

## **MGT 502.70 SYLLABUS**

**Class: Tu, Th 5:00 – 9:00 PM, 31 May through 5 July, 2007**

**Office Hours: By appointment**

**Phone: 505.524.1833 (home, before 7:00 PM)**

**505.635.1121 (cell)**

**505.528.1064 (work)**

**Dr. Ches Goldston**

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### **Course Materials**

1. Russell, R., S. and Taylor, B. W., Operations Management, 5th edition, Prentice Hall, 2003, ISBN 0-471-69209-3
2. Other class readings will be assigned as needed.

**Mission of the Course.** Develop an understanding of Operations Management (OM) and learn to use various OM tools and techniques.

This course will cover a broad survey of topics in Operations from Operations Strategy to Forecasting to Inventory Control to Quality Management. Students are expected to have a general knowledge of these topics and be able to use critical thinking skills to solve real life operations management problems by the end of the semester.

### **Student Responsibilities**

1. To prepare assigned materials prior to class including: assigned reading, exercises, and homework problems.
2. To attend classes and actively participate, excessive absences can be expected to lead to an unsatisfactory grade.
3. To be aware of class schedule changes and key dates.

## **POLICIES**

**Drop Date and Incompletes:** The last day to drop with a "W" is 15 June. By that time you will have received at least one exam score. If class announcements and posted grades leave you uncertain as to your standing in the class prior to the drop date, see me prior to 15 June. 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. 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."

**STUDENTS WITH DISABILITIES:** 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**

- 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.

**Faculty Responsibilities**

- 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.

**COURSE WORK**

**Cheating.** Cheating will not be tolerated. Punishment for those caught cheating will be an "F" in the course. The person will also be subject to further sanctions as indicated in the student code of conduct.

**Homework/Assignments**

- 1 . Late homework assignments are not accepted. If a student has

- sufficient cause (i.e., illness, university excused absence) to delay completion of the assignment, they must notify the instructor immediately. If the instructor is notified immediately and deems the excuse acceptable, then a new due date will be given to the student based on the particular situation.
2. In addition, it will be considered cheating to turn in any identical, individual homework assignments. For example, two individuals' homework has the exact same typo in the exact same place ("the forecasting modol is incorrect" and "the forecasting modol is incorrect"). The instructor has no problem with students working together and sharing information however the actual write up of the homework assignment needs to be done individually unless students have received instruction to do the homework as a group assignment. The instructor is aware that some students in the past have attempted to hand in another individual's photocopied work or simply printed another copy of another individual's work. This will not be tolerated and will be considered cheating for both individuals involved.
  3. The following describes university policy regarding university excused absences: "Students making satisfactory progress in their classes will be excused from classes when they are representing New Mexico State University on a university sponsored event (e.g., ASNMSU President represents NMSU at legislative session, student-athletes competing in NMSU scheduled athletic events or education field trips and conferences). Authorized absences do not relieve the student of class responsibilities. Prior written notice of the authorized absence will be provided to the instructor by the sponsoring department."

**In-Class Assignments.** Attendance and participation is an integral part of this management course. There will be several in-class projects and simulations. While participation in these projects will not be recorded for a grade, there will be in-class assignments that will be due at the end of class period. Unless the instructor is notified immediately of a sufficient cause (i.e., illness, university excused absence) why a student did not attend class, the absent student will not be able to hand in the assignment at a later time outside of class. Failure to attend class on a regular basis and participate in-class assignments may reduce your overall grade by as much as twenty percent.

**Exams.** There will be three exams given during the semester each worth 20% of your grade. There will also be an OPTIONAL Comprehensive Final given during final's week. The final may be used to substitute for a lower

test grade or a missed exam. Students missing an exam during the semester due to sufficient cause (i.e., illness, university excused absence) must notify the instructor immediately that they will be absent on the exam day. If you have taken all exams during the course of the semester, taking the final can in no way jeopardize your grade. If the final exam grade is higher than any of your other previous exam scores then the instructor will replace the lowest exam score otherwise, the final exam score will be discarded.

**Case Presentations.** Students will work in teams of four or five in developing an operations management case study. Each team will choose a local company to examine and research in terms of operations management practices. In addition teams will be required to participate in a site visit and interview of their chosen company. Each team will submit a case paper describing the company's practices and team recommendations for continuous improvement based on their research. Each team will also provide a presentation to the class regarding their company case. A handout will be given during the semester regarding details of the case presentations.

Grade Breakdown	Percent	Letter Grade Breakdown
2 Tests @ 30% each	60	A = 100-90% B = 89-80% C = 79-70% D = 69-60% F = BELOW 60 F
Homework/In Class Assignments/Quizzes	20	
Case Presentation	20	
Optional Final: May Replace 1 Exam		
Total	100	

**Class Participation and Business School Decorum**

1. In some RARE CASES a student distinguishes himself or herself to such an extent that an alternative grading system is deserved. If a student makes an unusual and positive contribution to the course, I reserve the right to upwardly adjust that student's grade. For example if a student consistently participates in-class by answering questions right or provides thoughtful ideas to the class regarding a topic then the student would be making an exceptional contribution to the class. Alternatively, the reverse is true in RARE CASES. If a student makes an unusual and negative contribution to the course, I reserve the right to downwardly adjust that student's grade. For example, if a student is frequently talking during lectures, or

- consistently late for class, or otherwise disruptive in class (so that the quality of the course is degraded) that student might well deserve a downward grade adjustment.
2. The grade adjustment is as follows. For an exceptional student, at the end of the semester I reserve the right to adjust one exam score up by as much as five points. For a disruptive student, at the end of the semester I reserve the right at to adjust one exam score down by as much as five points.

**Course Schedule.** The following is a general outline of material to be covered during the course of the semester. Note: the schedule is subject to changes in response to progress and opportunities that may arise in a given semester. Therefore, it is imperative for you to attend class and be aware of new developments in the course that may affect the due dates of homework or scheduling of tests.

<b>MANAGEMENT 502.70 OPERATIONS MANAGEMENT COURSE SCHEDULE</b>		
<b>DATE</b>	<b>TOPIC</b>	<b>CHAPTERS</b>
5/31	OM Intro., OM Strategy	1, 2
6/5	Quality Mgt & SPC, HW Due	3, 4
6/7	Product & Services, Processes Technology & Capacity Hwk Due	5, 6
6/12	Test 1, Supply Chain Mgt, HW Due	10
6/14	Forecasting, HW Due	11
6/15	LAST DAY TO DROP WITH A "W"	
6/19	Inventory Management, HW Due	12
6/21	Test 2, Resource Planning - MRP, ERP, HW Due	14
6/26	Lean Production	15
6/28	Case Presentations / Kaizen	
7/3	Case Presentations / Kaizen	
7/5	Exam (Final)	