

# Operations Management

## MGNT-3615

Spring 2020 Section 01D 3 Credits 01/04/2020 to 05/05/2020 Modified 01/06/2020

### Description

This course is designed to emphasize the strategic importance of operations management to the overall performance of the organization. Students will study the basic principles required to organize and manage both service and manufacturing firms. Topics include issues such as work design, inventory control, supply chains, scheduling, quality control, lean operating systems, and project management.

#### Requisites

Prerequisites:

ECON 3402 and Richard College Upper Division RCUD

Corequisites:

### Contact Information

#### Mr. Philip Reaves

Email: [preaves@westga.edu](mailto:preaves@westga.edu)

Office: 2323

Phone: 6788394772

I am rarely in my office outside of office hours. Please email me if you need something before the next time I'm in my office.

#### Office Hours

Tuesday, Wednesday, 1:00 PM to 4:00 PM, Miller 2323

Exceptions are 2/12, 3/11, 4/15, and 4/29- test days for MGNT 3615.

### Meeting Times

### Materials

#### MindTap Operations and Supply Chain Management

Author: David Alan Collier, James R. Evans

Publisher: Cengage

Edition: 1st

ISBN: 978-1-337-40446-4

### Outcomes

### Evaluation

## Criteria

Type	Weight	Topic	Notes
Exams	45		There will be three (3) exams. Each exam will be worth 100 points. The optional cumulative final will be given on the day listed. These exams will consist mostly of multiple-choice questions but may include other types of questions as well.
Quizzes	40		There will be 14 quizzes, each covering a chapter of the book.
Assignments	15		There will be three assignments. Each assignment will correspond with the material on the test.

## Assignments

### Short answer: Understanding how Operations Management fits into the world around you

Pick a division or part of campus operations and answer the given questions as if you are their COO, VP, or Plant Manager. Put yourself in their shoes and give me short but thorough answers.

### Essay: The campus (or otherwise) bookstore and it's servicescape

Take a fantasy (or real) walk through the campus bookstore and tell me how it makes you feel as a customer.

### Report: Planning a product

Make up a product and plan for it- keep it simple.

## Schedule

When	Topic	Notes
<b>Orientation</b> January 6, normal class time Normal classroom	Orientation	We'll meet to go over the class content, discuss when tests are, and when you're expected to be here.
<b>Exam 1</b> February 19, Normal class time Normal classroom	Part 1	Test will cover chapters one through four.
<b>Exam 2</b> March 11, normal class time Normal classroom	Part 2	Test will cover chapters five through eight.
<b>Exam 3</b> April 15, normal class time Normal classroom	Part 3	Test will cover chapters nine through fourteen.
<b>Optional Final Exam</b> April 29, 2:00pm Miller 1309	Cumulative	The option final exam will cover all chapters previously covered. It will replace your lowest <u>taken</u> test grade.

## Course Policies and Resources

### Exams

There will be three (3) exams. Each exam will be worth 100 points. The optional cumulative final will be given on the day listed.

These exams will consist mostly of multiple-choice questions but may include other types of questions as well.

Make-up exams will be given only if there is a legitimate reason for missing the exam as judged by the instructor and must be completed in a reasonable timeframe. The instructor needs to be notified in advance and documented proof needs to be provided.

## Academic Honesty

Students are expected to recognize and uphold standards of intellectual and academic integrity. UWG, the RCOB and the Department of Management assume as a basic and minimum standard of conduct in academic matters that students be honest and that they present for credit only the results of their own efforts. Acts of academic dishonesty will result in a failing grade for the assignment or exam, and possibly the course.

## Curves

Grades will not be curved during the semester. The grades students receive during the semester are intended only to provide honest feedback on their performance. Final grades may be curved at the end of the semester.

## School Closures

If, for any reason, the University is officially closed on a scheduled exam day or a day that an assignment or project is due, the scheduled item will take place at the next class meeting.

## College/School Policies

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### Wolf Pact

Having read the Honor Code for the University of West Georgia, I understand and accept my responsibility to uphold the values described therein and to conduct myself in a manner that will reflect the values of UWG and the Richards College of Business so as to respect the rights of all UWG community members. As a UWG student, I will represent myself truthfully and complete all academic assignments honestly and within the parameters set by my instructor.

I understand and accept that if I am found guilty of violations (through processes due me as a UWG student and outlined in the UWG Student Handbook), penalties will be imposed.

I also recognize that my responsibility includes a willingness to confront members of the UWG community if I feel there has been a violation of the Honor Code.

Ultimately, I will conduct myself in a manner that promotes UWG as the best place to work, learn, and succeed for my generation, and those to come!

## About the Richards College of Business

### Vision

To become a globally recognized college of business preparing forward-thinking, responsible leaders.

### Mission

We are in the business of transforming lives through education, engagement, and experiences.

### Strategic Goals and Values

#### *Student Success*

Admit quality students and provide them with an education that is rich in experiences and engagement opportunities to prepare them to be effective and ethical professionals.

#### *Academic Success*

Recruit, retain and develop faculty and staff by providing sufficient resources to support dynamic and up-to-date bachelor and master-level curricula, to conduct research and other professional activities, and to support engagement with all stakeholders.

### *Operational Success*

Recruit, retain and develop administrative management and staff personnel to manage, develop and support infrastructure and those activities that build internal and external partnerships while working in an ever-changing environment.

### *Ethical Values*

The Richards College of Business community (administrators, faculty, staff, students, and business partners) share a commitment to the principles of honesty and integrity in interactions and undertakings, accountability for personal behavior, and respect for the rights, differences, and dignity of others. In addition, we strive to continuously improve our abilities to recognize unethical behavior and to make ethical and moral decisions.

## Institutional Policies

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### Academic Support

**Accessibility Services:** Students with a documented disability may work with UWG Accessibility Services to receive essential services specific to their disability. All entitlements to accommodations are based on documentation and USG Board of Regents standards. If a student needs course adaptations or accommodations because of a disability or chronic illness, or if he/she needs to make special arrangements in case the building must be evacuated, the student should notify his/her instructor in writing and provide a copy of his/her Student Accommodations Report (SAR), which is available only from Accessibility Services. Faculty cannot offer accommodations without timely receipt of the SAR; further, no retroactive accommodations will be given. For more information, please contact [Accessibility Services \(https://www.westga.edu/student-services/counseling/accessibility-services.php\)](https://www.westga.edu/student-services/counseling/accessibility-services.php).

**Center for Academic Success:** The [Center for Academic Success \(http://www.westga.edu/cas/\)](http://www.westga.edu/cas/) provides services, programs, and opportunities to help all undergraduate students succeed academically. For more information, contact them: 678-839-6280 or [cas@westga.edu](mailto:cas@westga.edu).

**University Writing Center:** The [University Writing Center \(https://www.westga.edu/writing/\)](https://www.westga.edu/writing/) assists students with all areas of the writing process. For more information, contact them: 678-839-6513 or [writing@westga.edu](mailto:writing@westga.edu).

### Online Courses

UWG takes students' privacy concerns seriously: technology-enhanced and partially and fully online courses use sites and entities beyond UWG and students have the right to know the privacy policies of these entities. For more information on privacy and accessibility for the most commonly used sites, as well as technology requirements visit the [UWG Online \(https://uwgonline.westga.edu/\)](https://uwgonline.westga.edu/) site.

Students enrolled in online courses can find answers to many of their questions in the [Online/Off-Campus Student Guide \(http://uwgonline.westga.edu/online-student-guide.php\)](http://uwgonline.westga.edu/online-student-guide.php).

If a student is experiencing distress and needs help, please see the resources available at the [UWG Cares \(http://www.westga.edu/UWGCares/\)](http://www.westga.edu/UWGCares/) site. [Online counseling \(https://www.westga.edu/student-services/counseling/index.php\)](https://www.westga.edu/student-services/counseling/index.php) is also available for online students.

### Honor Code

At the University of West Georgia, we believe that academic and personal integrity are based upon honesty, trust, fairness, respect, and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

The University of West Georgia maintains and monitors a confidential Academic Dishonesty Tracking System. This database collects and reports patterns of repeated student violations across all the Colleges, the Ingram Library, and the School of Nursing. Each incidence of academic dishonesty is subject to review and consideration by the instructor, and is subject to a range of academic penalties including, but not limited to, failing the assignment and/or failing the course. Student conduct sanctions range from verbal warning to suspension or expulsion depending on the magnitude of the offense and/or number of offenses. The incident becomes part of the student's conduct record at UWG.

Additionally, the student is responsible for safeguarding his/her computer account. The student's account and network connection are for his/her individual use. A computer account is to be used only by the person to whom it has been issued. The student is responsible for all actions originating through his/her account or network connection. Students must not impersonate others or misrepresent or conceal their identities in electronic messages and actions. For more information on the University of West Georgia Honor Code, please see the [Student Handbook \(https://www.westga.edu/administration/vpsa/handbook-code-of-conduct.php\)](https://www.westga.edu/administration/vpsa/handbook-code-of-conduct.php).

## UWG Email Policy

University of West Georgia students are provided a MyUWG e-mail account. The University considers this account to be an official means of communication between the University and the student. The purpose of the official use of the student e-mail account is to provide an effective means of communicating important university related information to UWG students in a timely manner. It is the student's responsibility to check his or her email.

## Credit Hour Policy

The University of West Georgia grants one semester hour of credit for work equivalent to a minimum of one hour (50 minutes) of in-class or other direct faculty instruction AND two hours of student work outside of class per week for approximately fifteen weeks. For each course, the course syllabus will document the amount of in-class (or other direct faculty instruction) and out-of-class work required to earn the credit hour(s) assigned to the course. Out-of-class work will include all forms of credit-bearing activity, including but not limited to assignments, readings, observations, and musical practice. Where available, the university grants academic credit for students who verify via competency-based testing, that they have accomplished the learning outcomes associated with a course that would normally meet the requirements outlined above (e.g. AP credit, CLEP, and departmental exams).

## HB 280 (Campus Carry)

UWG follows University System of Georgia (USG) guidance: [http://www.usg.edu/hb280/additional\\_information#](http://www.usg.edu/hb280/additional_information#) ([http://www.usg.edu/hb280/additional\\_information](http://www.usg.edu/hb280/additional_information))

You may also visit our website for help with USG Guidance: <https://www.westga.edu/police/campus-carry.php> (<https://www.westga.edu/police/campus-carry.php>)

## Mental Health Support

If you or another student find that you are experiencing a mental health issue, free confidential services are available on campus in the [Counseling Center](#). Students who have experienced sexual or domestic violence may receive confidential medical and advocacy services with the Patient Advocates in [Health Services](#). To report a concern anonymously, please go to [UWGcares](#).

## Additional Items

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