

MGT 364: Operations Management **Spring 2007, Glass 429, Sections 5, 6**

INSTRUCTOR: Dr. Karen L. Brown, Glass #418, 836-7681
OFFICE HOURS: MWF 8:40-9:00 am; MW 1-3 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.

GRADING POLICY:	Grade	Percent	Points
Four exams @ 100 points each	A	90-100	360-400
	B	80-89	320-359
	C	70-79	280-319
Total = 400 points. NO curve.	D	60-69	240-279

USEFUL DATES FOR FALL 2007

January 15: Martin Luther King holiday
February 19: Presidents' Day holiday
March 9: Mid-semester
March 17-25, inclusive: Spring Break
March 26: Automatic N drop deadline
April 6: Spring Holiday
May 4: Last day to drop ... period
May 10: Last day of classes ... note: this is a Thursday
May 12-17: Final exam period

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

MGT 364 Tentative course outline:

Date	Chapter	Pages	Topic
	1 2 8 9-S 6 3	All ** All All 304-309 All 87-93	<u>The Basics</u> Introduction Operations Strategy Processes Quality Tools Product Development, Process Selection -- Technology
February 14			Exam 1
	2-S --- 12 11 8-S 7	47, 51-54 Handout 406-410, 413-424 386-392 242 to mid-259 All	<u>Measurements and Decisions</u> Breakeven Analysis Forecasting Layout Capacity Job Design & Performance (no calculations) Project Management
March 14			Exam 2
	14 13 15 3 17	506-517, 520, 527-530 475-484 538-554, 555-558 83-87 608-617, 620-626	<u>Quantity and Timing</u> Inventory – Independent Demand (EOQ) Aggregate Planning Inventory – Dependent Demand (MRP) -- ERP Scheduling
April 18			Exam 3
	9 9-S 10 4 11	All 313, 319-335 All All 371-382	<u>State of the Art</u> Quality Management Quality Tools Lean Production, aka JIT Supply Chain Management Location
May 12-17			Exam 4

**** “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.**

Why are these chapters out of order? Although this is called Davis and Heineke’s 5th edition of the text, it is actually their first edition covering this particular scope of topics. I have chosen to tell the operations story in what I consider a more logical flow. We start with basic concepts and build to what is current in today’s world. .

Please leave your notions of “test bank questions” outside the door. While you need to learn the terminology, 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.

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; this is recorded, as per university policy.
- The student is responsible for all material covered in class, both course content and announcements, whether present or not. Check Blackboard; find a buddy; see me during office hours.
- Please make an effort to be on time.
- There will be an adjustment to each exam score for attendance and punctuality. If the student has been present and on time and awake each class day since the last exam, the student will earn a 5-point bonus on that exam.
- Absence from one exam will be made up only through a comprehensive final, to be taken immediately following Exam 4 during the Final Exam period. Further exam absences will not be made up.
- The comprehensive exam, while required only if you miss an earlier exam, can be used to replace one of the Exams 1, 2, or 3.

General Exam Information

- Please be on time.
- Please bring a No. 2 pencil.
- Please turn off and put away **all** personal electronic devices. If you need a calculator, it will be provided for you. If you need a translator, please clear it with me at least two class days before the exam.
- If you need formulas or tables, those will be on the exam document. I also post the formulas ahead of time on BlackBoard.
- You are expected to work on your own. Caps rally style or off, please.
- Your exam will consist of multiple choice questions, typically 35-40 for MWF classes. Do NOT expect "test bank" questions; I am looking for a deeper understanding than that type of question.
- The absolute maximum time is 50 minutes for a MWF class. I have classes back to back and must allow for turnover.
- It is my goal to have exams ready for your review on the first class date after the exam.
- I reserve the right to move students for any reason, at any time.
- What happens if you miss an exam? See Attendance Policy, above.

Class Notes

I provide tailored notes on Blackboard in a variety of formats over the semester. If you do not like my notes, please feel free to use the PowerPoint files provided by the publisher at <http://www.mhhe.com/davis5e>.

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/22102.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: 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 the content to others will be considered an intentional breach of academic integrity, resulting in an XF grade for the student(s).

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.

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*.

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.

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/ldc>.

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.