



MAN 3504

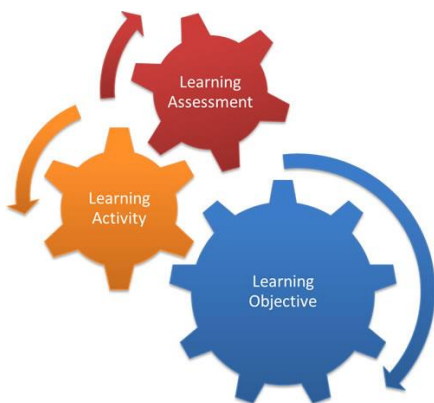
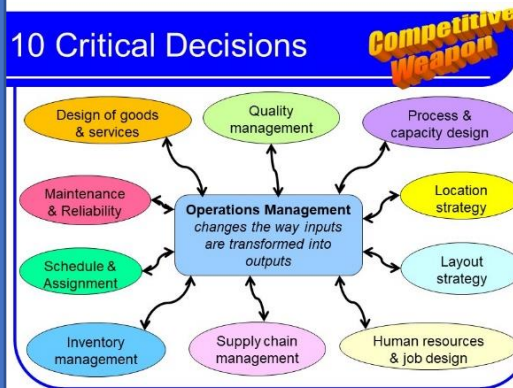
Operations Management

WELCOME

Why is this course important? Because it enables our organizations to gain a competitive advantage! This is vital for students that want to run their own business or be effective manager in an organization. Whether for-profit or not for profit, small or large, our business strategies need operations management to productively manage resources for a quality product or service!

SYLLABUS

This course helps the student understand the decision science used to tackle problems across the entire enterprise in order to improve productivity and quality across complex and dynamic systems. Students learn ten strategic operations management decisions and the role of operations management has in creating a competitive advantage in service and manufacturing organizations. Students will understand how to identify key factors impacting decisions and will be exposed to analytical tools to aid in decision making.



WEEKLY LEARNING OBJECTIVES:

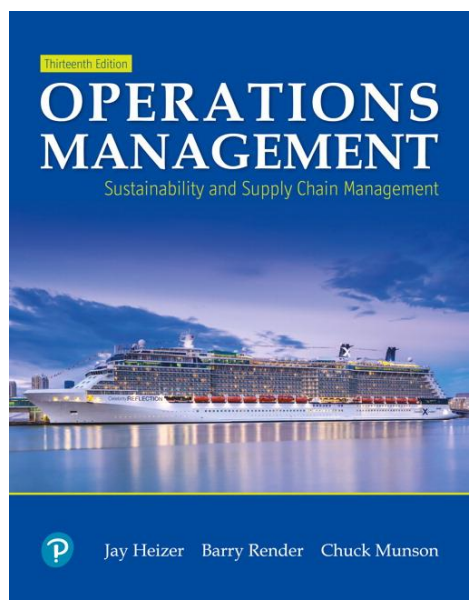
1. Week 1: Evaluate the tactical and operational impact operations management decisions have in implementing an organization’s strategy.
2. Week 2: Analyze how project management and forecasting tools are used to better manage operations.
3. Week 3: Examine product/service design, sustainability in the supply chain, and quality management strategies.
4. Week 4: Evaluate process management, layout, and location strategic alternatives.
5. Week 5: Assess human resources, supply chain management, and inventory management strategies used to create value for the customer.
6. Week 6: Examine planning and scheduling strategies used in various operations, as well as how information technology enables operating decisions.
7. Week 7: Assess how lean operations, maintenance, and reliability, as well as other tools enable operating decisions.
8. Week 8: Connect and integrate lessons on Operations Management through a comprehensive final exam. 47 contact hours.

What materials are required for success in the course? See MySPC after registration for bundle.

1. Textbook – 13th Edition (2020): *Operations Management: Sustainability and Supply Chain Management* by Jay Heizer, Barry Render, & Chuck Munson

Available as eText, Student Value Edition (unbound pages, 3 hole punched), bound, purchase, rental, used, new, etc. ISBN changes by type.

2. MyOMlab Access: Pearson MyLab & Mastering



Students should have regular access to a computer connected to the Internet. When viewing online videos or completing online assignments, students should have an Internet connection that is stable and will not drop their connection. Students without should consider making arrangements to use alternative means (i.e. St. Petersburg College library or a similar facility) where a stable high-speed internet connection is available.

Students must have [MSOffice](#) and [Adobe Reader](#), as well as access to a web camera and microphone to support video submissions.

After the Start Here – Introduction is complete, information on how to register for MyOMlab, including free temporary access (14 days, includes eText), is provided.

A working knowledge of algebra is required. Students encouraged to know some probability and statistics (will be reviewing during course). Further computer skills are vital as decision science software (POM for Windows, ExcelOM) is available to aid in the analytics used in this field, as well as course uses MS Office, SPC Library, MyCourses, etc.

How to Be A Successful Student? This college-wide syllabus addendum is provided in SPC Resources for every class <https://go.spcollege.edu/Addendum/>. Closely read success factors and expectations. The instructor has authority to remove disruptive students and delete any inappropriate posts. All materials are subject to copyright law and only available for use in the course (cannot be shared elsewhere). Students should first speak to their instructor to resolve any resource or grade issues.

What are the attendance policies?
In Week 1 the instructor will report students as 'No Show' if students do not provide any submissions. While in Week 2 through Week 6, students must complete the majority of assignments to be considered in attendance and actively participating in the course. For example, there are five submissions and students must to complete three of the five submissions. If students are absent in two of these weeks, they will be administratively withdrawn from the course.
If this attendance issue is reported in the first two weeks of the course, students will receive a grade of W. If later in the course, and students did not self-withdraw by the deadline, instructors will report students at the 60% point as not actively participating which results in a grade of WF.
As the syllabus addendum states, student with financial aid will be responsible for paying for the class. Students should always work with their academic advisor and financial aid counselor to understand potential consequences of their course scheduling decisions.

MAN 3504: Operations Management

What is the schedule?

In the MyCourses Course Content are weekly lessons that clearly explain what is due. Additionally, further resources are provided to support submissions.

All submissions are due by 11:59 PM (EST). Late submissions are not accepted without a documented excuse (i.e. doctor note, death certificate). Approved late work must be completed within one week from the original due date.

Each week plans a minimum 18 hours for learning standards.

Assignment due dates are posted in MyCourses Calendar. Alterations to the schedule may be made as needed by the judgement of the professor.

This course is offered in the blended format each MOD for further directed learning.

Students with accommodation needs should contact the instructor the first day of class.

Students agreed to the SPC Honor Code policy when they register for each course. Failure to apply during studies will result in academic and disciplinary action. Students that receive assistance from a tutor must ensure all quizzes, homework, simulations, and exams are their own work. See <https://www.spcollege.edu/current-students/student-affairs/student-right-to-know>.

Online Course Syllabus

Week #	Action Item	Points	Chapter	Additional Instructions	Deadline
1	Syllabus			Start Here - Introduction	Tuesday
1	Introduction Quiz	10		Earn ≥ 90% on Syllabus Quiz	Tuesday
1	Simulation 1 - Introduction	10		Introduction Video with Story & Replies	Wed.&Fri.
1	Register for MyOMlab *Free 14 day*			Register MyOMlab *Free 14 day temp.*	Wednesday
1	Learn to Use MyOMlab			MyCourses - Watch MyOMlab Tutorial	Wednesday
1	Operations Management (Read)		1	Operations and Productivity	Saturday
			2	Operations Strategy in a Global Environment	Saturday
1	Dynamic Study Module 1	2		MyOMlab/Mobile App - Chapter 1 and 2	Saturday
1	Quiz 1	20		MyOMlab - DSM 1 pre-req.	Saturday
1	Excel/OM/POM for Windows			MyOMlab - Download Center	Sunday
1	Study Plan 1	14		MyOMlab - MyOMlab, Chapter 1 and 2	Sunday
1	Homework 1	20		MyOMlab - Study Plan 1 is pre-requisite	Sunday
2	Simulation 2	10		Case Study Discussion	Wed.&Fri.
2	Operations Management (Read)		3	Project Management	Saturday
			4	Forecasting	Saturday
2	Dynamic Study Module 2	2		MyOMlab/Mobile App - Chapter 3 and 4	Saturday
2	Quiz 2	20		MyOMlab - DSM 2 pre-req.	Saturday
2	Study Plan 2	15		MyOMlab - Chapter 3 and 4	Sunday
2	Homework 2	20		MyOMlab - Study Plan 2 pre-req.	Sunday
3	Simulation 3	10		MyOMlab - Project Management or Forecasting Simulation & MyCourses Discussion	Wed.&Fri.
3	Operations Management (Read)		5	Designing Goods and Services	Saturday
			Sup.5	Sustainability in the Supply Chain	Saturday
			6	Managing Quality	Saturday
			Sup.6	Statistical Process Control	Saturday
3	Dynamic Study Module 3	2		MyOMlab/Mobile App - Chapter 5 and 6	Saturday
3	Quiz 3	20		MyOMlab - DSM 3 pre-req.	Saturday
3	Study Plan 3	15		MyOMlab-Chapter 5, Supplement 5, Chapter 6, Supplement 6	Sunday
3	Homework 3	20		MyOMlab - Study Plan 3 pre-req.	Sunday
4	Simulation 4	10		MyOMlab Quality Management or Case Study Question & MyCourses Discussion	Wed.&Fri.
4	Operations Management (Read)		7	Process Strategy	Saturday
			Sup.7	Capacity and Constraint Mgmt	Saturday
			8	Location Strategies	Saturday
			9	Layout Strategies	Saturday
4	Dynamic Study Module 4	3		MyOMlab/Mobile App - Chapter 7, 8 and 9	Saturday
4	Quiz 4	20		MyOMlab - DSM 4 pre-req.	Saturday
4	Study Plan 4	14		MyOMlab-Chapter 7, Supplement 7, Chapter 8 and 9	Sunday
4	Homework 4	20		MyOMlab - Study Plan 4 pre-req.	Sunday
5	Simulation 5	10		Case Study Discussion	Wed.&Fri.
5	Operations Management (Read)		10	Human Resources, Job Design, and Work Measurement	Saturday
			11	Supply Chain Management	Saturday
			Sup.11	Supply Chain Management Analytics	Saturday
			Module C	Transportation Models (Supplement 11 introduced)	Saturday
			12	Inventory Management (*NOT POQM thur F-P Systems p. 502-514*)	Saturday
5	Dynamic Study Module 5	3		MyOMlab/Mobile App - Chapter 10, 11 and 12	Saturday
5	Quiz 5	20		MyOMlab - DSM 5 pre-req.	Saturday
5	Study Plan 5	15		MyOMlab-Chapter 10, 11, Supplement 11, Module C, and Chapter 12	Sunday
5	Homework 5	20		MyOMlab - Study Plan 5 pre-req.	Sunday
6	Simulation 6	10		MyOMlab - Supply Chain Management or Inventory Management Simulation & MyCourses Discussion	Wed.&Fri.
6	Operations Management (Read)		13	Aggregate Planning and S&OP	Saturday
			14	Material Requirements Planning (MRP) and ERP	Saturday
			15	Short-Term Scheduling	Saturday
			Module D	Waiting-Line Models (*NOT Model B, C & D p.760-768*)	Saturday
			Module F	Simulation	Saturday
6	Dynamic Study Module 6	3		MyOMlab/Mobile App - Chapter 13, 14 and 15	Saturday
6	Quiz 6	20		MyOMlab - DSM 6 pre-req.	Saturday
6	Study Plan 6	14		MyOMlab-Chapter 13, 14, 15, Module D and F	Sunday
6	Homework 6	20		MyOMlab - Study Plan 6 pre-req.	Sunday
7	Simulation 7	10		Case Study Discussion	Wed.&Fri.
7	Operations Management (Read)		16	Lean Operations	Saturday
			17	Maintenance and Reliability	Saturday
			Module B	Linear Programming	Saturday
			Module E	Learning Curves	Saturday
			Module G	Applying Analytics to Big Data in OM	Saturday
7	Dynamic Study Module 7	2		MyOMlab/Mobile App - Chapter 16 and 17	Saturday
7	Quiz 7	20		MyOMlab - DSM 7 pre-req.	Saturday
7	Study Plan 7	13		MyOMlab-Chapter 16 and 17, Module B and E	Sunday
7	Homework 7	20		MyOMlab - Study Plan 7 pre-req.	Sunday
8	Final Exam (comprehensive)	70		MyOMlab-Must submit Quiz 7 & Homework 7 to open	Wednesday

Total Points Possible: 547

What are the grading policies?

Students earn points which are a percentage distributed by letter grade. A final grading curve may be applied at the instructor's discretion.

Per SPC policy, an incomplete grade requires students to provide documented evidence of the reason(s) for extension, have a minimum of 80% of the course completed, be considered in good standing (i.e. C or better), and acknowledge in writing the plan to finish remaining work no later than the end of the sixth week in the next semester. After that time a grade of F (or higher if justified) is assigned.

Final Grade Distribution:

A	492.3	to	547
B	437.6	to	492.2
C	382.9	to	437.5
D	328.2	to	382.8
F		<	328.1

As the schedule shows, the course is broken down into 8 weekly modules. A variety of learning activities are designed for students to learn the 10 key operations management decisions, as well as the analytical tools used in each of the decisions.

Grade Weight by Assignment Type: *

Introduction Quiz	10	1.8%
Dynamic Study Modules	17	3.1%
Quizzes	140	25.6%
Study Plans	100	18.3%
Homework	140	25.6%
Simulations	70	12.8%
Final Exam (comprehensive)	70	12.8%
Total Points	547	

* See schedule for corresponding color use.

What do I need to do to be successful in this course? Break down the schedule and plan your time each week. Follow the weekly lessons in the MyCourses Course Content. Recognize this field of study is often new to students and it will take time to build your vocabulary and master the analytics.

- **Simulations** – Includes discussions and will be due on Wed. and Fri. each week.
- **Readings** – Assigns textbook chapters, supplements, and modules each week.
- **Dynamic Study Modules** – Delivers personalized learning to reinforce chapter concepts. Students must earn $\geq 30\%$ to access corresponding quiz by Saturday each week (unlimited attempts).
- **Quizzes** – Assesses terminology from the assigned reading. Students given 30 minutes (20 questions) and 3 attempts that are due on Saturday. The highest grade of 3 attempts is used after the due date.
- **Study Plans** – Presents practice analytical problems with MyCourses pencasts and tutorials, as well as MyOMlab learning aids. Students must earn $\geq 30\%$ to access corresponding homework by Sunday each week (unlimited attempts). Plan sufficient time to complete homework with similar analytics.
- **Homework** – Assigns mathematical problems in different scenarios for students to demonstrate they understand the analytics that are due on Sunday. Students can redo a homework problem once (i.e. two attempts per problem) if no MyOMlab learning aid was used on the first attempt of the problem.
- **Final Exam** – Consolidates concepts and terms from weekly dynamic study modules and quizzes, as well as analytics from study plan and homework problems, in a comprehensive exam. There is only one timed submission (max. 3.5 hours). Students must finish Quiz 7 and Homework 7 to access the final exam which is due Wed. in Week 8.