REQUIRED TEXT:

- The Required Text is *Operations & Supply Chain Management for the 21st Century* by Boyer & Verma, (2010) published by South-Western, Cengage Learning. This is the first edition of this textbook there are no earlier versions. The ISBN number is: 978-0-618-74933-0. I recommend putting the name or ISBN number into your choice of search engine and seeing what different online prices you can find as it may be cheaper than the bookstore.
- The practice quizzes on the book site may help you in preparing for class tests, and you will find a link to the student book website on the Course Content page on Blackboard.
- Also on the course content page is the Learning Module icon, under that you will find for each chapter: a chapter outline, chapter summary, chapter power point slides, your weekly assignment and weekly quiz.
- In addition you may want visit the Academic Toolkit Website [http://business.nmsu.edu/students/survival-kit/](http://business.nmsu.edu/students/survival-kit/) for tips on writing for help with certain homework assignments.

<p>| IMPORTANT DATES FOR THE FALL 2011 SEMESTER |</p>
<table>
<thead>
<tr>
<th>16 Week Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>First day of class</td>
</tr>
<tr>
<td>Last day to Add a Class</td>
</tr>
<tr>
<td>Last day to Cancel</td>
</tr>
<tr>
<td>Last day to drop with W</td>
</tr>
<tr>
<td>Last day to WD from University</td>
</tr>
<tr>
<td>Last day of term</td>
</tr>
<tr>
<td>Final grades due</td>
</tr>
</tbody>
</table>

OBJECTIVE OF THE COURSE:
- Develop a basic understanding of Production and Operations Management (OM). (Course Topics: This course will cover a broad survey of topics in Operations from Operations Strategy to Inventory Control to Quality Management).
- Use critical thinking and problem solving skills in analysis of topics through homework assignments, quizzes and exams.
COMMUNICATION WITH THE INSTRUCTOR:

- If you have a need to contact me with questions or problems, you may email me through Blackboard. I check blackboard e-mail Monday through Friday, generally between the hours of 8:30am to 10:30 am. I will try to get back to you with a resolution to your problem/question, generally, within 36 hours, excluding weekends. If it is something I cannot fix easily, I will send an acknowledgement response that I got your email and then another message once I have fixed it.
- However, there may be a few occasions when I will be at a conference and may not have regular access to email. I will let you know in announcements the days I will be away along with whom to contact in case there are pressing issues you need resolved.
- You can always post your general questions about the class to a discussion forum as well, where both your peers and I can answer your questions.
- Finally, you are free to make an appointment to meet me at my office on campus.

USE OF BLACK BOARD:

Black Board is available through the following web site: learn.nmsu.edu. If you do not have a password and ID for Black Board, you may create them at the same website.

It is the responsibility of the student to use the available Black Board resources to ensure:

- Familiarity with Black Board (how to login, use menus, etc.).
- Compatibility of web browser software with Black Board.
- Have access to reliable, working computers. If your computer goes down there are several computer libraries on campus, or public libraries with computers in most towns, or finally, there are many internet cafes all over the country and internationally. Stating, “I couldn’t do the work because I did not have a viable computer,” is no excuse. Ultimately, you are choosing to do an online class, therefore you are ultimately responsible for making sure you know how to use a computer and that you have access to a reliable computer.

BLACKBOARD TECHNICAL ISSUES:

Blackboard does sometimes have technical problems, which range from minor to severe. If you are having technical issues, please do the following:

- If possible take a screenshot of the problem that includes the date and time.
- E-mail me immediately with a description of the issue and your screenshot.
- If it is an issue where you cannot get into blackboard or the course site, not only e-mail me, but also e-mail or call ICT. You may contact ICT for any type of help with blackboard at 575-646-1840 or help@nmsu.edu
- I will then assess the issue and work on a remedy.

ADMINISTRATIVE POLICIES:

ACADEMIC MISCONDUCT:

Collaborating or receiving help or assistance from anyone within or outside this course on the quizzes or exams is considered cheating. Duplicating another person’s homework and turning it in as your own is also considered cheating. Academic misconduct includes, but is not limited to, cheating or knowingly assisting another student in committing an act of cheating or other forms of academic dishonesty and plagiarism. Any students found cheating will receive an F in the course. The student will then be subject to further sanctions as indicated in the Student Code of Conduct including possible dismissal from the academic program or from the University. Please refer to NMSU’s Student Handbook for additional information on the University’s academic misconduct policy.
Note: You may discuss homework problems or questions you have with the course material with others in the course through the discussion board or other means. This is not cheating. **However, simply copying another student’s homework and submitting it as your own is cheating** and subject to the same consequences as any other type of cheating.

**Plagiarism:** Please familiarize yourself with the following Indiana University website [https://www.indiana.edu/~istd/definition.html](https://www.indiana.edu/~istd/definition.html) on plagiarism. There are several pages that you should read through regarding plagiarism on this site. I think the examples are extremely helpful. Again if you plagiarize in any way on any written assignment that you submit, you will receive an F in the course and be subject to further sanctions. The NMSU policy can also be found at [http://lib.nmsu.edu/plagiarism/](http://lib.nmsu.edu/plagiarism/). However the Indiana University site is more extensive and again you are responsible for familiarizing yourself with it.

**DISABILITIES/ EMPLOYEE RELATIONS:**

Contact the Director of Institutional Equity (575-646-3635) regarding any questions you may have about NMSU's Non-Discrimination Policy & complaints of discrimination, including sexual harassment. 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 (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 days of class.** 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. (All medical information will be treated confidentially).

**INCOMPLETEs:**

Incompletes are awarded for passable work that could not be completed due to circumstances beyond the student's control (e.g., severe illness, death in the immediate family). These circumstances must have developed after the last day to withdraw from the course. Requests for "I" grades should be made to the instructor, but must be approved by the head of the Department of Management.

**WITHDRAWALS:**

Students are responsible for being aware of important academic dates such as University drop dates. Moreover, the student is responsible for withdrawing from any class that he or she intends to drop in a timely manner. Please check the last day to withdraw date listed at the top of this syllabus. Again, 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.

**COURSE MAKE-UP POLICY:**

All the homework, case study, exams and quizzes have due dates attached to them, and they are known to the student ahead of time. It is up the student to manage their workload to get things in on time.

All exams, the quizzes and homework will be open for a very specific period of time during which the student is expected to complete it. **The instructor will not re-open an exam or quiz or accept an assignment once the deadline has passed.** The only reason I would allow a makeup is if the student has had a documented and acceptable excuse (for example, a documented death in the family or the student is sick and has a doctor’s note). I need, per the university’s policy, a copy of the documentation for your excuse. Please attach to an email or fax (attention: Dr. Bonnie Daily) with your documentation **IMMEDIATELY** upon learning of your situation. Do not wait for the next week or later to, send me your documentation. E-mailing me a week or more later and stating, “I didn’t take Exam 1 because I was ill and I have a note,” will not cut it. You need to contact me **immediately** so we can make arrangements for the makeup as soon as possible. Otherwise, regardless of documentation you will not have the opportunity to make up the work.
COURSE DESIGN:

**GRADING CRITERIA**

<table>
<thead>
<tr>
<th>Grade Breakdown</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Exams @ 100 pts each</td>
<td>200</td>
</tr>
<tr>
<td>Homework</td>
<td>105</td>
</tr>
<tr>
<td>Quizzes</td>
<td>110</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>415</strong></td>
</tr>
</tbody>
</table>

**GRADING SCALE**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>370-415</td>
</tr>
<tr>
<td>B</td>
<td>330-369</td>
</tr>
<tr>
<td>C</td>
<td>290-329</td>
</tr>
<tr>
<td>D</td>
<td>245-289</td>
</tr>
<tr>
<td>F</td>
<td>&lt; 245</td>
</tr>
</tbody>
</table>

RECOMMENDED STUDY STRATEGY FOR QUIZZES AND EXAMS:

**Quizzes:** Each week read a chapter, review the PowerPoint slides (they really are helpful in differentiating terms that can be helpful for questions), chapter outline (shows the most important topics of the chapter), chapter summary (another helpful review tool) and the key terms for the chapter. Do the homework assignment. Do the practice quiz at the Cengage student companion website. Study all the material and then take the quiz on blackboard for that week. The quiz on blackboard is timed. It is 15 minutes long. You have 10 true/false questions that if you have studied in advance you can easily answer in 15 minutes. Please gage your time since the quizzes are timed.

**Exams:** Re-read all the chapters, review all the chapter materials, review the homework assigned in each of the chapters, review the quizzes on all the chapters (practice quizzes as well actual class quizzes). Then make sure to study all the material in advance of the actual exam. Each exam is timed and available on Blackboard as scheduled. You will have 75 minutes to complete the multiple choice exams.

**HOMEWORK:** There are homework questions assigned for you to do in advance of each quiz. Each homework is worth 10 points. However, the first week there are also two discussion postings that serve as five points of homework.

**SYLLABUS QUIZ:** The syllabus quiz is to help you become familiar with the design of this course. It is essential in this online course you read the syllabus over several times and refer back to it when needed. It provides invaluable information. There are 10 questions on the quiz worth 1 pt each for a total of 10 pts. You may refer back to the actual syllabus while taking the quiz. I just want to incentivize you to become familiar with the syllabus. In fact, if you get less than full credit you may keep taking the syllabus quiz until you get the full 10 points.

**EXTRA CREDIT:** There will be an extra assignment provided at the end of the semester. It will be posted on blackboard the week of 4/30 and due by 5/7. By doing the extra credit assignment, you may gain up to 10 extra points on to your overall score in the class. In addition, by filling out the student evaluations for this class at the end of the semester you will also receive 3 extra credit points.

**GRADE DISPUTES:** Grades will be posted on blackboard. Students will have **ONE WEEK** from the date grades are posted to dispute or discuss grade concerns with the instructor. After one week, grades will be considered final, and will be used to calculate the overall final grade.
<table>
<thead>
<tr>
<th>Week</th>
<th>Chapter</th>
<th>Assignment Questions</th>
<th>Assignment pages</th>
<th>Assignment Due Date</th>
<th>Quiz Completion Date</th>
<th>Exam Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/23-27</td>
<td>N/A</td>
<td>discussion posts</td>
<td>Blackboard</td>
<td>1/24, 11:59 pm</td>
<td>1/26, 11:59 pm</td>
<td>N/A</td>
</tr>
<tr>
<td>1/30-2/3</td>
<td>1</td>
<td>1, 3</td>
<td>p. 25</td>
<td>1/31, 11:59 pm</td>
<td>2/2, 11:59 pm</td>
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</tr>
<tr>
<td>2/6-2/10</td>
<td>2</td>
<td>1, 2 (Ch Case)</td>
<td>pp. 63-66</td>
<td>2/7, 11:59 pm</td>
<td>2/9, 11:59 pm</td>
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</tr>
<tr>
<td>2/13-17</td>
<td>3</td>
<td>1, 2, 3, 4, 5</td>
<td>p. 99</td>
<td>2/14, 11:59 pm</td>
<td>2/16, 11:59 pm</td>
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<tr>
<td>2/20-2/24</td>
<td>4</td>
<td>1(a, b, c. only)</td>
<td>p. 139</td>
<td>2/21, 11:59 pm</td>
<td>2/23, 11:59 pm</td>
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</tr>
<tr>
<td>2/27-3/2</td>
<td>6</td>
<td>1, 2(a, b, c only)</td>
<td>pp. 227-228</td>
<td>2/28, 11:59 pm</td>
<td>3/1, 11:59 pm</td>
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</tr>
<tr>
<td>3/5-3/9</td>
<td>1, 2, 3, 4, 6</td>
<td>EXAM 1</td>
<td></td>
<td>3/8 11:59 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/12-3/16</td>
<td>7</td>
<td>1, 4(a, c), 5 (a, c)</td>
<td>pp. 271-272</td>
<td>3/13, 11:59pm</td>
<td>3/15, 11:59pm</td>
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<tr>
<td>3/19-3/23</td>
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<td></td>
<td></td>
<td></td>
<td>SPRING BREAK</td>
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<tr>
<td>3/26-3/30</td>
<td>11</td>
<td>See handout on blackboard</td>
<td>3/27, 11:59pm</td>
<td>3/29, 11:59 pm</td>
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<tr>
<td>4/2-4/6</td>
<td>12</td>
<td>1, 2, 3 (Ch case)</td>
<td>p. 474</td>
<td>4/3, 11:59 pm</td>
<td>4/5, 11:59 pm</td>
<td>N/A</td>
</tr>
<tr>
<td>4/9-4/13</td>
<td>13</td>
<td>2, 4, 6</td>
<td>p. 506</td>
<td>4/10, 11:59 pm</td>
<td>4/12 11:59 pm</td>
<td>N/A</td>
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<tr>
<td>4/16-4/20</td>
<td>14</td>
<td>1, 6, 7</td>
<td>p. 530</td>
<td>4/17, 11:59 pm</td>
<td>4/19, 11:59pm</td>
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</tr>
<tr>
<td>4/23-4/27</td>
<td>7, 11, 12, 13, 14</td>
<td>EXAM 2</td>
<td></td>
<td>4/26 11:59 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4/30-5/7</td>
<td>N/A</td>
<td>Extra Credit see blackboard</td>
<td>5/7, 11:59 pm</td>
<td>N/A</td>
<td>N/A</td>
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