MGT-344-M01: Operations Management  
Fall 2015 Course Syllabus

INSTRUCTOR
Instructor: Sergio Palacios, MBA  
E-mail: sergiopw@nmsu.edu  
Phone: 575-646-6302  
Office: GU406  
Office Hours: Thursday, 10:30-11:50 am and by appointment

TEXTBOOK
Title: Operations and Supply Chain Management  
Edition: 14  
Authors: F. Robert Jacobs & Richard B. Chase  
ISBN-10: 0078024021  
Publication Date: January 17, 2013

CLASSROOM MEETING TIME & LOCATION
Wednesday 2:30-5 pm  
Business Complex Building 106

IMPORTANT DATES
Exam 1 Wednesday, October 7  
Thanksgiving Holiday November 23-27  
Exam 2 TBD (During finals week Dec. 7-12)

GENERAL OBJECTIVES OF THE COURSE
Develop a basic understanding of Operations Management (OM), and use critical thinking and problem solving skills in analysis of topics through in-class activities, assignments, and exams.

TENTATIVE CHAPTERS AND SPECIFIC OBJECTIVES OF THE COURSE

Chapter 1 - Introduction
LO1-1 Identify the elements of operations and supply chain management (OSCM).  
LO 1-2 Know the potential career opportunities in operations and supply chain management.  
LO 1-3 Recognize the major concepts that define the operations and supply chain management field.  
LO 1-4 Evaluate the efficiency of a firm.

Chapter 2 - Strategy
LO2-1 Know what a sustainable business strategy is and how it relates to operations and supply chain management.  
LO2-2 Define operations and supply chain strategy.  
LO2-3 Explain how operations and supply chain strategies are implemented.  
LO2-4 Understand why strategies have implications relative to business risk.
LO2-5 Evaluate productivity in operations and supply chain management.

Chapter 3 - Design of Products and Services
LO3-1 Know the issues associated with product design and the typical processes used by companies.
LO3-2 Illustrate how different criteria can impact the design of a product.
LO3-3 Contrast how service products can have different design criteria compared to manufactured products.
LO3-4 Evaluate the economic impact of a new product on a company.
LO3-5 Illustrate how product development is measured in a company.

Chapter 5 - Strategic Capacity Management
LO5-1 Explain what capacity management is and why it is strategically important.
LO5-2 Exemplify how to plan capacity.
LO5-3 Evaluate capacity alternatives using decision trees.
LO5-4 Compare capacity planning in services to capacity planning in manufacturing.

Chapter 7 - Manufacturing Processes
LO7-1 Understand what a manufacturing process is.
LO7-2 Explain how manufacturing processes are organized.
LO7-3 Analyze simple manufacturing processes.

Chapter 8 - Facility Layout
LO8-1 Analyze the common types of manufacturing layouts.
LO8-2 Illustrate layouts used in nonmanufacturing settings.

Chapter 9 - Service Processes
LO9-1 Understand the characteristics of service processes.
LO9-2 Explain how service systems are organized.
LO9-3 Analyze simple service systems.
LO9-4 Contrast different service designs.

Chapter 12 - Six Sigma Quality
LO12-1 Explain the scope of total quality management in a firm.
LO12-2 Understand the Six Sigma approach to improving quality and productivity.
LO12-3 Illustrate globally recognized quality benchmarks.

Chapter 13 - Statistical Quality Control
LO13-1 Illustrate process variation and explain how to measure it.
LO13-2 Analyze process quality using statistics.
LO13-3 Analyze the quality of batches of items using statistics.

Chapter 14 - Lean Supply Chains
LO14-1 Explain what lean production is.
LO14-2 Illustrate how lean concepts can be applied to supply chain processes.
LO14-3 Analyze supply chain processes using value stream mapping.
LO14-4 Apply lean concepts to service processes.

Chapter 17 - Enterprise Resource Planning Systems
LO17-1 Understand what an enterprise resource planning (ERP) system is.
L017-2 Explain how ERP integrates business units through information sharing.
L017-3 Illustrate how supply chain planning and control fits within ERP.
L017-4 Evaluate supply chain performance using data from the ERP system.

Chapter 20 - Inventory Management
L020-1 Explain how inventory is used and understand what it costs.
L020-2 Analyze how different inventory control systems work.
L020-3 Analyze inventory using the Pareto principle.

Chapter 21 - Material Requirements Planning
L021-1 Explain what material requirements planning (MRP) is.
L021-2 Understand how the MRP system is structured.
L021-3 Analyze an MRP problem.
L021-4 Evaluate and compare MRP lot-sizing techniques.

COMMUNICATION WITH THE INSTRUCTOR

If you have a need to contact me with questions or problems, you may reach me through by email or via Canvas. I check my inbox Monday through Friday, once a day, generally between the hours of 8 am to 12 pm. I will try to get back to you with a resolution to your problem/question, generally, within 48 hours. You are free to meet with me during office hours or make an appointment.

Email Communications: Your NMSU email account is the official means of communicating with the university. Information critical to your success at NMSU is delivered to you via this account, and you are expected to follow rules and policies provided to you via this communication method. Any email from you to the instructor should be sent either through the CANVAS course management system or through your official NMSU email account. Please be advised that due to privacy and security concerns, we are unable to respond to emails from or about students that do not originate from an official NMSU email address.

ASSIGNMENTS

Use of proper English: Use of proper English is a requirement on any written assignment. Points will be taken off for poor grammar, spelling, and incorrect use of the English language.

Homework problems: Any problems that require any type of mathematics or formulas require the student to provide all work on how they achieved the answer. Failure to show all work on any math problems will result in missing all points assigned to the problem.

Material from other courses: It is not allowed to submit work that has been submitted in other courses.

MAKE-UP WORK AND EXAMS

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 with your documentation within 1 to 2 days upon learning of your situation.

**GRADING CRITERIA**

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<th>Grade Breakdown</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Exam 1</td>
<td>30%</td>
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<tr>
<td>Exam 2</td>
<td>30%</td>
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<tr>
<td>Assignments and in-class work</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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**GRADING SCALE**

<table>
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<th>Grade</th>
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<tbody>
<tr>
<td>A+</td>
<td>100% to 97%</td>
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<tr>
<td>A</td>
<td>&lt; 97% to 93%</td>
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<tr>
<td>A-</td>
<td>&lt; 93% to 90%</td>
</tr>
<tr>
<td>B+</td>
<td>&lt; 90% to 87%</td>
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<tr>
<td>B</td>
<td>&lt; 87% to 83%</td>
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<tr>
<td>B-</td>
<td>&lt; 83% to 80%</td>
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<tr>
<td>C+</td>
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<tr>
<td>C</td>
<td>&lt; 77% to 73%</td>
</tr>
<tr>
<td>C-</td>
<td>&lt; 73% to 70%</td>
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<td>D+</td>
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<tr>
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<td>&lt; 67% to 63%</td>
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<td>D-</td>
<td>&lt; 63% to 60%</td>
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**GRADE DISPUTES**

Grades will be posted on CANVAS. 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.

**USE OF CANVAS**

It is the responsibility of the student to use the available CANVAS resources to ensure: (1) familiarity with CANVAS (how to login, use menus, etc.), (2) compatibility of web browser software with CANVAS, and (3) have access to reliable, working computers. Please note: you are responsible for making sure that you have access to a reliable computer. CANVAS is available through the following web site: [http://learning.nmsu.edu/CANVAS/](http://learning.nmsu.edu/CANVAS/)
ACADEMIC AND NON-ACADEMIC MISCONDUCT

The Student Code of Conduct defines academic misconduct, non-academic misconduct and the consequences or penalties for each. The Student Code of Conduct is available in the NMSU Student Handbook online: http://deanofstudents.nmsu.edu/student-handbook/1-student-code-of-conduct/

Academic misconduct is explained here: http://deanofstudents.nmsu.edu/student-handbook/1-student-code-of-conduct/3-academic-misconduct.html

PLAGIARISM

Plagiarism is using another person's work without acknowledgment, making it appear to be one's own. Intentional and unintentional instances of plagiarism are considered instances of academic misconduct and are subject to disciplinary action such as failure on the assignment, failure of the course or dismissal from the university. The NMSU Library has more information and help on how to avoid plagiarism at http://lib.nmsu.edu/plagiarism/

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, 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.

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 management department.

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 she or he 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. Please be advised that choosing to drop the course but failing to actually withdraw prior to the deadline will result in an "F" grade.
NOTICE CONCERNING DISABILITIES AND DISCRIMINATION

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) covers issues relating to disability and accommodations. If a student has questions or needs an accommodation in the classroom (all medical information is treated confidentially), contact:

Trudy Luken, Director
Student Accessibility Services (SAS) Corbett Center, Rm. 244
Phone: (575) 646-6840 E-mail: sas@nmsu.edu
Website: www.nmsu.edu/~ssd/

NMSU policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status.

Furthermore, Title IX prohibits sex discrimination to include sexual misconduct, sexual violence, sexual harassment and retaliation. For more information on discrimination issues, Title IX or NMSU’s complaint process contact:

Gerard Nevarez, Executive Director or Agustin Diaz, Associate Director Office of Institutional Equity (OIE)
O’Loughlin House
Phone: (575) 646-3635 E-mail: equity@nmsu.edu
Website: http://www.nmsu.edu/~eeo/