

Course Number and Title: MNGT-3615-E01 Operations Management

Number of Credit Hours: (3 semester credit hours)

Location: Online

Semester and Year: Summer 2020

Instructor: Dr. Douglas L. McWilliams

Virtual Office Hours: TR 9:00 AM -11:00 AM or by appointment

E-Mail: dmcwilli@westga.edu

REQUIRED TEXT

Cachon, G. & Terwiesch, C. (2020). *Operations Management 2nd Edition*. McGraw-Hill Education. ISBN: 978-1-260-23887-7.

COURSE DESCRIPTION

This course is designed to emphasize the strategic importance of operations management to the overall performance of the organization. Students will study the basic principles required to organize and manage both service and manufacturing firms. Topics include issues such as work design, inventory control, supply chains, scheduling, quality control, lean operating systems, and project management.

Prerequisites: ECON 3402 and Richard College Upper Division RCUD

COURSE OBJECTIVES

This course aims to improve students understanding of the concepts, principles, problems, and practices of operations management. Upon completion of this course, you should be able to:

1. State the various operations management functions in any organization.
2. Explain the importance of productivity and competitiveness to both organizations and nations.
3. State the importance of an effective operations strategy to an organization.
4. Outline the various operations design decisions and how they relate to the overall strategies of organizations.
5. State the importance of product and service design decisions and the impact these decisions have on other design decisions and operations.
6. Define quality management practices in organizations and state how total quality management and six-sigma facilitate organizational effectiveness.
7. Describe the relationships of the various planning practices of capacity planning, aggregate planning, project planning and scheduling.
8. State the roles of inventories and basics of managing inventories in various demand settings.
9. Outline the contemporary operations and manufacturing organizational approaches and the supply chain management activities and the renewed importance of the aspect of organizational strategy.

DELIVERY METHOD

This course is delivered 100% online using CourseDen and McGraw-Hill Connect. The information and materials that you need to complete the course is in this syllabus and in CourseDen and McGraw-Hill Connect. You will be given readings assignments, chapter quizzes, and exams. View the course schedule on page 4 in the appendix.

GRADING

Exam (100%): There are total of four (4) exams in the course. The exams are based on assigned readings from the textbook. They consist of multiple-choice questions.

Make-up Exams or Late Assignment will only be accepted if you obtain University approved documentation for your excuse. There will be no make-up assignment for poor performance on a previous assignment.

The final course grade will be distributed as follows:

Grade Distribution	WEIGHT %
Exams	100
TOTAL	100%

Grading Scale: (%)

90-100→A;

80-89→B;

70-79→C;

60-69→D;

and < 60→F

Extra Credit: There will be no extra credit given in this course. My desire is to make this course so accessible that extra credit is not needed. This course will still be challenging, but there are several free resources at your disposal. Please utilize them.

Questions about grading must be asked within one week of the questionable grade.

You can monitor your grades in CourseDen. At times I communicate with you using campus email systems or text messaging, so it is essential that you regularly check your **westga.edu** email address. I make effort to respond to your email in a timely manner.

PROFESSIONAL BEHAVIOR

It is important that you maintain a professional demeanor at all time, including during “electronic communication.” The extent to which you demonstrate engagement, respect, persistence, teamwork, and reliability will weigh heavily on your professionalism mark.

HONOR CODE

At the University of West Georgia, we believe that academic and personal integrity are based upon honesty, trust, fairness, respect, and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not

maintain academic and personal integrity. These include, but are not limited to, plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

The University of West Georgia maintains and monitors a confidential Academic Dishonesty Tracking System. This database collects and reports patterns of repeated student violations across all the Colleges, the Ingram Library, and the School of Nursing. Each incidence of academic dishonesty is subject to review and consideration by the instructor and is subject to a range of academic penalties including, but not limited to, failing the assignment and/or failing the course. Student conduct sanctions range from verbal warning to suspension or expulsion depending on the magnitude of the offense and/or number of offenses. The incident becomes part of the student's conduct record at UWG.

Additionally, the student is responsible for safeguarding his/her computer account. The student's account and network connection are for his/her individual use. A computer account is to be used only by the person to whom it has been issued. The student is responsible for all actions originating through his/her account or network connection. Students must not impersonate others or misrepresent or conceal their identities in electronic messages and actions. For more information on the University of West Georgia Honor Code, please see the **Student Handbook**.

UWG EMAIL POLICY

University of West Georgia students are provided a MyUWG e-mail account. The University considers this account to be an official means of communication between the University and the student. The purpose of the official use of the student e-mail account is to provide an effective means of communicating important university related information to UWG students in a timely manner. It is the student's responsibility to check his or her email. I check my email several times a day. I strive to respond to any email within 24 hours (even if it's just to acknowledge receipt of the email while I continue to work on the request).

CREDIT HOUR POLICY

The University of West Georgia grants one semester hour of credit for work equivalent to a minimum of one hour (50 minutes) of in-class or other direct faculty instruction AND two hours of student work outside of class per week for approximately fifteen weeks. For each course, the course syllabus will document the amount of in-class (or other direct faculty instruction) and out-of-class work required to earn the credit hour(s) assigned to the course. Out-of-class work will include all forms of credit-bearing activity, including but not limited to assignments, readings, observations, and musical practice. Where available, the university grants academic credit for students who verify via competency-based testing, that they have accomplished the learning outcomes associated with a course that would normally meet the requirements outlined above (e.g. AP credit, CLEP, and departmental exams).

ACADEMIC SUPPORT

Assistant: If you find yourself falling behind in the course, do not delay in seeking out assistance and/or advice from someone (the Instructor, a tutor, etc.) who is competent in the subject area and who has your best interests at heart!

Center for Academic Success: The **Center for Academic Success** provides services, programs, and opportunities to help all undergraduate students succeed academically. For more information, contact them: 678-839-6280 or **cas@westga.edu**

University Writing Center: The University Writing Center assists students with all areas of the writing process. For more information, contact them: 678-839-6513 or writing@westga.edu

Accessibility Services: Students with a documented disability may work with UWG Accessibility Services to receive essential services specific to their disability. All entitlements to accommodations are based on documentation and USG Board of Regents standards. If a student needs course adaptations or accommodations because of a disability or chronic illness, or if he/she needs to make special arrangements in case the building must be evacuated, the student should notify his/her instructor in writing and provide a copy of his/her Student Accommodations Report (SAR), which is available only from Accessibility Services. Faculty cannot offer accommodations without timely receipt of the SAR; further, no retroactive accommodations will be given. For more information, please contact

Accessibility Services.

Mental Health Support: If you or another student find that you are experiencing a mental health issue, free confidential services are available on campus in the Counseling Center. Students who have experienced sexual or domestic violence may receive confidential medical and advocacy services with the Patient Advocates in Health Services. To report a concern anonymously, please go to UWGcares.

COURSE SCHEDULE

Week 1	Reading	View Videos on Connect	Exam
	Chap 1: Intro. to Operations Management	Learning Resource Videos Chapter 01-a,b,c	
	Chap 2: Intro. to Processes	Operations Management Video: Littles Law Learning Resource Videos: Chapter 02-a,b,c	
	Chap 3: Process Analysis	Operations Management Videos: Throughput Overview Learning Resource Videos: Chapter 03-a,b,c	Exam 1
Week 2			
	Chap 4: Process Improvement	Learning Resource Videos: Chapter 04-a,b,c	
	Chap 9: Quality and SPC	Operations Management Video: Unifying Principles of Quality Learning Resource Videos: Chapter 09-a thru f	Exam 2
Week 3			
	Chap 10: Intro. to Inventory Management	Learning Resource Videos: Chapter 10-a,b,c,d,e	

Week 1	Reading	View Videos on Connect	Exam
	Chap 12: Inv. Steady Demand	Learning Resource Videos: Chapter 12-a,b,c,d,e	Exam 3
Week 4			
	Chap 15: Forecasting	Operations management Video: Forecasting-Usage and Pitfalls Learning Resource Videos: Chapter 15-a thru i	
	Chap 19: Project Management	Learning Resource Videos: Chapter 19-a,b,c,d	Exam 4

COURSE EVALUATION

University of West Georgia takes Instructor and Course Evaluations very seriously as an important means of gathering information for the enhancement of learning opportunities for its students. It is an important responsibility of UWG students as citizens of the University to participate in the instructor and course evaluation process. Prior to the end of the semester, you will be asked to reflect upon what you have learned in this course, the extent to which you have invested the necessary efforts to maximize your learning and the role your instructor has played in the learning process. It is very important that you complete the online evaluations with thoughtfully written comments. Evaluations are regarded as strictly confidential. They are not available to the instructor until after final grades are submitted, and extensive precautions are taken to prevent your comments from being identified as coming from you. Be aware that positive feedback is just as important as criticism.

HB 280 (Campus Carry)

House Bill 280, commonly known as the “campus carry” legislation, allows anyone who is properly licensed in the State of Georgia to carry a handgun in a concealed manner on property owned or leased by public colleges and universities. There are several exceptions to the law that limit the places on campus where handguns may be carried. It is the student’s responsibility to be aware of those limitations.

UWG follows University System of Georgia (USG) guidance:

USG guidance Website

You may also visit our website for help with USG Guidance:

UWG Policies and Guidance Website