

**Texas A & M University - Texarkana**  
MGT 515 Production and Operations Management  
Spring 2019

**Professor:** George Boger, Ph.D.  
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**Office Hours:** Monday 9:30 a.m. – 11:00 a.m., 1:00 p.m. – 3:00 p.m.  
Wednesday 9:30 a.m. – 11:00 a.m., 1:00 p.m. – 3:00 p.m.

**Classroom Location and Meeting Times:** Online Course

**Catalog 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.

**Textbook:** *Operations and Supply Chain Management, 14<sup>th</sup> Edition*, F. Robert Jacobs and Richard B. Chase, McGraw-Hill Irwin, 2014. ***Access to McGraw-Hill Connect, a web-based assignment platform, is required to complete reading and homework assignments.*** The class URL is:

<http://connect.mheducation.com/class/g-boger-spring-2019>

An electronic version of the text, which is identical to the printed book, is available within Connect. An access code can be purchased either through the university bookstore or online through the McGraw-Hill class URL given above; follow the on-screen instructions. After purchasing an access code, you can sign into Connect via the URL given above. Additional information about Connect is available in the course Blackboard website and in the Course Procedures section of this syllabus below.

**Purpose of Course:** Operations and supply chain management is a study of how companies manage the resources and activities needed to produce and deliver products and services. Operations management focuses on the effective planning, scheduling, use, and control of resources needed to transform inputs into finished goods and services. Supply chain management focuses on the planning, controlling, and monitoring of activities needed to efficiently deliver products and services to the marketplace. Efficient and effective operations and supply chains provide a company with competitive advantages.

**Course Objectives:** At the completion of this course, successful students should be able to:

- a. understand the strategic role of operations and supply chain management in creating a competitive advantage for a company
- b. understand the processes used to make and delivery effective services and products
- c. understand the relationship of the operations function with the other functional areas of a company
- d. apply analytical methods to solve problems encountered in managing a firm's operations and its supply chain

**Graduate Degree Program Goals:** At the completion of the MBA degree, graduates should be proficient in the following areas:

Learning Goal 1: Graduates will be competent in the application of broad business disciplines that underlie the MBA degree.

Learning Goal 2: Our graduates will demonstrate MBA level critical thinking skills.

Learning Goal 3: Our students will produce an effectively written analysis of a current business problem.

Learning Goal 4: Our graduates will know how to find, analyze and transform information so they can build better strategies and make more effective decisions.

**Evaluation:**

**Homework:** Homework assignments for each chapter are on the McGraw-Hill Connect website.

**Examinations:** There will be four online exams taken of the course Blackboard website. The exams cover only the chapters specified in the Course Schedule.

A student's final course grade will depend upon her or his performance on the following required items.

Reading Assignment	10%
Homework Assignments	20%
4 Exams	70%

Letter grades for the class will be assigned based on the overall final average. The following scale will be used.

Average	Course Grade
90 or greater	A
80 or greater	B
70 or greater	C
60 or greater	D
less than 60	F

Grades on the required items will be used to determine the final grade for the course. No additional work or repeated work for *extra credit or grade improvement* will be considered.

**Course Schedule:**

<b>Week</b>	<b>Begin Date</b>	<b>Chapter</b>	<b>Sunday Due Date</b>	<b>Submit Activity</b>
1	Jan 22	Ch 1 Strategy, Products, and Capacity	Jan 27	Assignments on Connect
2	Jan 28	Ch 2 Strategy Ch 3 Design of Products and Services	Feb 3	Assignments on Connect
3	Feb 4	Ch 5 Strategic Capacity Management	Feb 10	Assignments on Connect
<b>4</b>	Feb 11 <b>Feb 14</b>	Study for Exam 1 <b>Exam 1 (Ch 1–3, Ch 5)</b>	Feb 13 <b>Feb 17</b>	<b>Exam 1 on Blackboard</b>
5	Feb 18	Ch 7 Manufacturing Processes Ch 9 Service Processes	Feb 24	Assignments on Connect
6	Feb 25	Ch 11 Process Design and Analysis	Mar 3	Assignments on Connect
7	Mar 4	Ch 12 Six Sigma	Mar 10	Assignments on Connect
<b>8</b>	Mar 11 <b>Mar 14</b>	Study for Exam 2 <b>Exam 2 (Ch 7, 9, 11, 12)</b>	Mar 13 <b>Mar 17</b>	<b>Exam 2 on Blackboard</b>
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9	Mar 25	Ch 14 Lean Supply Chains Ch 16 Global Sourcing and Procurement	Mar 31	Assignments on Connect
10	Apr 1	Ch 17 Enterprise Resource Planning Systems Ch 19 Sales and Operations Planning	Apr 7	Assignments on Connect
<b>11</b>	Apr 8 <b>Apr 11</b>	Study for Exam 3 <b>Exam 3 (Ch 14, 16, 17, 19)</b>	Apr 10 <b>Apr 14</b>	<b>Exam 3 on Blackboard</b>
12	Apr 15	Ch 21 Material Requirements Planning	Apr 21	Assignments on Connect
13	Apr 22	Ch 22 Workcenter Scheduling	Apr 28	Assignments on Connect
14	Apr 29	Ch 23 Theory of Constraints	May 5	Assignments on Connect
<b>15</b>	May 6 <b>May 9</b>	Study for Exam 4 <b>Exam 4 (Ch 21–Ch 23)</b>	May 8 <b>May 12</b>	<b>Exam 4 on Blackboard</b>

**Course Procedures:*****Exams***

There are four online exams will be taken on the course Blackboard website. The exams will cover only the chapters shown in the Course Schedule; they are not cumulative exams. Exams will be available on Friday mornings at 12:30 a.m. and must be completed by 11:30 p.m. Sunday evenings. If you can't complete tests during these time periods, please send me a message at the address given above.

***Homework Assignments***

There is a homework assignment for each chapter. You are expected to submit homework assignments on McGraw-Hill Connect. McGraw-Hill Connect is a web-based assignment platform developed by the textbook publisher; it can be accessed via a button in the left navigation pane in the course Blackboard website. The link is identical to the one given in the Text section of this syllabus.

To receive full credit, you must complete homework assignments by the due date shown in the Course Schedule. ***There is a 3% reduction in your score for each day a homework assignment is late.*** Be sure that you correctly read the homework deadlines.

For each homework assignment in Connect, the policies covering time limits, how many attempts per question are allowed, deduction for each incorrect attempt, and feedback given after each attempt are shown under the Policies tab of the assignment.

***Reading Assignments***

An electronic version of the textbook, called a SmartBook, is contained within McGraw-Hill Connect and can be accessed by clicking on the LS LEARNSMART icon. SmartBook organizes your learning, highlights the text for you, and presents practice questions to help you learn. More information about SmartBook is available on the course Blackboard website; click on the Information on Connect button in the left navigation pane and look for Help Page for Connect.

**Disability Accommodations:** The Americans with Disabilities Act (ADA) is a federal non-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this law requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Office of Student Life in UC room 126, or call (903)223-3116. For additional information visit <http://www.tamut.edu/Academics/Student-Support/Disability-Services/index.html>

**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.

**A&M-Texarkana Email Address:** 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.

**Drop Policy:** To drop this course after the census date, a student must complete the [Drop/Withdrawal Request Form](#), located on the University website 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 (7101 University Ave., Texarkana, TX 75503) 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.

**Class Participation:** Students are responsible for beginning their participation on the FIRST CLASS DAY by logging on and completing assignments according to the Course Schedule. Failure to submit online assignments between the first day of classes and the University census date" (according to the University schedule) will result in an ADMINISTRATIVE DROP from the course.

**Students with federal loans and/or grants:** Students who have federal loans and grants must be aware that participation is monitored in online courses. In the event a student withdraws from a course the student will be required to refund all federal funds prorated from the last date of participation. A student's last access to Blackboard would not suffice as participation. The required weekly activity could include a comment to a blog, a discussion board posting, a journal entry, a quiz or exam, a submitted assignment, or other measurable and tracked activity.

**Student Technical Assistance:** Solutions to common problems and FAQ's for your web-enhanced and online courses are found on [Online Student Training](#) page on our website.

If you cannot find your resolution there, you can send in a support request by contacting the IT Service Desk:

Email: [isite@tamut.edu](mailto:isite@tamut.edu)

Phone: 903-334-6603

Submit a [Support Request](#)

Additional student help for Blackboard can be found here: [Blackboard Help for Students](#)

### **Technical Requirements:**

The following are the minimum computer requirements for online learning:

A computer capable of handling streaming video. A mid-range multi-core CPU should be adequate.

A sound card.

A high speed internet connection preferably directly connected to the computer via a hard-wired Ethernet connection rather than wirelessly connected.

Virus and adware protection software.

Microsoft Word, minimum version 2007 or above.

[Mozilla Firefox](#) browser available free.

The most recent versions of Java, Flash, QuickTime, Adobe Reader, and Shockwave. You can check this in the Firefox browser by visiting: [Firefox Plugin Check Tool](#)

Please note: some instructors may require the use of a headset with microphone and/or a webcam. If so, the cost of these items is not included in your course fees and will need to be acquired at your own expense.

### **Blackboard Mobile for iOS and Android Devices**

Android and iOS devices are currently supported using the Blackboard Mobile App, available for free from your App Store or scan the code below:



The Blackboard Mobile App provides limited access to courses, including the ability to read and contribute to discussions, check grades and announcements, access content, read and comment on blogs, reflect in journals, link to your personal Dropbox, and receive push notifications when courses are updated. Limited course features may also be available via your mobile device's browser; however, your mobile device does not replace your personal computer and should not be used as a substitute for one. High stakes assignments, tests, etc. should be completed on your personal computer, and not on your mobile device.