

**Syllabus**  
**MGT 344.71 – Production & Operations Management**  
**Fall 2009**

**Instructor:** Michael J. Turner  
**Email:** Please use Blackboard mail

**Office:** GU 300N; **Phone:** 646-5612  
**Office Hours:** Thursday  
Noon-1:30 p.m. & by appointment

**Required Text:**

- 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. Optional; however, students in the past have found these interactive tutorials useful.
- Textbooks are available through the NMSU bookstore:  
(<http://www.nmsubookstore.com/nmsu/>)

**Communication with the instructor:**

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

- Blackboard is available through the following web site: <http://learn.nmsu.edu>. If you do not have a password and ID for Blackboard, 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 with me, please feel free to call me at that time. It is unlikely that I will be in my office at other times. If you need to see me outside of office hours, it is best to make an appointment.
- I will respond to emails Monday-Friday as soon as possible, but at a minimum within 24 hours. I will respond to weekend emails on the following Monday.

**Course Overview:**

**Use of Blackboard:**

A Blackboard 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 available at <http://ict.nmsu.edu/~training/new/student.html>
- It is the responsibility of the student to use the available material to be familiarized with the use of Blackboard.

**Capabilities:** E-mail account, spreadsheet-MS Excel capable, Internet access, access to Blackboard, and access to internet exercises.

**Course Description:** We will explore the following topics in this course:

- Management of physical and human resources.
- Management information systems in operations.
- Application of operations management in various organizations.

**Objectives and Outcomes:** Upon successful completion of this course you should be able to:

1. Identify the basic issues associated with the transformation processes associated with the production of goods or services.
2. Apply basic analysis tools available to the operations manager in planning, designing, and continuously improving the value adding system.
3. 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 quizzes and exams, PowerPoint slides and internet resources.

*Please note that BCIS 338 is a prerequisite to this course. As such, you are expected to be proficient with the MS Office suite. I will NOT provide guidance on using these programs.*

**Cheating and Plagiarism:** Cheating or plagiarism will result in an “F” grade for the course. Additionally, students may be subject to further academic sanctions per the student handbook.

**Withdrawals:** The last day to withdraw with a “W” is Wednesday, October 14. Withdrawals are the sole responsibility of the student.

**Exams:** Four exams will be given. The top three scores will be used to calculate final grades. In other words, the final exam is optional. You will have two hours to complete each exam.

**Quizzes:** Eleven quizzes will be given. The top ten scores will be used to calculate final grades. You will have one hour to complete each quiz.

**Assignments:** Five assignments will be given. The top four scores will be used to calculate final grades. Assignments must be submitted via the assignment drop box in Blackboard. Emails will NOT be accepted.

**Due Dates:**

At approximately 8:00 a.m. on the dates listed on page 4 of this syllabus, a quiz, exam or assignment will be available to all students for 48 hours.

In other words, there is a grace period for each assignment, exam and quiz. You should plan to complete your assignments by the due date and use grace period for emergencies.

Students will have one hour to complete quizzes and two hours to complete exams.

NOTE CAREFULLY: This will be a continuous period; once it starts it will continue until time expires. After that the test will no longer be available. For example, one cannot start a quiz on one day, work 30 minutes and use the other 30 minutes on another day.

**Exams, Quizzes or Assignments will NOT be accepted late.**

**Student Responsibilities:**

- Because there is no actual class time for this course, it is your responsibility to read all communication (discussion postings and mail). Questions and further instructions may be posted and it would greatly benefit you to read everything that is available.
- 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 quiz, assignment and exam grades. If you accidentally miss a deadline, have computer problems, or do poorly on one quiz or exam, that score will not affect your final grade.

**Students with Disabilities:** If you have or believe you have a disability and would benefit from any accommodations, you may wish to self-identify by contacting the Services for Students with Disabilities (SSD) Office located in Garcia Annex (phone: 646-6840). If you have already registered, please make sure that your instructor receives a copy of the accommodation memorandum from SSD within the first two weeks of classes. It is your responsibility to inform either your instructor or SSD representative in a timely manner if services/accommodations provided are not meeting your needs.

Feel free to call Mr. Gerard Nevarez, Director of Institutional Equity and EEO/ADA Office at 646-3635 with any questions about the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act of 1973. All medical information will be treated confidentially

<b>Grades: MGT344.71, Summer II 2009</b>				
<u>Assignment</u>	<u>Criteria</u>	<u>Points</u>	<u>Grading Scale</u>	
Quizzes	10 highest scores from 11 quizzes at 15 points each	150	<b>Points</b>	<b>Grade</b>
Homework Problems	4 highest scores from 5 assignments at 25 points each	100	<b>495-550</b>	<b>A</b>
Exams	3 highest scores from 4 exams at 100 points each	300	<b>440-494</b>	<b>B</b>
Total		500	<b>385-439</b>	<b>C</b>
			<b>330-386</b>	<b>D</b>
			<b>0-329</b>	<b>F</b>
<b><u>GRADES WILL NOT BE ROUNDED</u></b>				

<b>MGT 344 Schedule: Subject to change at instructor's discretion according to the needs of the class.</b>						
Week	Assigned Readings	Important Dates				
		1	Syllabus	17-Aug-09	18-Aug-09	19-Aug-09
2	Chapter 1	24-Aug-09	25-Aug-09	26-Aug-09	27-Aug-09	28-Aug-09
Please submit questions about the syllabus this week.						
3	Chapter 2	31-Aug-09	1-Sep-09	2-Sep-09	3-Sep-09 Ch. 2 Quiz	4-Sep-09
4	Chapter 3	7-Sep-09 Labor Day Holiday	8-Sep-09	9-Sep-09	10-Sep-09 Ch. 3 Quiz	11-Sep-09
5	Chapter 3	14-Sep-09	15-Sep-09	16-Sep-09	17-Sep-09 Assignment 1	18-Sep-09
6	Chapter 4	21-Sep-09	22-Sep-09 Ch. 4 Quiz	23-Sep-09	24-Sep-09 Exam 1	25-Sep-09
7	Chapter 5	28-Sep-09	29-Sep-09 Assignment 2	30-Sep-09	1-Oct-09 Ch. 5 Quiz	2-Oct-09
8	Chapter 6	5-Oct-09	6-Oct-09	7-Oct-09	8-Oct-09 Ch. 6 Quiz	9-Oct-09
9	Chapter 7	12-Oct-09	13-Oct-09 Ch. 7 Quiz	14-Oct-09	15-Oct-09 Exam 2	16-Oct-09
10	Chapter 9	19-Oct-09	20-Oct-09 Assignment 3	21-Oct-09	22-Oct-09 Ch. 9 Quiz	23-Oct-09
11	Chapter 10	26-Oct-09	27-Oct-09	28-Oct-09	29-Oct-09 Assignment 4	30-Oct-09
12	Chapter 11	2-Nov-09	3-Nov-09	4-Nov-09	5-Nov-09 Ch. 11 Quiz	6-Nov-09
13	Chapter 12	9-Nov-09	10-Nov-09 Ch. 12 Quiz	11-Nov-09	12-Nov-09 Exam 3	13-Nov-09
14	Chapter 14	16-Nov-09	17-Nov-09	18-Nov-09	19-Nov-09 Ch. 14 Quiz	20-Nov-09
15		23-Nov-09	24-Nov-09	25-Nov-09	26-Nov-09	27-Nov-09
Thanksgiving Holiday						
16	Chapter 16	30-Nov-09	1-Dec-09 Assignment 5	2-Dec-09	3-Dec-09 Ch. 16 Quiz	4-Dec-09
17		7-Dec-09	8-Dec-09	9-Dec-09	10-Dec-09	11-Dec-09
Exam 4						

See [http://www.nmsu.edu/General/academic\\_calendar.html](http://www.nmsu.edu/General/academic_calendar.html) for important university dates