

# Texas A&M University – Texarkana

## MGT515.401 – Production & Operations Mgt.

### Course Syllabus

**Effective Date: Fall, 2011: Oct. 20 – Dec. 15**

**Instructor:** Richard Herrera, Ph.D.  
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**Office Hrs:** Mon: 3:00pm-6:00pm  
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Other times by appointment

**Semester Credit Hours:** 3 SCH

#### **Course Description:**

An introduction to the management of production and operations functions in manufacturing and service organizations. This includes the development of problem solving and decision-making skills directed towards structuring complexity and uncertainty. Special emphasis will be given to the strategic impact of production and operations decisions and the interfaces between operations and the other functional areas of a firm.

**Required Textbook/Resources:** Krajewski, L., Ritzman, L., & Malhotra, M. Operations Management, 9<sup>th</sup> Edition, 2010. Prentice Hall. ISBN – 9780136065760. The Blackboard Learning System will be used to deliver all resources needed for students to successfully complete this course. This includes the course syllabus, a gradebook section that manages assignments and grades, and a discussion section that allows for communication between the student and professor throughout the course. Student PowerPoint slides and Study Guides for Exams, covering each of the chapters, will also be available on Blackboard under Course Content.

Students can access My Blackboard from A&M-Texarkana's homepage and choosing Current Students and then Blackboard. From the webcourses page click on the graphic that says MyBlackboard. Also, the web address (or URL) for the A&M-Texarkana web server is at <http://webcta.tamut.edu/webct/entryPageIns.dowebct>. That will take you to MyBlackboard where you will login. To login you will need a UserID and a Password. Your UserID is the first 4 letters of your last name and the last 4 of your Campus Wide ID. Example: jams5634. [If your last name is smaller than 4 characters then enter your whole last name] Your Password is your Campus Wide ID with no dashes or spaces. Example: 34523456.

Additional resources are available to assist students and include a distance learning overview, student FAQs, the A&M-Texarkana online system that takes you directly to Library and Student Services, technology and distance education services, and a student guide to blackboard.

#### **MBA Program Goals:**

- **Goal 1:** Our graduates will be competent in the broad business disciplines that underlie in the MBA degree.

- **Goal 2:** Our graduates will demonstrate critical thinking skills.
- **Goal 3:** Our graduates will be able to communicate effectively in writing and in front of a group.
- **Goal 4:** Our graduates will be competent in the use of analytical tools via business software tools.
- **Goal 5:** Our graduates will be able to properly integrate business disciplines in developing holistic, multi-functional solutions.
- **Goal 6:** Our graduates will be able to correctly analyze financial statements.

**Student Learner Outcomes:**

Upon successful completion of this course, the student will be able to:

1. Define, discuss, and differentiate important terminology, concepts, principles, and theories relating to production and operations management.
2. Identify and understand the relationships between cost, quality, flexibility, service, and how the operations strategy can support the business strategy.
3. Develop solutions to basic production and operation problems using the terminology, concepts, principles, and theories taught in this course.
4. Understand the relationships between the production and operations functions and the other functional areas of the firm.
5. Design and apply production and operation systems that help achieve the business strategy.
6. Understand and address the Challenges of Globalization in Operations Management.

**Course Requirements:**

Students will be responsible for all chapter content listed in the schedule of assignments and any additional assigned readings as may be posted on the web. Due to the nature of this course, students are expected to read the assigned chapters by the due dates and to check the discussion board for any updates at least once weekly.

**Methods of Evaluation:**

Each student's performance will be evaluated as follows:

Assignment	Percent of Grade
Exam #1 (Chapters 1- 5)	25 %
Exam #2 (Chapters 6-10)	25 %
Exam #3 (Chapters 11-15)	25 %
Case Studies (4)	25 %

Examinations: Each of the examinations will consist of 50 multiple questions, each worth 2 points. You will have approximately 2 hours to complete the exam. Exams will be taken in class on the dates listed on the course schedule.

Case Studies: The four case studies to be competed for this class will comprise 25% of your overall grade. It will cover material from chapters in the text, to be determined. The due dates for each are listed in the syllabus. The cases themselves can be found in Blackboard under Content- Cases.

**Please Note: There are no make-up assignments for missed exams. A grade of zero will be assigned for an exam not taken on the day and time scheduled.**

### **Grading Scale:**

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

### **Disability Accommodations:**

Students with disabilities may request reasonable accommodations through the A&M-Texarkana Disability Services Office by calling 903-223-3062

### **University Email Policy:**

“Upon application to Texas A&M University-Texarkana, an individual will be assigned an A&M-Texarkana email account. This email account will be used to deliver official university correspondence. Each individual is responsible for information sent and received via the university email account and is expected to check the official A&M-Texarkana email account on a frequent and consistent basis. Faculty and students are required to utilize the university email account when communicating about coursework.”

### **University Drop Policy:**

To drop this course after the 12<sup>th</sup> class day, a student must complete the *Drop/Withdrawal Request Form*, located on the University website (<http://tamut.edu/Registrar/droppingwithdrawing-from-classes.html>) or obtained in the Registrar’s Office. The student must submit the signed and completed form to the instructor of each course indicated on the form to be dropped for his/her signature. The signature is not an “approval” to drop, but rather confirmation that the student has discussed the drop/withdrawal with the faculty member. The form must be submitted to the Registrar’s office for processing in person, email ([Registrar@tamut.edu](mailto:Registrar@tamut.edu)), mail (P. O. Box 5518, Texarkana, TX 75505) or fax (903-223-3140). Drop/withdraw forms missing any of the required information will not be accepted by the Registrar’s Office for processing. It is the student’s responsibility to ensure that the form is completed properly before submission. If a student stops participating in class (attending and submitting assignments) but does not complete and submit the drop/withdrawal form, a final grade based on work completed as outlined in the syllabus will be assigned.

### **Academic Integrity:**

Academic honesty is expected of students enrolled in this course. Cheating on examinations, unauthorized collaboration, falsification of research data, plagiarism and undocumented use of materials from any source, constitute academic dishonesty, and may be grounds for a grade of “F” in the course and/or disciplinary actions. For additional information see the university catalog. Examples of plagiarism can be found at <http://www.turnitin.com>

### **Student Participation:**

- a. **Participation Policy:** Due to the nature of this course, students are expected to read the assigned chapters by the dates listed on the course schedule and be prepared for each of the three exams. You may work ahead of schedule, but do not allow yourself to get behind. In addition to the text material, students will also be responsible for any other material listed on the discussion board section of the syllabus. In order to remain up to date, students will need to check this section for any updates at least once weekly.
- b. **Course Etiquette:** Students are expected to conduct themselves professionally and respectfully at all times when interacting with other class members or with the instructor. Any subject matter or conduct considered to be unacceptable or inappropriate will not be tolerated.

### Student Technical Assistance:

- Solutions to common problems and FAQ's for your web-enhanced and online courses are found at this link:  
<http://tamut.edu/webcourses/index.php?pageid=37>
- If you cannot find your resolution there, you can send in a support request detailing your specific problem here: <http://www.tamut.edu/webcourses/gethelp2.php>
- Blackboard Helpdesk contacts:

Office hours are: Monday - Friday, 8:00a to 5:00p

Kevin Williams (main contact) 903-223-1356 [kevin.williams@tamut.edu](mailto:kevin.williams@tamut.edu)

Frank Miller (alternate) 903-223-3156 [frank.miller@tamut.edu](mailto:frank.miller@tamut.edu)

Nikki Thomson (alternate) 903-223-3083 [nikki.thomson@tamut.edu](mailto:nikki.thomson@tamut.edu)

### Complete Course Schedule:

Date	Topic	Assignment
Oct. 24	Overview of Course/Syllabus; Introductions Competing With Operations	Robbins Chap. 1
Oct. 26	Project Management	Chap. 2
Oct. 31	Process Strategy Process Analysis <b>Case 1 Due</b>	Chap. 3 Chap. 4
Nov. 2	Quality And Performance	Chap. 5
Nov. 7	<b>Exam 1 (Chap's 1-5)</b>	
Nov. 9	Capacity Planning <b>Case 2 Due</b>	Chap 6
Nov. 14	Constraint Management Lean Systems	Chap. 7 Chap. 8
Nov. 16	Supply Chain Design	Chap. 9
Nov. 21	Supply Chain Integration <b>Case 3 Due</b>	Chap. 10
Nov. 23	<b>Exam 2 (Chap's 6-10)</b>	
Nov. 28	Location	Chap. 11
Nov. 30	Inventory Management <b>Case 4 Due</b>	Chap. 12

Dec. 5	Forecasting Operations Planning & Scheduling	Chap. 13 Chap. 14
Dec. 7	Grievance and Disciplinary Procedures	Chap. 15
Dec. 12	<b>Exam 3 (Chap's 11-15)</b>	