

Production and Operations Management

MGT 344.70

Exclusively for Off-Campus Distance Education Students

Spring 2008

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Alternative if WebCT is Down: ligibson@nmsu.edu	Office Hours: Tuesday 1:00-2:00 and by appointment
Home Page: http://salsa.nmsu.edu	Emergencies only: leave message with Pam in the Management office (505) 646-1201

Text (required):

- Heizer, J. & Render, B. Operations Management. 9th ed., Upper Saddle River, NJ: Pearson Prentice Hall, 2008.
- Make sure that the textbook you purchase comes with the student video library (3 disks) as well as the student CD-ROM.
- Textbooks are available through the NMSU bookstore:
(<http://www.nmsubookstore.com/nmsu/>)
- You may want to try to purchase the textbook through another website to hopefully save money, although there is no guarantee when the book will arrive. I recommend www.bigwords.com.

Communication with the instructor: All communication with the instructor should be directed through WebCT for this course, including submitting assignments and asking any questions in relation to the course, assignments, etc.

- WebCT is available through the following web site: <http://salsa.nmsu.edu>. If you do not have a password and ID for WebCT, you will need to create one in the same web site.
- During office hours, I will be in my office. If you need to speak to me, please feel free to call me at that time. I am in and out of my office during the day, and I cannot guarantee that I will be in my office at other times.

Use of WebCT:

A Web CT course is a “virtual environment.” Knowing where to find resources and where and how to submit your work will be essential to achieve your goals in this class.

- Additional help is provided by the Distance Education services at http://distance.nmsu.edu/webct_tutorials/index.html.
- It is the responsibility of the student to use the available material to be familiarized with the use of WebCT and our website.

Capabilities: E-mail account, spreadsheet-excel capable, Internet access, access to WebCT, and access to Internet Exercises.

Course Description: Management of physical and human resources. Management information systems in operations. Applications in various organizations.

Objectives and Outcomes: Upon successful completion of this course you should:

1. Be able to identify the basic issues associated with the transformation processes associated with the production of goods or services,
2. Be able to apply basic analysis tools available to the operations manager in planning, designing, and continuously improving the value adding system,
3. Be able to recognize the relevance of operations management in a variety of career positions, most importantly in the career directions of your choice.

Methodology: Homework using Microsoft Office: WORD, Excel and PowerPoint, online-progress quizzes and exams, WebCT slides and internet resources.

General University Policies

Last day to add: the last day to add this course is **January 28, 2008**.

- **Withdrawal Policies:** The last day to drop the class and received a “W” is **March 10, 2008**. Please note that I do not administratively drop students on this deadline. If you are not certain about your grades in the class prior to the drop date, please talk to or e-mail the instructor. The student is responsible for dropping the course, not the instructor. Choosing to drop the course but failing to actually withdraw prior to the deadline will result in an "F" grade.
- **Incomplete Grades:** The following describes university policy regarding incompletes: "Incompletes may be given only if a student has a passing grade at mid-semester (the last day to withdraw from a class) and is precluded from successful completion of the second half of the course by a documented illness, documented death, family crisis or other similar circumstances beyond the student's control." Job related circumstances are generally not appropriate grounds for assigning an “I” grade. See the student handbook for full details.

STUDENTS WITH DISSABILITIES: If you have (or believe you have) a disability & would benefit from classroom accommodation(s), contact the Services for Students with Disabilities (SSD) at Corbett Center, Room 244 (Phone 646-6840; TTY 646-1918). All medical info is treated confidentially. Do not wait until you receive a failing grade.

Retroactive accommodations cannot be considered. Information, instructions & forms from the Services for Students with Disabilities Office are online at <http://www.nmsu.edu/~ssd/index.html>. **Accommodations:** SSD Office, 646-6840 (Corbett Center, room 244); **Discrimination:** Office for Institutional Equity, 646-3635, O'Loughlin House.

STUDENT RESPONSIBILITIES	FACULTY RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Within a few days of the start of the semester, register with SSD & obtain forms. 2. Within the first 2 weeks of beginning of classes (or within 1 week of the date services are to commence), deliver the completed forms to the instructor(s). 3. Within 5 days of giving the forms to faculty & at least 1 week before any scheduled exam, retrieve the signed forms from faculty & return them to SSD. 4. Contact the SSD Office if services/accommodations requested are not being provided, not meeting your needs, or additional accommodations are needed. 	<ol style="list-style-type: none"> 1. Within five 5 working days after student gives you the forms, sign them, retain a copy, & return originals to the student. 2. Contact SSD immediately if there are any questions or disputes regarding accommodation(s), disruptive behavior, etc. 3. Refer the student to SSD for any additional accommodations.

Student Responsibilities:

- Because there is no actual class time for this course, it is your responsibility to read all communication (bulletin postings and mail). Questions and further instructions may be posted and it would greatly benefit you to read everything that is available to you.
- It is your responsibility to check the due dates for homework, quizzes, exams, etc. and submit them before the deadline.
- I recommend completing coursework before the day of the deadline. Internet and computer problems are not a viable excuse for missing work. However, I will drop your lowest score out of your homework grades. If you accidentally miss a deadline, have computer problems, or do poorly on one assignment, then that score will not affect your final grade.

Evaluation and Grading:

4 Exams (dropping the lowest)	60%
Quizzes, Homework, Drop-Box Assignments (dropping the lowest)	40%

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	less than 60%

MGT 344.70 Schedule

January 16 through May 9, 2008

Class	Date	Chapter Reading Topics & Study Prep for HW due next period	Homework due on prior reading & study. Bold verbs highlight things for you to do.
1	Jan. 24 Th.	Ch. 1 Operations & Productivity	Purchase text; obtain e-mail account and access to WebCT. Log on to http://wps.prenhall.com/bp_heizer_opsmgmt_9/ and check out student resources. Take syllabus quiz.
2	Jan. 29 Tu.	Ch. 2 Operations Strategy in a Global Environment	Watch video case studies: Strategy at Regal Marine and Hard Rock Café's Global Strategy. Take Ch. 2 Quiz.
3	Jan. 31 Th.	Ch. 3 Project Management	Watch Virtual Office Hours: Segments SP 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7. (about 43 minutes total).
4	Feb. 5 Tu.	Ch. 3 Project Management	Take Ch. 3 Quiz.
5	Feb. 7 Th.	Ch. 3 Project Management	Do Problem 3.4 on p. 94. Submit to your answer via the assignment drop box
6	Feb. 12 Tu.	Ch. 4 Forecasting	Watch Virtual Office Hours: Segments SP 4.1, 4.2, 4.3, 4.4. (about 33 minutes total). Take Ch. 4 Quiz
7	Feb. 14 Th.	Ch. 4 Forecasting	Do Problem 4.13 on pp. 145-146. Submit to your answer via the assignment drop box
8	Feb. 19 Tu.	Ch. 4 Forecasting	Watch video case study: Forecasting at Hard Rock
9	Feb. 21 Th.		Exam 1

10	Feb. 26 Tu.	Ch. 5 Design of Goods and Services	Watch Virtual Office Hours: Segment 5.1
11	Feb. 28 Th.	Ch. 5 Design of Goods and Services	Watch video case study: Product Design at Regal Marine. Take Ch. 5 Quiz
12	Mar. 4 Tu.	Ch. 6 Managing Quality	Watch video case studies: The Culture of Quality at Arnold Palmer Hospital and Quality at the Ritz-Carlton Hotel Company. Take Ch. 6 Quiz
13	Mar. 6 Th.	Supplement 6: Statistical Process Control	Watch Virtual Office Hours: Segments S6.1, S6.2, S6.3, S6.4. (about 25 minutes). Watch Video Case Study: Farm to Fork-Quality at Darden Restaurants.
	Mar. 10 Mon.	Last day to drop with a "W"	
14	Mar. 11 Tu	Supplement 6: Statistical Process Control	Do Problem S6.6 on p. 244. Submit your answer via the assignment drop box.
15	Mar. 13 Th.	Ch. 7 Process Strategy	Watch video case studies: Process analysis at Arnold Palmer Hospital and Process Strategy at Wheeled Coach Ambulance.
16	Mar. 18 Tu.	Ch. 7 Process Strategy	Watch Virtual Office Hours: Segment 7.1. Take Ch. 7 Quiz.
17	Mar. 20 Th.		Exam 2
	Mar. 24-28	Spring Break	
18	Apr. 1 Tu.	Ch. 9 Layout Strategies	Watch Video Case Studies: Layout at Arnold Palmer Hospital's New Facility and Facility Layout at Wheeled Coach Ambulance. Take Ch. 9 Quiz.
19	Apr. 3 Th.	Ch. 9 Layout Strategies	Watch Virtual Office Hours: Segments 9.1 and 9.2. Using your student CD-ROM, do Active Model Exercise 9.1. Answer the questions on p. 375 in a Word Document and submit your answers via the assignment drop box.
20	Apr. 8 Tu.	Ch. 11 Supply Chain Management	Watch Virtual Office Hours: Segment 11.1. Watch Video Case Study: Darden's Global Supply Chain. Take Ch. 11 Quiz.
21	Apr. 10 Th.	Supplement 11: Outsourcing	Watch Video Case Study: Outsourcing Offshore at Darden. Do Problem S11.8 on pp. 478-479.

22	Apr. 15 Tu.	Ch. 12 Inventory Management	Watch Virtual Office Hours: 12.1-12.9 (about 50 minutes total).
23	Apr. 17 Th.	Ch. 12 Inventory Management	Watch Video Case Study: Inventory Control at Wheeled Coach Ambulance. Take Ch. 12 Quiz
24	Apr. 22 Tu.		Exam 3
25	Apr. 24 Th.	Ch.14 MRP and ERP	Watch Virtual Office Hours: 14.1 and 14.2. Do Problem 14.12 on p. 593.
26	Apr. 29 Tu.	Ch.14 MRP and ERP	Watch Video Case Study: MRP at Wheeled Coach Ambulance. Take Ch. 14 Quiz.
27	May 1 Th.	Ch. 16 JIT and Lean Operations	Watch Virtual Office Hours: 16.1. Watch Video Case Study: JIT at Arnold Palmer Hospital. Take Ch. 16 Quiz.
28	May 6 Tu.		Review for Final Exam
29	May 8 Th.		Submit Final Exam by today