journal of Production Economics, International Journal of Project Management, The Journal of Supply Chain Management. In your report, you need to include a literature review section (at least seven related academic research papers). On or before a due date, only one group member is required to submit a softcopy of this report via CANVAS. *VeriCite* on CANVAS will be used to check for plagiarism.

At the end of the course, *everyone will have an opportunity to evaluate individual contributions to the group work (group discussion questions and group term project). These peer evaluations will be applied to your individual group discussion questions and group term project grades.* For example, your overall group discussion questions and group term project grades could be 90%, but your total individual discussion questions and group term project grades could be a mere 60% because of the peer evaluations of your individual contribution.

Grading:

Course Activity * Equally Weighted	Percentage of Total Grade
14* Quizzes	**35%**
4* Exams	**40%**
4* Group Discussion Questions	**15%**
1* Group Term Project	**10%**
Total	**100%**

Note: Unless otherwise stated, all materials, activities, and assessments are required and are not optional.

Grading Scale:

Grade Range	Letter Grade
90 and above	A
80 to 89	B
70 to 79	C
60 to 69	D
Less than 59	F

+/- may be assigned to the final letter grade at the instructor's discretion.

Communication: I check my messages daily Monday through Friday during normal business hours. You can expect a reply from me via email within 24 hours during the work week. You *may* get an email reply during the weekend, but that would be an exception not the rule. When emailing me, please include your course no. in the subject line followed by your request, i.e., MNGT6320, request for a meeting. A student should anticipate feedback from graded assignments within one week. Method of contact for all assignments will be through CANVAS.

Time Management: A student should expect to spend three hours on preparation and learning assignments for every semester credit hour. If a class is a 3-semester credit hour class, it is expected that a student should spend at least 9 hours out of class on assignments in addition to 3 hours of in-class time for a total of about 12 hours per week. It is important to develop a Time Management Plan to be successful.

Policies and Procedures

1. **Course Content Structure:** The course is divided into four modules of assignments. For each module, you should view the PowerPoint slides first, read the textbook chapters second, and then answer all questions assigned in the modules. After you have attempted to answer the module questions assigned, you should get with your group members and work on the group discussion questions. You should also complete the Quiz/Exam by the due date. Read each quiz/exam question carefully. Concentrate on the exact wording. While you have *two attempts* on the quiz without time limit, you will only get one chance to answer the exam questions. There is also a time limit on the exams. You may use your notes as well as your textbook on the quiz/exam.

2. **Grading and Feedback:** You can check your grades by going to **Grades**. If there is any discrepancy in the grade, you must contact me prior to the next exam via UTPB email to discuss any issues. Once the next exam has been assigned all previous grades will be frozen. I may provide individual feedback or a general feedback in the performance of the course activity. All dates shown in CANVAS are due dates unless otherwise stated. Failure to submit your work in proper form by the due date/time will result in "0" points for the assignment. All exams will be made available by the dates shown in CANVAS.

3. **Challenging Posted Grades:** Posted grades that remain unchallenged by the next exam will stand as posted. If you have a problem with a grade that is or is not posted you need to get it resolved by the time the next exam is taken otherwise it will be too late.

4. **Discussion Board:** Discussion Board is primarily for discussing course content, related topics and question issues. Here are what I suggest you to do:
    a. Read all message postings in online discussion. Not reading messages is the equivalent of sleeping in class.
    b. Respond to the question directly.
    c. Use a person's name in the body of your message when you reply to their message.
    d. Avoid postings that are limited to 'I agree' or 'great idea', etc.
    e. Ensure responses to questions are meaningful, reflective, and support your course readings.
    f. Support statements with concepts from course readings, refer to personal experience, examples.
    g. Follow **Rules of Behavior**.

5. **Rules of Behavior:** Discussion areas are public to every student in this class (including your instructor) who will see what you write. Please pay attention to the language you use and adhere to the following guidelines:
    a. Do not post anything too personal.

b. Do not use language that is inappropriate for a classroom setting or prejudicial in regard to gender, race, or ethnicity.
c. Do not use all caps in the message box unless you are emphasizing (it is considered shouting).
a. Be courteous and respectful to other people on the list.
b. Do not overuse acronyms like you would use in text messaging. Some of the list participants may not be familiar with acronyms.
c. Use line breaks and paragraphs in long responses.
d. Write your full name at the end of the posting.
e. Be careful with sarcasm and subtle humor; one person's joke is another person's insult.

6. **Make-Up/Late Submission Policy:** All course activities must be submitted before or on set due dates and times. NOTE: The due dates and times for the activities will adhere to the Central Time Zone. Late submissions will be ten (10) points per calendar day or partial day deducted from the assignment value. DO NOT GET BEHIND ON YOUR ASSIGNMENTS.

7. **Academic Dishonesty/Plagiarism/Cheating:** The academic community regards academic dishonesty as an extremely serious matter, with serious consequences. Any effort to gain an advantage not given to all students is dishonest whether or not the effort is successful. Any suspicion of academic dishonesty will be reported and investigated. A student who engages in scholastic dishonesty that includes, but is not limited to cheating, plagiarism, and collusion will receive an "F" for the course.

   All persons involved in academic dishonesty will be disciplined in accordance with University regulations and procedures. For complete information on UTPB student conduct and discipline procedures consult the University's Handbook: Scholastic Dishonesty.

   Academic dishonesty includes, but is not limited to cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor, or the attempt to commit such acts.

   Plagiarism includes, but is not limited to the appropriation of, buying, receiving as a gift, or obtaining by any means material that is attributable in whole or in part to another source, including words, ideas, illustrations, structure, computer code, other expression and media, and presenting that material as one's own academic work being offered for credit.

8. **Attendance and Class Participation:** Regular and active participation is an essential, unmistakably important aspect of this online course. Students will log on a minimum of three times every seven days. All students are expected to do the work assigned and notify the instructor when emergencies arise.

9. **Tracking:** The learning management systems have tracking features. Statistics are collected that quantifies how often and when students are active in the course and provides information if the student has accessed different pages of the course.

10. **Absenteeism:** All the course activities have set dates to be completed and submitted. After the due dates the activities will not be available for the students. Not logging into an online course is considered absenteeism. Contact instructor immediately in case of emergency medical situation.

11. **Course Incomplete/Withdrawal/Grade Appeal:** All students are required to complete the course within the semester they are signed up. Incomplete grades for the course are rarely given, will only be granted if the student provides a valid, documented excuse for not being able to complete the course on time, must complete at least 80% of the course, and has contacted the instructor prior to the scheduled last class to request an extension. The student signs a contract that includes the incomplete course activities and the new due dates.

    Find information and dates regarding drops and withdrawals consult the University Handbook: Drops and Withdrawals and Appeal Process.

12. **Accommodation for Students with Disabilities:** The University of Texas of the Permian Basin in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act provides "reasonable accommodations" to students with disabilities. Any student with a disability who is requesting an accommodation for this course must provide the instructor with official documentation in the form of a letter from the ADA Officer for Students. Only those students who have officially documented a need for an accommodation will have their request honored. **Adapted from UTSA ADA syllabus statement.**

    ADA Officer for Students: Mr. Paul Leverington
    Address: Mesa Building 4243 | 4901 E. University, Odessa, TX 79762
    Voice Telephone: 432-552-4696
    Email: ada@utpb.edu

    For the accessibility and privacy statements of external tools used within courses, go to Accessibility and Privacy Statements.

Computer Skills, Technical & Software Requirements

This course requires basic proficiency in the use of word processing, spreadsheet, presentation software to create and edit documents, and to save and submit files. All course assessment activity files that will be submitted to the instructor should be in MS Word or RTF with a .doc or .docx extension and/or MS Excel with a .xls or xlsx extension. Students also need basic proficiency in receiving, sending, and attaching files to email, and in the use of Internet search tools. In order to submit photo identification (mentioned in the section concerning online student authentication), students will need access to a scanner, a camera or a camera phone.

Students can use cloud version of Word, PowerPoint and other Microsoft products through use of their UTPB Outlook 365 and UTPB email address. For more information refer to UTPB Office 365 Page.

Computer Technical Requirements: See Technical Requirements.

Online Student Authentication

UTPB requires that each student who registers for a distance course is the same student who participates in, completes, and receives credit for the course. UTPB's Distance Education Policy requires faculty members to employ at least two methods of verification to ensure student identities. To access online courses students must login to the UTPB learning management system using their unique personal identifying username and secure password. UTPB's Distance Education Policy requires at least one additional student identification method within the course that has been determined and approved by the faculty or academic program. This course satisfies the second method of student authentication by uploading a photo of yourself and an image of one of the following forms of picture ID.

*Approved up to date photo identifications are: passports, government issued identification, driver's licenses, military ID from DoD. Dual credit and early college high school students use school district identifications.

Preparation for Emergencies

Computer Crash: Not having a working computer or a crashed computer during the semester will NOT be considered as an acceptable reason for not completing course activities at a scheduled time. NOTE: Identify a second computer before the semester begins, that you can use when/if your personal computer crashes.

Complete Loss of Contact: If you lose contact with course connectivity completely (i.e., you cannot contact me via Canvas or email), you need to call instructor, and leave message regarding connectivity loss and contact information.

Lost/Corrupt/Missing Files: You must keep/save a copy of every project/assignment on an external drive, UTPB Outlook 365 OneDrive, or personal computer. In the event of any kind of failure (e.g., virus infection, student's own computer crashes, loss of files in cyberspace, etc.) or any contradictions/problems, you may be required to resubmit the files.

End-of-Course Evaluation & Instructor Evaluation

Every student is encouraged to complete an end-of-course evaluation/survey provided by UTPB. During the last few weeks of class, you will receive an announcement through email notifying you that the Course/Instructor Survey is available. You may follow the link in the email to complete the survey using the same credentials to access your courses here. When entering the emailed Survey link you will see a list of surveys for you to complete. Another way to find End-of-Course Evaluations is through you my.utpb.edu account > My Surveys & Evaluations are on the first page after you login.

The survey is anonymous and your responses are confidential. Your feedback is critical to us and to your instructor as we strive to improve our offerings, and our support of you, the students.

Student Support Services

SERVICE	CONTACT
ADA Accommodation/Support	Testing Services & Academic Accommodations Department (432) 552-4696
Advising	UTPB E-Advisor (432) 552-2661 UTPB Academic Advising Center
Bookstore	UTPB Campus Bookstore (432) 552-0220
Email, Outlook 365, my.utpb.edu	Information Resources Division (IRD)
Financial Aid and Scholarship	UTPB Financial Aid (432) 552-2620
Library	The J. Conrad Dunagan Library Online at (432) 552-2370
Registrar	UTPB Registrar (432) 552-2635
Student Services	Dean of Students (432) 552-2600
Technical Support	Canvas 1-866-437-0867
Tutoring & Learning Resources	If you are taking courses through UTPB the following links provide services: Smarthinking Online Tutoring (provides tutoring services), SmarterMeasure (measures learner readiness for online course).

Disclaimer & Rights

Information contained in this syllabus was to the best knowledge of the instructor considered correct and complete when distributed for use in the beginning of the semester. However, the instructor reserves the right, acting within the policies and procedures of UTPB to make changes in the course content or instructional techniques without notice or obligation. The students will be informed about the changes, if any.

Copyright Statement

Many of the materials that are posted within UTPB courses are protected by copyright law. These materials are only for the use of students enrolled in the course and only for the purpose of the course. They may not be further retained or disseminated.

Schedule

Note: This class schedule is tentative and is subject to change at the instructor's discretion. Any changes will be announced via email.

Topics	Readings	Assignments	Due Date
Course Introduction	Course Syllabus and Related Information	Student Authentication	Thur. Aug 27
Module 1: Introduction to Operations, Operations Strategy and Design			
Operations Management and Value Chains	Chapter 1	Quiz #1	Th. Sep 10
Measuring Performance in Operations and Value Chains	Chapter 2	Quiz #2	Th. Sep 10
Operations Strategy	Chapter 3	Quiz #3	Th. Sep 10
Goods and Service Design	Chapter 5	Quiz #4	Th. Sep 10
Exam 1	Chapters 1, 2, 3, 5	Discussion #1	Th. Sep 10
Module 2: Analysis of Processes, Facility Design, Capacity and Inventory Management			
Process Selection, Design, and Analysis	Chapter 7	Quiz #5	Th. Sep 24
Facility and Work Design	Chapter 8	Quiz #6	Th. Sep 24
Capacity Management	Chapter 10	Quiz #7	Th. Sep 24
Managing Inventories in Supply Chains	Chapter 11	Quiz #8	Th. Sep 24
Exam 2	Chapters 7, 8, 10, 11	Discussion #2	Th. Sep 24
Module 3: Supply Chain Management and Quality Management			
Supply Chain Design	Chapter 6	Quiz #9	Th. Oct 8
Supply Chain Management and Logistics	Chapter 12	Quiz #10	Th. Oct 8
Quality Management	Chapter 15	Quiz #11	Th. Oct 8
Quality Control and SPC	Chapter 16	Quiz #12	Th. Oct 8
Exam 3	Chapters 6, 12, 15, 16	Discussion #3	Th. Oct 8
Module 4: Lean Operations and Project Management			
Lean Operating Systems	Chapter 17	Quiz #13	Th. Oct 15
Project Management	Chapter 18	Quiz #14	Th. Oct 15
Exam 4	Chapters 17, 18	Discussion #4, Term Project	Th. Oct 15