

MGT 364: Operations Management - Winter 2007 - Section 308
Glass 438 - Tuesday Evenings 6:30PM-9:20PM

INSTRUCTOR: Mark D. Steele, Mobile Phone: 417-268-0774
OFFICE HOURS: 45 minutes before class in Glass 438 and by appointment
E-mail: MarkDSteele@missouristate.edu
MGT Dept. web page: <http://www.mgt.missouristate.edu/Faculty.htm>

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 management fundamentals, strategy, management tactics, management practices and policies. To explore and gain understanding of the management priorities in the operations management context. To learn the approach alternatives for the evaluation and improvement of operational measures, such as productivity, efficiency, quality, planning effectiveness and decision-making. Efforts will be undertaken to demonstrate the cross-functional considerations in the broadest organizational context.

REQUIRED TEXT: Heizer & Render, *Operations Management, 8e*, Pearson Prentice Hall, 2006.

PREPARATION:

- Please read the assignment before coming to class.
- Each exam will address concept understanding, recall, comprehension, and appropriate application selection. Terms are important and concept distinctions are vital to demonstration of mastery of these topics.
- Exam feedback will be delivered in a timely fashion.

GRADING POLICY:	Grade	Percent	Points
Three Exams @ 100 points each	A	90-100	360-400
Projects / Assignments up to 70 points	B	80-89	320-359
Participation/Attendance, up to 30 points	C	70-79	280-319
Total = 400 points. NO curve. *	D	60-69	240-279

* Instructor reserves the right to employ a curve if resultant statistics warrant an adjustment.

EXAMS

1. Exams will have problem solving, multiple choice, and true/false questions.
2. If a clear and convincing majority of students (approx. 70%) have missed an exam question the instructor will review the question and consider nullifying it.
3. Any questions concerning an exam question may be asked during class or instructor office hours, but will be limited to the day exams are handed back and the next class meeting.
4. If a student misses an exam or is going to miss an exam, the decision to give a make-up exam will be made on a case-by-case basis.

Tentative Class Schedule

2007-Jan-16 Class Overview and Chapter 1

2007-Jan-23 Chapters 1&2

2007-Jan-30 Chapters 2&3

2007-Feb-06 Chapters 4&5

2007-Feb-13 Chapter 6

2007-Feb-20 EXAM

2007-Feb-27 Chapter 7

2007-Mar-06 Chapter 8 & 9

2007-Mar-13 Chapter 9 & 10

2007-Mar-20 NO CLASSES - Spring Break

2007-Mar-27 Chapter 11

2007-Apr-03 EXAM

2007-Apr-10 Chapter 12

2007-Apr-17 Chapter 13 & 14

2007-Apr-24 Chapter 14 & 15

2007-May-01 Chapter 15 & 16

2007-May-08 Chapter 17

2007-May-15 FINALS

ATTENDANCE

- Attendance is taken every class period for administrative purposes. Attendance and participation are expectations of this class and section.
- Students are responsible for all material presented whether they are present in the classes or not.
- There are two extra credit assignments available to students who have an 80% attendance rate (on-time AND entire class attendance) for the entire semester.
- The attendance policy is a "No Fault Attendance Policy"; *i.e.* there are no unexcused or excused absences, only absences.
- Attendance implies readiness to learn more about the course content; students who sleep, read non-course related material, disrupt others, or distract others with devices or gadgets, 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.

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

Statement of 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 for Equity and Diversity, 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.

Statement 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>.

Statement 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.

Statement of Add/Drop policy:

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.

Cell phone policy:

The use by students of cell phones, PDA's, 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.