COURSE SYLLABUS
MGT-344-M80 (online): OPERATIONS MANAGEMENT
Sergio Palacios
Fall 2015

CONTACT INFORMATION

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Phone: 575-646-6302
Office: GU406
Office Hours: Thursday, 10:30-11:50 am and by appointment

REQUIRED TEXT

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

GENERAL OBJECTIVES OF THE COURSE

1. To develop an understanding of the problems in the production and delivery of goods and services in manufacturing and service organizations.

2. To develop an understanding of the basic concepts and methodologies for designing operating systems and management planning and control as well as decision-making processes for managing them.

3. To develop an ability to think critically and apply Operations Management concepts and methodologies to solve operations problems.

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

Chapter 20 - Inventory Management
LO20-1 Explain how inventory is used and understand what it costs.
LO20-2 Analyze how different inventory control systems work.
LO20-3 Analyze inventory using the Pareto principle.

Chapter 21 - Material Requirements Planning
LO21-1 Explain what material requirements planning (MRP) is.
LO21-2 Understand how the MRP system is structured.
LO21-3 Analyze an MRP problem.
LO21-4 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 CANVAS or by email. 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 24 hours. If it is something that I cannot fix easily, I will send an acknowledgement response that I received your email, and then another message once I have fixed it. You need to make an appointment with me.

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 because of 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

There are homework assignment questions assigned for you to do in advance of each quiz. Each homework assignment is worth 10 points.

Use of proper English: Use of proper English is a requirement on any written assignment. Points will be taken off for grammatical and typographical errors.

Homework problems: Any problems that require any type of mathematics or formulas require the student to provide all work (all steps) on how they achieved the answer. You can submit your solutions in an image of a hand-written document showing the work, or in word or excel. Failure to show all work on any math problem will result in missing all points assigned to the problem.

Submission format: Homework should be submitted in a Word, PDF, or Excel document. Text documents are not accepted. Homework assignments must be completed by Tuesday evening (all the homework assignments are already posted and available). See schedule below.

Multiple submissions: You are allowed to edit and re-submit your assignments before the due date.

Material from other courses: You are not allowed to submit the work that has been submitted in other courses.

MAKE-UP WORK AND EXAMS

All the assignments, quizzes, and exams have due dates attached to them. Each of the exams, quizzes, and homework problems will be open for a specific period of time during which students are expected to complete it. The instructor will not re-open an exam or quiz, or accept a homework 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 your documentation within 1 to 2 days upon learning of your situation.

RECOMMENDED STUDY STRATEGY FOR QUIZZES AND EXAMS:

**Quizzes:** Each week review the assigned chapter, power point slides, chapter glossary, objective questions, discussion questions, and practice ‘practice exam’ questions that are presented at the end of each chapter. Do the homework assignments. Study all the materials and then take the quizzes on CANVAS for that week (see schedule below). The quizzes on CANVAS are timed. They are 15 minutes long. You have 10 true/false questions that can be easily answered in 15 minutes if you have studied in advance. Please gauge your time since the quizzes are timed. Please also note that taking the syllabus quiz is mandatory.

**Exams:** Make sure to re-read all the chapters, discussion and objective questions (solutions will be provided by the instructor each week), “practice exam” questions (presented at the end of each chapter), and quizzes. Each exam is timed and available on CANVAS as scheduled. You will have 60 minutes to complete the multiple choice exams (see schedule below).

**GRADING CRITERIA**

<table>
<thead>
<tr>
<th>Grade Breakdown</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Assignments</td>
<td>30%</td>
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<tr>
<td>Quizzes</td>
<td>30%</td>
</tr>
<tr>
<td>Exam 1</td>
<td>20%</td>
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<tr>
<td>Exam 2</td>
<td>20%</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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<tr>
<th>Grade</th>
<th>Percent Range</th>
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<tr>
<td>A+</td>
<td>100% to 97%</td>
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<tr>
<td>A</td>
<td>&lt; 97% to 93%</td>
</tr>
<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>
</tr>
<tr>
<td>B-</td>
<td>&lt; 83% to 80%</td>
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<tr>
<td>C+</td>
<td>&lt; 80% to 77%</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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<tr>
<td>D+</td>
<td>&lt; 70% to 67%</td>
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<tr>
<td>D</td>
<td>&lt; 67% to 63%</td>
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<tr>
<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.

CANVAS TECHNICAL ISSUES:

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

1. If possible, take a screenshot of the problem that includes the date and time.
2. E-mail me immediately with a description of the issue and your screenshot.
3. If it is an issue where you cannot get into CANVAS or the course site, please let me know via e-mail and contact ICT. You may contact ICT for any type of help with CANVAS at (575) 646-1840 or help@nmsu.edu. I will then assess the issue and work on a remedy.
# MGT-344-M80 FALL 2015 ASSIGNMENTS, QUIZZES, AND EXAMS SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Chapters</th>
<th>Assignments</th>
<th>Due Dates</th>
</tr>
</thead>
</table>
| 8/19-8/29 | N/A      | Assignment week 1: Tell us about yourself (discussion post)  
Syllabus quiz  
*Please note: Following assignments include discussion questions (DQ), objective questions (OQ) and cases. Page numbers are provided below.* | Assignment: Tuesday, August 25, 11:59 pm  
Quiz: Thursday, August 27, 11:59 pm |
| 8/30-9/5  | Chapter 1 | Assignment Chapter 1:  
- OQ: 1, 2, 6, 9a, 9b, 9c (bold font denotes problems)  
  pp. 20-21 (1 point each)  
- DQ: 5 & 9  
  p. 20 (2 points each)  
Quiz Chapter 1 (all quizzes have a time limit of 15 minutes). Review recommended study strategy for quizzes posted on the syllabus | Assignment: Tuesday, September 1, 11:59 pm  
Quiz: Thursday, September 3, 11:59 pm |
| 9/6-9/12  | Chapter 2 | Assignment Chapter 2:  
- OQ: 2, 3, 7, 12, 14 & 15  
  p. 38 (1 point each)  
- DQ: 3 & 6  
  p. 37 (2 points each)  
Quiz Chapter 2 | Assignment: Tuesday, September 8, 11:59 pm  
Quiz: Thursday, September 10, 11:59 pm |
| 9/13-9/19 | Chapter 3 | Assignment Chapter 3:  
- IKEA case questions 1, 2, 3, & 4 pp. 68-71 (2.5 points each)  
Quiz Chapter 3 | Assignment: Tuesday, September 15, 11:59 pm  
Quiz: Thursday, September 17, 11:59 pm |
| 9/20-9/26 | Chapter 7 | Assignment Chapter 7:  
- OQ: 8a, 8b, 8c, 10a, 10b & 10c  
  p.161 (1 point each)  
- DQ: 1 & 3 (2 points each)  
  p. 160  
Quiz Chapter 7 | Assignment: Tuesday, September 22, 11:59 pm  
Quiz: Thursday, September 24, 11:59 pm |
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Chapters Assignment</th>
<th>Chapter Assignment</th>
<th>Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/27-10/3</td>
<td>Chapter 9</td>
<td>Assignment Chapter 9:</td>
<td>Assignment: Tuesday, September 29, 11:59 pm</td>
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<tr>
<td></td>
<td></td>
<td>• OQ: 2, 3, 7, 8, 9 &amp; 10 (1 point each) pp. 217-218</td>
<td>Quiz: Thursday, October 1, 11:59 pm</td>
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<td></td>
<td></td>
<td>• DQ: 2 &amp; 14 pp. 216-217 (2 points each)</td>
<td>Quiz Chapter 9</td>
</tr>
<tr>
<td>10/4-10/10</td>
<td>Chapters 1,2,3,7 &amp; 9</td>
<td>Exam 1</td>
<td>Exam 1 due Thursday, October 8, 11:59 pm</td>
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<td></td>
<td>Review recommended study strategy for exams posted on the syllabus. Time limit: 60 minutes</td>
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<tr>
<td>10/11-10/17</td>
<td>Chapter 12</td>
<td>Assignment Chapter 12:</td>
<td>Assignment: Tuesday, October 13, 11:59 pm</td>
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<td>• OQ: 1, 2, 4 &amp; 7 pp. 311-312 (1 point each)</td>
<td>Quiz: Thursday, October 15, 11:59 pm</td>
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<tr>
<td></td>
<td></td>
<td>• DQ: 2, 3 &amp; 9 pp. 310-311 (2 points each)</td>
<td>Quiz Chapter 12</td>
</tr>
<tr>
<td>10/18-10/24</td>
<td>Chapter 13</td>
<td>Assignment Chapter 13:</td>
<td>Assignment: Tuesday, October 20, 11:59 pm</td>
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<td>• OQ: 1a, 1b, 1c, 7a &amp; 7b pp. 338-339 (1 point each)</td>
<td>Quiz: Thursday, October 22, 11:59 pm</td>
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<td></td>
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<td>• DQ: 4 &amp; 7 pp. 338 (2.5 points each)</td>
<td>Quiz Chapter 13</td>
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<tr>
<td>10/25-10/31</td>
<td>Chapter 17</td>
<td>Assignment Chapter 17:</td>
<td>Assignment: Tuesday, October 27, 11:59 pm</td>
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<td>• OQ: 1, 2, 6 &amp; 7 pp. 440-441 (1 point each)</td>
<td>Quiz: Thursday, October 29, 11:59 pm</td>
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<td>• DQ: 1, 4 &amp; 7 pp. 440 (2 points each)</td>
<td>Quiz Chapter 17</td>
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<tr>
<td>11/1-11/7</td>
<td>Chapter 20</td>
<td>Assignment Chapter 20:</td>
<td>Assignment: Tuesday, November 3, 11:59 pm</td>
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<td>• OQ: 1, 3, 4, 6, 10a &amp; 10b pp. 544-545 (1 point each)</td>
<td>Quiz: Thursday, November 5, 11:59 pm</td>
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<td>• DQ: 1 &amp; 2 pp. 543 (2 points each)</td>
<td>Quiz Chapter 20</td>
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<tr>
<td>11/8-11/14</td>
<td>Chapter 21 – part 1</td>
<td>Assignment Chapter 21 – part 1:</td>
<td>Assignment: Tuesday, November 10, 11:59 pm</td>
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<td></td>
<td>• OQ: 1, 2, 3, 4, 5 &amp; 6 p. 580 (1 point each)</td>
<td>Quiz: Thursday, November</td>
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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) access to reliable, working computers. CANVAS is available through the following web site: http://learning.nmsu.edu/CANVAS/

ACADEMIC AND NON-ACADEMIC MISCONDUCT

The Student Code of Conduct defines academic misconduct and 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

PLAGIARIISM

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.

INCOMPLETES
Incomplete grades may be given only if a student has passed the first half of the course, and provides evidence of a documented illness or family crisis that the instructor believes genuinely precludes successful completion of the course.

WITHDRAWALS
It is the responsibility of the student to know important dates such as University drop dates. Moreover, it is the responsibility of the student to officially withdraw from any class that he or she intends to drop.

NOTICE CONCERNING DISABILITIES AND DISCRIMINATION
Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act (ADAAA) 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: http://sas.nmsu.edu/

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 assault, rape), sexual harassment and retaliation.

For more information on discrimination issues, Title IX, Campus SaVe Act, NMSU Policy Chapter 3.25, NMSU’s complaint process, or to file a complaint contact:
Gerard Nevarez, Title IX Coordinator, Agustin Diaz, Title IX Deputy Coordinator
Office of Institutional Equity (OIE) - O’Loughlin House, 1130 University Avenue
Phone: (575) 646-3635 E-mail: equity@nmsu.edu;
Website: http://www.nmsu.edu/~eeo/