



**Operations Management Syllabus
MGT 357**

Session: Fall, 2009

Class Dates: Sept. 1 through October 20.

Instructor: Peter E. Sagala Classroom: C-117

Day/Time: Tuesdays, 6:00 p.m. to 9:00 p.m.

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Required text: Reid, Dan R., and Nada R. Sanders, Operations Management; An Integrated Approach, 3rd Edition, Reid and Sanders, John Wiley & Sons, Inc., 2007, ISBN # 978-0-471-79448-8.

University Mission

The mission of Siena Heights, a Catholic University founded and sponsored by the Adrian Dominican Sisters, is to assist people to become more competent, purposeful, and ethical through a teaching and learning environment which respects the dignity of all.

Business Administration Department Learning Outcomes

<u>Program Learning Outcomes</u>	<u>Course Outcomes</u>	<u>Learning Strategies</u>	<u>Assessment Tools/Strategies</u>
Communication	Develop of written and communication skills	Case Analysis, Group activities and class discussion and participation.	Case Write-ups, In Class Presentations, and Final Group Project Presentations.
Creativity	Develop creative solutions to current Operations Management problems.	Case Analysis, Group activities, presentations and class discussion and participation.	Assigned Case Write-ups, In Class Presentations, and Final Group Project Presentations.
Analytical Ability	Identifying Key Issues and Problems in Operations Management.	Lecture, Case Analysis, Group activities, assigned readings.	Mini-Quizzes, Tests/Exams, Assigned Case Write-ups, In Class Presentations.
Integrative Thinking	Develop an understanding of how Operations Management functions relate to overall organization strategy, effectiveness, performance and career management.	Lecture, assigned readings, in class discussions and participation, group activities.	In class presentations and Final Group Project presentations (written and oral).

Course Description: Operations transform resources to produce goods or deliver services; and operations managers plan, design, control and improve needed systems and processes. While considering interactive marketing, finance and operations strategies, students apply problem solving and decision making tools for increased quality, productivity, value and competitiveness. They also study reengineering, total quality management, supply chain management, MRP, ERP, just-in-time and lean manufacturing systems in response to more global, technology-driven and environmentally conscious markets. This class serves as a Management Validator.

Additional Course Objectives:

Develop an understanding of the interrelationships between operations and the other functional areas of an organization

Learn to identify issues such as fast response, strategy, capacity planning, process design, productivity, supply chains, and scheduling.

Develop an appreciation of how to make efficient use of an organization's available resources, making sure that there exists an adequate capacity when called upon

Envision how to be productive with the people you have within an organization

Deepen your understanding of how to organize your work flow to be effective and cost-efficient within an organization

Learn to understand how all of this can add value to an organization

Class Grading/Assessment and Assignment Policy:

All assignments are due on the assigned date. However, as your instructor, I understand that you are a working professional and schedules can be tough. Therefore, if you are not able to turn your assignments in on schedule, as long as you contact me prior to the date, we can work out a schedule. ALL work must be turned in on the last night of the class. It will be helpful if you forward your assignments to my E-mail address: petersagala@hotmail.com.

Assessment:

Grading Scale:

Class participation	400 points (50 pts./ class)	40%	900 – 1000 pts. (90%-100%)	A
Journals (2 journals)	100 points (50 pts per journal)	10%	800 – 899 pts. (80%-89%)	B
Problem Solving /Case Analysis Assignment	100 points	10%	700 – 799 pts. (70%-79%)	C
Quiz	100 points	10%	600 – 699 pts. (60%-69%)	D
Final Exam	200 points	20%	0 – 599 pts. (0%-59%)	F
Final Group Project (Applied Summary Paper)	100 points	10%		
Total Potential Points	1000 points	100%		

Attendance Policy:

In order to accomplish the goals of the class, your attendance is required. I understand that extenuating circumstances could occur. And so, if that is the case, it is your responsibility to contact me as soon as possible to make alternative arrangements.

In order to actively participate, you must be in class and be prepared for the class. If unforeseen circumstances prevent you from being prepared, you should attend class anyway but inform me beforehand so that I will not call you to lead class discussion.

Teamwork: PLEASE NOTE!

Teamwork in solving problems in class is encouraged. You may form ad hoc teams for the first 2 weeks or stay in the same teams throughout the course. However, in order to effectively complete the Final Project and for this to be a true learning experience, I expect that teams will be formed by the 3rd week of our semester. I ask that the contribution made by each team member be clearly identified.

Statement of Academic Dishonesty Policy and Plagiarism:

Academic dishonesty is unethical behavior which in any way violates the standards of scholarly conduct. It includes such behaviors as cheating on assignments or examinations, plagiarizing, submitting the same or essentially the same papers for more than one course without the consent of all instructors concerned, misappropriating library materials, or the destroying of or tampering with computer files. Also included in academic dishonesty is knowingly or intentionally helping another violate any of this policy.

Plagiarism is the failure to give credit for the use of material from outside sources, including the Internet. It includes, but is not limited to: verbatim use of a quote without quotation marks and adequate documentation ; submission of a paper, prepared by another person, as one’s own work; using the ideas, facts, words, photographs, pictures, graphics, or data of someone else and claiming them as your own ; or not documenting ideas, facts, words, or data gathered during research.

See page 166 of the Siena Heights University Undergraduate 2006-2008 Catalog for the University policy on Academic Dishonesty, including plagiarism. Also see page 179 of the Siena Heights University Undergraduate 2006-2008 Catalog for the University Statement of Ethics and Responsibilities in the use of Computer Resources.

Statement on Americans with Disabilities Policy.

Siena Heights University welcomes students with disabilities who meet academic admission requirements, and will work toward meeting their needs by providing reasonable and appropriate accommodations to those students with documented disabilities. These disabilities may include but are not limited to impaired vision, hearing, or mobility; learning disabilities; and Attention Deficit Disorder (ADD), or Attention Deficit Hyperactivity Disorder (ADHD).

Students with documented Learning Disabilities must contact the Director of Academic Advising or the Office for Students with Disabilities to discuss the Siena Heights University Policy.

See page 181 of the Siena Heights University Undergraduate 2006-2008 Catalog for the complete University Americans With Disabilities Policy.

Course and Topic Schedule and Class Assignments:

Date	Time	Topic
9/1	6:00 – 9:00pm	Review of Syllabus during the 1 st hour including introductions and goal of the class. Read and study Chapters 1 and 2 from the text. <i>Skim/Review Chapters 4 and 5</i> for class discussion. Video presentation in class. 1st Journal Assigned.
9/8	6:00 – 9:00pm	Read and study Chapters 6 and 7 from the text. <i>Skim/Review Chapters 8, 9 and 10</i> for class discussion. Video presentation in class. 1st Journal Due.
9/15	6:00 – 9:00pm	Read and study Chapters 11 and 12 from the text. Video presentation in class. Short Review in class for Quiz. 2nd Journal Assigned.

9/22	6:00 – 9:00pm	Read and study Chapters 13 from the text. In class time devoted for teams to work on Group Projects. Video presentation. Quiz administered. 2nd Journal Due.
9/29	6:00 – 9:00pm	Read and study Chapters 14 and 15 for class discussion. In class time devoted for teams to work on Group Projects. Video presentation. Problem /Case Analysis Assigned
10/6	6:00 – 9:00pm	Read and study Chapters 16 from the text for class discussion. In class time devoted for teams to work on Group Projects. Problem /Case Analysis Due.
10/13	6:00 – 9:00pm	Review Material For Final Exam. In class time devoted for teams to work on Group Projects.
10/20	6:00 – 9:00pm	Final Exam and Group Presentations of Applied Summary Paper.

Please Note: Modifications to this syllabus may be made to meet the needs of this specific class.

Notes Regarding The Class Journal Assignments

The purpose of the 2 classroom journals is to spur thinking. You are encouraged to write in the first person (“I”). Journals should be typed. The journal should be written with a minimum range of 500 - 600 words per journal. However, the student is encouraged to write in depth. Evaluation of the journals will focus on the use of the student’s writing skills to encourage exploration of the topics studied and discussed in class as well as their minimum word lengths as stated above. Nevertheless the student will be graded on content not writing style.

A Summary Regarding the Format for Assigned Papers/Case Studies:

1. *Identify The Issue(s), Problem(s), or Challenge(s). (In other words, “What’s The Message?)*
2. *Describe the background, provide the details. The Narrative.*
3. *State the Solution(s) in the Article/Case and state if you agree and / or disagree.*
4. *If applicable, provide any alternative set of solutions.*
5. *Approximately 950 words minimum required.*
6. *Students need to become familiar with A Writer’s Resource: A Handbook for Writing and Research as the standard for writing and designing their written assignments and research papers throughout the course.*

■ **Please Note Well! Pre-assignments for the 1st class session.**

- **Read and study Chapters 1 and 2 from the text. *Skim/Review* Chapters 4 and 5 for class discussion from the Operations Management Textbook.**