

AMBERTON UNIVERSITY
e-COURSE SYLLABUS

MGT5203.E1 OPERATIONS MANAGEMENT
WINTER 2020

PROFESSOR INFORMATION:

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COURSE INFORMATION:

MGT5203.E1 Operations Management
Level: Graduate
Beginning Date of Session: Saturday, December 07, 2019
Ending Date of Session: Thursday, February 27, 2020
Student access available to the Student Portal: Saturday, December 07, 2019.

Winter Holiday Break:

Friday, December 20, 2019 through Friday, January 3, 2020
(Classes resume on Saturday, January 4, 2020)

Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.

COURSE PREREQUISITES:

NA

TEXTBOOK(S) AND REQUIRED MATERIALS:

Title: Operations Management
Author: William J. Stevenson
Publisher: McGraw Hill
Year Published: 2018
Edition: 13th
ISBN 10: 1260152200
ISBN 13: 9781260152203
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, www.Amberton.edu. There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

APA Requirement

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 6th edition, second printing of the APA manual, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please consult the *Publication Manual of the American Psychological Association*, (6th ed., 2nd printing). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

COURSE COMPETENCIES:

The following represents the course competencies for this class. Competencies are equivalent for all lecture and distance learning courses. Following each competency is the assignment used to gain mastery of this area of study.

1. Analyzing manufacturing and service operations management within industries.
2. Describing theories governing the role of operations management within a business firm.
3. Developing product and process operations strategies at the corporate and global level.
4. Applying decision-making techniques to operations including forecasting and capacity planning.
5. Describing principles related to process versus product management functions.
6. Determining the quality and accuracy of external source data used in forecasting techniques.
7. Identifying and applying total quality management and six sigma concepts governing operations management.
8. Applying statistical process control methods to production forecasts and budgets.
9. Designing workforce management systems including basic input elements of the master schedule.
10. Developing capacity planning tools including methods to lower costs and improve profitability.
11. Developing location analyses based on production demands derived from sales, warehouse and transportation requirements.
12. Translating an organization's business plan into a detailed production schedule.
13. Identifying principles, concepts, and techniques of operations as applied to sales, production, and distribution systems.
14. Analyzing materials management and the impact of inventory systems on organizational operating performance and profitability.
15. Defining strategies for innovative changes related to production and materials management including complex projects.
16. Developing materials management programs related to service controls, customer service, and communication.
17. Defining supply-chain management factors from a system-wide perspective.
18. Describing the logistics function in a supply-chain setting.
19. Identifying Technological Issues in Operations Management.
20. Identifying Operational Sustainability Requirements.

COURSE POLICIES:

Regarding class policies, please note that while late assignments are not encouraged, they will be accepted; however, there will be a penalty of 10% per day. Late papers will not be accepted after day 4 past the original due date (up to 40% deduction). Remember that you are always welcome to submit your assignments early; however, please be aware that grading may not necessarily begin as early. Extra credit will not be offered in this course. Additionally, **please note that, if there is an assignment due for the week, it will be due on the last day of the week, which is Friday. This does not apply to the final.** Please refer to your course calendar for specific due dates.

Student's Responsibilities

This syllabus contains information, policies and procedures for a specific course. By enrolling, the student agrees to read, understand and abide by the policies, rules, regulations, and ethical standards of Amberton

University as contained in the current university catalog and schedule of classes. **All reference citations to source material must follow APA guidelines provided in APA Publication Manual (6th edition).**

Attendance Policy:

Regular and punctual class attendance is expected at Amberton University. In case of absence, it is the student’s responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student’s responsibility to follow the university’s policy on formally withdrawing from a course. Ceasing to attend does not constitute official withdrawal.

Attendance in a Distance Learning course is defined as any submission to Moodle within the enrollment dates of the course, any required submissions outside of Moodle within the enrollment dates of the course, or initiating any communication with your professor regarding an academic assignment. A student in a Distance Learning course is required to actively participate in the course and submit course assignments timely as described in the course syllabus. A student not meeting these requirements may be dropped at the discretion of the professor and Amberton administration.

Plagiarism Policy

Plagiarism is using another person’s work as your own. Plagiarism is a violation of the University’s code of student ethical conduct and is one that is taken seriously. Amberton University operated on an honor system, and honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton University students are expected to abide by the honor system and maintain academic integrity in all of their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based anti-plagiarism services and applications at any time.

COURSE OUTLINE AND CALENDAR:

(Provide a topical outline of the course based on the course competencies. Include learning activities required to gain knowledge of course competencies.

Also provide an outline of important due dates, activities scheduled for each meeting as well as examination dates.)

Week	Topic	Assignment	Competencies Covered	Due Date
1	1. Identifying theories, in operations management	Read chapter 1		December 7, 2019
2	1. Developing product and process operational strategies at the corporate and global level 2. Analyzing operational processes in manufacturing and service organizations	Read chapters 2 and 4 and Complete at least 3 out of 5 Discussion Questions		December 14, 2019
Holiday Break: Friday, December 20, 2019 through Friday, January 3, 2020 (Classes resume on Saturday, January 4, 2020)				
3	1. Applying forecasting techniques to operations	Read chapters 3, 9, and 10 Assignment is due		January 4, 2020

	<p>management</p> <p>2. Applying total quality management concepts to operations management</p> <p>3. Applying statistical process control methods to production forecasting</p>			
4	<p>1. Developing statistical processes for analyzing operating performance and profitability measures</p> <p>2. Applying statistical process control methods to financial budgets</p>	<p>1. Read chapter 19</p> <p>2. Complete at least 3 out of 5 Discussion Questions</p>		January 11, 2020
5	<p>1. Designing capacity planning tools</p> <p>2. Analyzing materials management programs</p>	<p>1. Read chapter 5 and 12</p> <p>2. Assignment due</p>		January 18, 2020
6	<p>1. Developing production schedules and budgets</p> <p>2. Developing a master schedule</p> <p>3. Designing workforce management systems</p>	<p>1. Read chapters 11, 16, and 17</p> <p>2. Complete at least 3 out of 5 Discussion Questions</p>		January 25, 2020
7	<p>1. Researching current trends and issues in operations management</p>	<p>1. Read chapters 14 and 18</p> <p>2. Assignment due</p>		February 1, 2020
8	<p>1. Designing corporate inventory systems and relevant controls.</p>	<p>Read chapter 7, 13 and 15</p>		February 8, 2020
9	<p>1. Developing location analysis techniques derived</p>	<p>1. Read chapters 6 and 8</p> <p>2. Complete at</p>		VIII. February 15, 2020

	from sales, warehouse, and transportation requirements 2. Translating organizational business plans into detailed production schedules	least 3 out of 5 Discussion Questions		
10		Final is due Final is due on Monday 2/24/20.		February 22, 2020

GRADING CRITERIA:

Since all assignments in this course are written assignments and/or exercises, Dr. Ards expects each student to presented material with well-written, coherent, properly structured English appropriate for an undergraduate-level course with reference citations included correctly. The thoughts and material presented should be original, well-developed and relevant to the specific topic(s) of the assignment. An assignment that is too brief, minimalist, or sparse will typically not provide an adequate basis for assessing a student's knowledge and research on that particular assignment topic.

The number of pages specified for each assignment represents the minimum number of pages considered to be acceptable for that assignment. This minimum number of pages does NOT include your title (first) page or your page of references at the end of the assignment. Each Assignment should be written in Standard APA style, double-spaced, and 11 or 12 point font (Times New Roman or Arial). English grammar, spelling, word choice, and usage are a part of your grade.

Please note that there are three written assignments due for this class (not including the final). The assignments are each worth 20% of your grade, and your final is worth 20% of your grade. Participation requirements will be enforced during the weeks there are Discussion Questions (DQ). You will be required to participate by posting at least four substantive posts in response to your classmates' DQs, and you will be responsible for answering at least 3 out of 5 discussion questions. DQs and participation are each worth 10% of your grade.

Graduate	
92 – 100	A
82 – 91	B
72 – 81	C
62 – 71	D
Below 62	F

GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are mailed approximately one week after the last day of the session to the student's address of record. Amberton University staff will not post or release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their University email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

Incomplete Grades

An “I” (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an “I” be granted, the student has 30 days from the end of the session to complete the conditions of the incomplete. An “I” which is not properly removed within 30 days following the session enrolled will become an “F” grade.

How To Withdraw From a Course

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the “Schedule of Classes” (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

COURSE DELIVERY METHODOLOGY:

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton’s distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes, competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet
2. General knowledge in:
 - Internet browser settings and configuration
 - e-mail and file attachments
 - Uploading and downloading files
 - Using a word processing package
3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course, but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

HOW TO ACCESS YOUR COURSE:

Through the Amberton University Student Portal

Students enrolled in distance learning courses using the Moodle Learning Platform may access the course through the Amberton University Student Portal. The site may be accessed through the University’s main page (<http://www.Amberton.edu>) or at <http://apps.Amberton.edu>. After selecting the “Student Portal” link, you will be prompted for a Username and Password.

Use your assigned **username and password** (AUID) as described below to enter the AU Student Portal:

Username = your capitalized firstname **initial**+lastname+last 3 digits of your SSN.

* Use your name exactly as it is listed on the University’s records, including any suffixes or hyphenations, such as Jr, Sr, or II, as a part of your username.

For example: James Jones, Jr. SSN: 123-45-6789
Username: JJonesJr789

Password = your Amberton University ID# (AUID) **including the dashes**

For example: 04-999-999

Once your login has been validated, you may select from a variety of menu options, including your individual E-Course, email account, Remote Research, General Tools, all Syllabi, Research Tutorials and Electronic Instructor Folders (FTP).

If you are accessing the Student Portal from a public or shared computer, close the browser completely when finished, or click on the Logout button. For security purposes, no other person should have access to your Username or Password. If you feel your information has been compromised or if you experience technical difficulties, contact the e-course system administrator at: e-sysop@amberton.edu

If you have lost or do not know your Amberton ID#, please contact the Student Services Office 972/279-6511 or advisor@Amberton.edu for a replacement AUID card. You must know your Amberton ID# to gain access to the course and to send email to your professor.

Through the Amberton University Moodle Website

Students enrolled in distance learning courses using the Moodle Learning Platform may also access the course by going to: <http://moodle.Amberton.edu>

For those utilizing Moodle for the first time, the **username and password** for the Moodle Learning Platform will be emailed to the student's University email account prior to the start of the course. For those returning to Moodle who do not remember their username and password, click on the link "*Forgotten your username or password*" available on the Moodle log in page (<http://moodle.Amberton.edu>). Otherwise use the same username and password as previous session.

Moodle Tutorial:

Upon successful log in and access to the Moodle learning platform, there is a *Student Moodle Tutorials* course available, to learn about the basics of Moodle. Simply click on the link for the *Student Moodle Tutorials* and read through the various learning topics: Navigating; Communicating; Assignments & Exams; Grades; and Student Resources.

COURSE COMMUNICATIONS:

Students will communicate with faculty through the Moodle Learning Platform or the Amberton University email system.

Each student enrolled is assigned an Amberton email account, which gives the student access to the Amberton email system (my.Amberton.edu). This email account is provided by Google Apps for Education. Students are encouraged to check their email regularly for University news, notices, and to communicate with instructors.

The student's assigned email address would be `Username@my.Amberton.edu`

Example: `LJones-Smith789@my.Amberton.edu`

The student Username is determined by:

firstname initial+lastname+last 3 digits of student ssn.

For example: Linda Jones-Smith SSN: 123-45-6789
Email Address = `LJones-Smith789@my.Amberton.edu`

Students will be prompted for a Username and Password when accessing their email account. Use the Username portion of the email address as the username (Example: `LJones-Smith789`) and your Amberton ID# (including the dashes) as the password.

If you already have a Google gmail account, you might be prompted to add this account to your current account. Click 'Yes' and you will be logged into your my.Amberton.edu email account. It will be a separate email account from your personal gmail account.

If you need assistance with your email account, please visit <https://support.google.com/mail>

Students are responsible for reviewing the “Communication Guidelines” provided on the individual E-Course for specific instructor requirements.

Upon completion of a session, all communication and course specific information is removed from the Moodle system. If a student needs to maintain a record of communications or assignments, the student is strongly encouraged to print out or download these items to a disk for their own records.

FORMAT AND SUBMISSION OF ASSIGNMENTS:

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the “Communication Guidelines” of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

INSTRUCTOR/COURSE EVALUATION:

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

ACADEMIC HONESTY/PLAGIARISM:

Plagiarism is the presentation of someone else’s information as though it were your own. If you use another person’s words, ideas or information, or if you use material from a source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge the source. Failure to do so violates Amberton University’s ethics policy.

RESEARCH RESOURCES:

The student is encouraged to use the Amberton Electronic Library as a research resource for this course. The Electronic Library provides access to full-text and abstract articles as well as links to a variety of remote research tools. Students can search Amberton Library Resource Center holdings through the on-line public access circulation system. The physical library contains a specialized collection of research materials specifically chosen to support the degrees and courses offered at Amberton. Interlibrary loan and document delivery services are available. The TexShare Card offers borrowing privileges in libraries all across the state of Texas. Students with research questions or questions about Library services are encouraged to visit the Library or email their questions to library@Amberton.edu.

RESEARCH TUTORIALS:

Online research resources are available through “Research Tools Database”, accessible through the Student Portal. (For additional assistance, students may access the “Research Tutorials” link located in the General Tools area on the Student Portal.) Access the Portal by clicking “Student Portal” from the University’s website. You must know your Amberton ID to access the Portal.

Library Live Chat Feature

The website allows for a live chat feature with librarians on the library pages. This service allows students to connect with librarians on questions regarding resource assistance, searching data bases and access to library services. www.amberton.edu/current-students/library/index.html

Operations management focuses on carefully managing the processes to produce and distribute products and services. A great deal of focus is on efficiency and effectiveness of processes. Therefore, operations management often includes substantial measurement and analysis of internal processes. Ultimately, the nature of how operations management is carried Unit -1 operations management. Introduction Innovations in technology have resulted in the development of. manufacturing capabilities of organisation. Moreover, the study and application of management techniques in managing the affairs of the organisation have also changed its nature over the period of time. Therefore, managing a service system has become a major issue in the global competitive environment.

Functions of operations management are key within a manufacturing operation. Operations management functions can take production to the next level. In the past, operations had a much more challenging time with boosting efficiency within their production facility. This was due to a lack of thorough insight and hindrances that included a lack of collaboration throughout the organization. As production facilities came across this problem frequently, operations management became a viable solution. Unit -1 operations management. Introduction Innovations in technology have resulted in the development of manufacturing capabilities of organisation. Moreover, the study and application of management techniques in managing the affairs of the organisation have also changed its nature over the period of time. Therefore, managing a service system has become a major issue in the global competitive environment. Operations management focuses on carefully managing the processes to produce and distribute products and services. A great deal of focus is on efficiency and effectiveness of processes. Therefore, operations management often includes substantial measurement and analysis of internal processes. Ultimately, the nature of how operations management is carried