

OMGT 5003—Introduction to Operations Management

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MSOM Students:

In order to graduate, a student must earn a “B” grade or higher in all required courses. (This course is a “core” required course) If a student earns a “C” grade or below on a required course, the course must be repeated as soon as possible as determined by program administration and can only be repeated once.”

Course description:

Provides an overview of the functional activities necessary for the creation/delivery of goods and services. Topics covered include: productivity; strategy in a global business environment; project management; quality management; location and layout strategies; human resources management; supply chain and inventory management; material requirements planning; JIT; maintenance and reliability; and other subjects relevant to the field. Required course.

Required Textbook:

Operations Management - With MyOMlab Access; Heizer, Jay 12th ed, 2017 Prentice-Hall ISBN 13: 9780134130422. Avoid the international and flexible edition of the text.

MyOMlab Access is required for this class. It should come with your text if you ordered the correct ISBN. If not, you will need to purchase it separately from the publisher.

It is recommended that you keep this textbook until you complete the program. This text may be required material in other OMGT courses.

Correct textbook must be ordered and in hand by the first day of class. Utilizing expedited shipping option may be required. Ensure you order the textbook with the correct ISBN. International or Flexible textbooks are not supported by the instructor. Failure to order the correct textbook in a timely manner will adversely affect your success and your grade in class

Course Goals/Objectives:

The course goal is to define operations management and the role of the operations manager in making strategic OM decisions in relation to the following objectives:

1. Apply strategies for Designing and Producing Products and Services.
2. Apply a Total Quality Management principles that identify and satisfy customer needs
3. Make Process and Capacity Design decisions along with process options for products and services.
4. Select optimal facility Locations for both manufacturing and service organizations.

5. Select effective and efficient Layout strategies that will meet the firm's competitive requirements.
6. Create a Human Resource strategy to manage labor and design jobs.
7. Make Supply Chain Management decisions giving consideration to quality, delivery, innovation and costs.
8. Make Inventory decisions that strike a balance between inventory investment and customer service.
9. Make quantity and timing of production decisions for the intermediate future through planning and scheduling
10. Make reliability and Maintenance decisions to maintain the capability of Operations Management systems.
11. Evaluate the importance of strategies to achieve competitive advantage in a global environment
12. Construct Analytical tools for Operations Managers that include the following decision making tools: linear programming, transportation models, waiting-line models, learning curves, and simulation.
13. Apply excel functions as tools to aid in the analysis and evaluation of solutions for strategic OM decisions. Excel required.

Course Requirements:

Your grade for this course will be based upon mastery of course concepts as demonstrated by successfully completing weekly assigned readings, assignments, discussions/blog, one assigned case study, and midterm and final exams. All of these requirements must be completed to pass the course.

Course Grades are computed as a weighted average based on the following weights:

Assignments	10%
Blog	10%
Team Case Project	20%
Midterm Exam	30%
Final Exam	30%
Total	100%

Evaluation Procedures:

Grading Scale A = 90-100% B = 80-89% C = 70-79% F = below 70%

Assignments

Complete and submit the assigned chapter questions and problems provided in the Blackboard course area. Submit your completed assignment to the Assignments area in Blackboard. My goal is to return the assignments within four days following the assignment due date. I will provide feedback along with solutions/answers for problems/questions missed.

Exams

Two exams are scheduled:

- Mid-term exam
- Final exam

The course will utilize the online proctoring service—ProctorU. Students will have an exam availability period to complete each of the two exams.

Exam Considerations:

1. Students must schedule the exam at least 72 hours in advance with ProctorU and complete the exam during the exam availability period.
2. The exam is timed. No answers are accepted after time expires. A clock provides the remaining time during the exam session.
3. Each student receives only one session to start and complete the exam. Blackboard will not allow a second session to complete the exam. Plan to complete the exam when an uninterrupted period is available.
4. If you experience any difficulties with Blackboard online testing, please promptly let me know with an email or phone contact.

Team Case Project

The team case project is an interactive assignment where students work in teams to discuss, brainstorm and develop a business case that defines how companies utilize the 10 Strategic OM Decisions in their operations. The assignment is made during the first week of the term. Throughout the term, relevant exercises, brainstorming topics and other assignments will be given to each team. The teams will work together, utilizing on line collaboration tools located in Blackboard. The final deliverable for each team will be the production and online presentation of a properly cited team PowerPoint presentation that meets the requirements of the case study. Grades for this exercise will contain both team and individual components.

Blog Participation.

Blog Participation is required to enhance learning and understanding through the sharing of personal experience, knowledge, and insights. For this course, many of the discussion topics will be opportunities to brainstorm topics relevant to the team case assignment.

Each week a relevant Blog topic will be given to each team. Each student will then submit a response to the team's Blog. Responses may vary from posting related articles, to relevant video to written responses. Grades for each student's participation are based on substantive content, demonstrated research and presentation of ideas within the group blog.

Due Date Policy.

Assignments—The assignment score will include a late assignment deduction of 3 points for each day or part of a day the assignment is submitted past the due date/time. Please see end of term policy below.

Exams—No exams accepted after the exam due date.

Blog Participation---No discussion/blog participation accepted after the due date/time.

End of the term—no assignments, exams, and blog participation accepted after the end of the term.

If you have extenuating circumstances---please notify me in advance.

Communication.

The course utilizes Blackboard as the primary channel of communication.

The course home page on Blackboard is located at <http://learn.uark.edu/>. The Blackboard area will be used for course information and communication including:

- Dissemination of course materials including the syllabus and course changes
- Course content—chapter areas of emphasis, objectives, video sessions, and self-tests
- Assignment drop box—area for assignment submission
- Grade access
- Email communication
- Discussion Board
- Virtual Office

Each student is expected to check the Blackboard course page regularly for course information, grades, course communication, assignments, and email. If you have a question that needs an immediate response then do not hesitate to call me.

Academic Honesty Policy:

- As a core part of its mission, the University of Arkansas provides students with the opportunity to further their educational goals through programs of study and research in an environment that promotes freedom of inquiry and academic responsibility. Accomplishing this mission is only possible when intellectual honesty and individual integrity prevail. Each University of Arkansas student is required to be familiar with and abide by the University's '[Academic Integrity Policy](#)' at honesty.uark.edu. Students with questions about how these policies apply to a particular course or assignment should immediately contact their instructor
- Plagiarism is often misunderstood. It can be defined as submitting someone else's work as your own. It is not permissible to "cut and paste" and then just cite another's work. In writing for homework or projects, you should read and learn, process through your mind, relate ideas, and then express what you learned in your own words. Cite the references where you found your information. If you do use someone else's words, you must use quotation marks and cite. You should not overuse quotes – save them for a rare occurrence.
A complete statement of the U of A's Academic Honesty Policy is available in the UA Student Handbook and the UA Graduate Catalog.

Inclement Weather Policy:

Weather is unlikely to force cancellation of any online classes or activities. If a known weather event is approaching, it is good practice for students to turn in work early in case of local power outages.

Conduct of the Course

This course relies heavily on the text readings, written assignments, case study and discussions with other students. Each of these activities is require completion in order to receive a passing grade for the course.

The course requires on-time submission of all work. While you have a great deal of flexibility within each week to complete the work, due dates are fixed. This is not a self-paced course per se so you must complete your activities on time in accordance with the class schedule.

Attendance Requirements/Late Work

Assignments: **the professor must approve all late assignment work in advance.** Even if approved, late work will receive a 2-point deduction per day for 5 days. No late assignments will be accepted after 5 days.

Discussions: Discussions are interactive and therefore cannot be submitted late. Discussions are open for one week and once the due date and time is reached, they are closed. This is because the class has moved on to the next topic, so interaction with other students is no longer possible once the discussion is closed.

Team Case Assignment: The Team Case assignment must be completed and submitted on time in order to receive a passing grade for the course.

Exams: Exams must be completed during the testing period. Makeup exams are discouraged and may prevent students from receiving a passing grade for the term.

Extra Credit: There is no opportunity for extra credit. I prefer students spend their time concentrating on the required activities and assignments.

Office Hours

My appointment calendar is available via UASuccess. I am available for student appointments on Tuesday and Thursday morning from 8:00 am - 10:00 am Central and on Saturday evenings from 8:00 pm - 10:00 pm Central. You can make an appointment with me during that time and I will meet with you on Collaborate, a multimedia videoconferencing tool accessible here in Blackboard on the Course main menu.

Caveat re: changes to syllabus

Family Educational Rights and Privacy Act (FERPA)

The *Family Educational Rights and Privacy Act (FERPA)* protects a student's academic and other educational records from unauthorized access. This protection extends to email correspondence between a student and the University of Arkansas faculty and staff.

To provide reasonable assurance that emails are from the student, all university or class related emails must be sent from the student's uark.edu email account. Additionally, university or class related emails must be sent to the student's uark.edu email account.

This means that I cannot acknowledge emails sent from your personal or work email accounts, and I cannot send emails to your personal or work email accounts.

University of Arkansas Academic Policy Series 1520.10

University of Arkansas Academic Policy Series 1520.10 requires that students with disabilities be provided reasonable accommodations to ensure their equal access to course content. If you have a documented disability and require accommodations, please contact me privately at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through the Center for Educational Access (contact 479-575-3104 or visit <http://cea.uark.edu> for more information on registration procedures).