

# MGT 364: Operations Management

## Fall 2006, Glass 429, Sections 7, 8

INSTRUCTOR: Dr. Karen L. Brown, Glass #418, 836-7681  
OFFICE HOURS: MWF 10 – 11 am; MW 2-3 pm... and by appointment  
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MGT Dept. web page: <http://www.mgt.missouristate.edu/Faculty.htm>  
Direct to Blackboard: <http://blackboard.missouristate.edu>

**PREREQUISITES:** MGT 340 (Org. Behavior), QBA 237 (Basic Business Statistics) or equivalent, and the **math** requirement for student's major. Basic concepts from accounting and economics.

**COURSE OBJECTIVES:** To convey understanding of operations strategy and policies. To employ qualitative and quantitative approaches to investigate the evaluation and potential improvement of operational measures, such as productivity, efficiency, quality, planning and decision making. Special attention will be placed on integration with other functions and implications for managerial action.

**REQUIRED TEXT:** Davis & Heineke, *Operations Management, Integrating Manufacturing and Services, 5e*, McGraw-Hill Irwin, 2005.

### PREPARATION:

- I request that you read the assignment before coming to class.
- Each exam will address recall, comprehension, and application. Learning the concept is more important than memorizing the words.
- Exam feedback will be delivered ASAP, discussed briefly, returned to the instructor; then we move on.

<b>GRADING POLICY:</b>	<b>Grade</b>	<b>Percent</b>	<b>Points</b>
Four exams @ 100 points each	A	90-100	450-500
Group project, up to 70 points	B	80-89	400-449
Participation, up to 30 points	C	70-79	350-399
<b>Total = 500 points. NO curve.</b>	D	60-69	300-349

### USEFUL DATES FOR SPRING 2006

September 4: Labor Day holiday  
October 19-22: Fall holiday  
October 11: Mid-semester  
October 25: Automatic N drop deadline  
November 22-26: Thanksgiving holiday  
December 1: Last day to drop ... period  
December 7: Last day of classes ... note: this is a Thursday  
December 11 (Monday): Final exam period assigned for this class

Other relevant dates can be found on the Academic Calendar  
([http://www.missouristate.edu/recreg/acad\\_cal.html](http://www.missouristate.edu/recreg/acad_cal.html))

## MGT 364 Tentative course outline:

Date	Chapter	Pages	Topic
	1 2 7 6 3 2-S	“HowStuffWorks” All ** All All 87-93 47, 51-54	<b><u>The Basics</u></b> Introduction Operations Strategy Project Management Product Development, Process Selection -- Technology -- Breakeven Analysis
<b>September 13</b>			<b>Exam 1</b>
	12 8 11 8-S 17 11	406-410, 413-424 All 386-392 242 to mid-259 608-617, 620-626 371-382	<b><u>People and Places</u></b> Layout Process Measurement & Analysis Capacity Job Design & Performance (no calculations) Scheduling Location
<b>October 11</b>			<b>Exam 2</b>
	<del>12-S</del> 14 13 15 3	Handout 506-517, 520, 527-530 475-484 538-554, 555-558 83-87	<b><u>Things</u></b> Forecasting Inventory – Independent Demand (EOQ) Aggregate Planning Inventory – Dependent Demand (MRP) -- ERP
<b>November 8</b>			<b>Exam 3</b>
	9 9-S 10 4	All 304-309, 313, 319-335 All All	<b><u>Ideal Concepts</u></b> Quality Management Quality Tools Lean Production, aka JIT Supply Chain Management
<b>December 6</b>			<b>Exam 4</b>
<b>December 11</b>			<b>Project Presentations, all groups</b>

\*\* “**All**” includes any section introduction pages and chapter introduction pages, and all reading through the Conclusion and Key Terms. For exam review purposes, I also recommend the Review and Discussion Questions at the end of each chapter.

Please leave your notions of “test bank questions” outside the door. Learning the concept is more important than memorizing the words. What do the words in the text and/or handouts mean? ... Why? ... How are these things related? ... All of these questions are good things to know for the exam and for your business education in general.

## MISSOURI STATE UNIVERSITY COURSE SYLLABI/POLICY STATEMENTS, 2006-2007

### **Policy on nondiscrimination:**

Missouri State University is an equal opportunity/affirmative action institution, and maintains a grievance procedure available to any person who believes he or she has been discriminated against. At all times, it is your right to address inquiries or concerns about possible discrimination to the Office of Equal Opportunity Officer, Siceluff Hall 296, (417) 836-4252. Other types of concerns (i.e., concerns of an academic nature) should be discussed directly with your instructor and can also be brought to the attention of your instructor's Department Head.

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### **Policy on disability accommodation:**

To request academic accommodations for a disability, contact the Director of Disability Services, Plaster Student Union, Suite 405, (417) 836-4192 or (417) 836-6792 (TTY), <http://www.missouristate.edu/disability>. Students are required to provide documentation of disability to Disability Services prior to receiving accommodations. Disability Services refers some types of accommodation requests to the Learning Diagnostic Clinic, which also provides diagnostic testing for learning and psychological disabilities. For information about testing, contact the Director of the Learning Diagnostic Clinic, (417) 836-4787, <http://psychology.missouristate.edu/lcd>.

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### **Policy on academic dishonesty:**

Missouri State University is a community of scholars committed to developing educated persons who accept the responsibility to practice personal and academic integrity. You are responsible for knowing and following the university's student honor code, *Student Academic Integrity Policies and Procedures*, available at <http://www.missouristate.edu/provost/3935.htm> and also available at the Reserves Desk in Meyer Library. Any student participating in any form of academic dishonesty will be subject to sanctions as described in this policy.

**NOTE:** Please be aware that the academic integrity policy requires that a student who is charged with academic dishonesty in a course be allowed to continue attending class and fulfilling course requirements while they exercise their right to appeal allegations of academic dishonesty. The student **should receive a grade of "Incomplete"** in the course if an appeal from an allegation is still in progress at the end of the semester, or if the allegation of academic dishonesty is brought forward at the end of the semester. The grade of "Incomplete" remains on the transcript until the appeal is resolved.

**NOTE:** Some academic programs have published policies regarding additional sanctions for academic dishonesty. For COBA, see <http://www.coba.missouristate.edu/COBAPlagiarismPolicy.htm>.

**Instructor-specific note: Exams are the intellectual property of the instructor. Any attempt to retain, remove from the classroom, or communicate to others will be considered an intentional breach of academic integrity, resulting in an XF grade for the student(s).**

## **Statement of attendance policy**

The University's attendance policy can be found in the *Undergraduate Catalog* and at <http://www.missouristate.edu/recreg/attendan.html>. As stated in that policy, instructors must provide students with a written statement of the specific attendance policy for that class.

### **Instructor-specific attendance policy:**

- Students are expected to attend class each class day, and attendance will be taken each class day.
- The student is responsible for all material covered in class, both course content and announcements, whether present or not.
- Participation points will accrue at the rate of 1 point per full week of on-time attendance. Students with full attendance will be awarded an additional 15 points (i.e., the full 30 points); one absence, an additional 10 points; two absences, an additional 5 points.
- Attendance implies readiness to learn more about the course content; students who sleep in class will be asked to leave, with loss of attendance credit for the day.
- If you are absent, it affects only you; if you are late, you disrupt the entire class. The instructor reserves the right to refuse entrance to students who repeatedly arrive after class has started.
- Exams will be taken with your specific section.
- Absence from one exam will be made up **ONLY** through a comprehensive final, in addition to the last regular exam, during period scheduled for the regular final exam (both exams to be taken within the 2-hour period). Absence from a second (or third) exam will **NOT** be made up.
- Students failing to attend class for the entire session(s) of group presentations will forfeit 50 points of the project grade.

### **Policy on use of cell phone or other electronic devices:**

The use by students of cell phones, pagers, or similar communication devices during scheduled classes is prohibited. All such devices must be turned off or put in a silent mode and cannot be taken out during class. At the discretion of the instructor, exception to this policy is possible in special circumstances. See <http://www.missouristate.edu/provost/4264.htm> for complete policy.

COBA spells out college-specific policy at <http://www.coba.missouristate.edu/CellPhonePolicy.htm>. Sanctions for violation of this policy are determined by the instructor and may include dismissal from the class – see Class Disruption (<http://www.missouristate.edu/recreg/classdis.html>). In testing situations, use of cell phones or similar communication devices may lead also to a charge of academic dishonesty and additional sanctions under the *Student Academic Integrity Policies and Procedures*.

### **Instructor-specific electronic device policy:**

**I supply calculators for exams. No electronic devices except these instructor-supplied ones will be acceptable in the classroom when students have access to exams. See Policy on Academic Dishonesty.**

### **Policy on dropping a class:**

It is your responsibility to understand the University's procedure for dropping a class. If you stop attending this class but do not follow proper procedures for dropping the class, you will receive a failing grade and will also be financially obligated to pay for the class. For information about dropping a class or withdrawing from the university contact the Registration Center at 836-4335.