

TENNESSEE STATE UNIVERSITY
COLLEGE OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION

MGMT 3020 – OPERATIONS MANAGEMENT

Professor: Festus O. Olorunniwo, Ph.D.
Semester: Spring 2013
Office: AWC Room K432, College of Business
Office Hours: MW 2:30-4:00 pm; R 12:30-3:30 pm; other times by Appointment thru Secretary
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COURSE DESCRIPTIONS:

An overview of the basic principles, concepts, and analytical tools involved in the design, operation, and control of operations that produce goods and services, with an emphasis on the efficient use of resources.

Course Prerequisite: Junior Standing, ECON 2040 or 2050

REQUIRED TEXT AND MATERIALS

Operations Management (11E), by *William J. Stevenson: Published by McGraw-Hill Irwin (2012).*

EACH STUDENT IN THIS CLASS MUST HAVE (buy, borrow, rent) THIS TEXTBOOK AND BRING IT TO CLASS. YOU MAY NOT BE ALLOWED TO REMAIN IN CLASS ON ANY DAY YOU DO NOT BRING A BOOK TO CLASS. IF YOU ARE ASKED TO LEAVE CLASS ON ANY DAY, THAT DAY WILL BE RECORDED AGAINST YOU AS AN UNEXCUSED ABSENCE.

COURSE LEARNING OBJECTIVES:

1. *Learn and apply concepts fundamental to all operations-manufacturing or service.*
2. *Learn basic concepts and tools in creating goods and services for organization*
3. *Understand the impact of globalization of businesses on the operations function.*
4. *Learn how operations can be used to gain competitive advantage.*
5. *Business decision making based on quantitative and qualitative analysis.*

Class Procedures and Requirements:

1. **Assignments** indicated below reflect the plan for presentation of course materials and will be followed as closely as circumstances permit. Adjustments may, however, be made from time to time by class announcements. Each student is responsible for compliance with all announced adjustments.
2. **Students will be required to turn in written projects and cases; make oral presentation in class using PowerPoint, the Web, Spreadsheet and/or Database software products; and be able to work well in team environments.**

3. ACADEMIC INTEGRITY:

Academic honesty and integrity lie at the heart of any educational enterprise. Students are expected

to do their own work and neither to give nor to receive assistance during quizzes and examinations. Deliberate violations of academic integrity (plagiarism, cheating, misrepresentation, of information) and fabrication are not tolerated. Actions outlined in the Tennessee State University Student Handbook under Code of Student Conduct will be followed for incidents of academic misconduct.

REASONABLE ACCOMODATIONS:

Any students requiring accommodations should contact Patricia Scudder, Director of Students with Disabilities-Disabled Student Services Office, at 963-7400, preferably before the fourth class meeting. The College of Business, in conjunction with the Office of Disabled Student Services, makes reasonable accommodations for qualified students with medically documented disabilities. I need to be aware of your status if it will affect your class activities and assignments---before assignments are due.

CODE OF STUDENT CONDUCT:

There will be no eating, drinking, sleeping or disruptive behavior in the classroom. Each student is encouraged participating in classroom activities, asking questions, and working along with the class as recommendations/problem solutions to illustrations, examples, and cases are examined. Additionally, cell phones must be turned off upon entering the classroom and should remain so until class has ended. Action will be taken against those students who do not adhere to appropriate classroom behavior.

4. **Attendance Policy.** Students are expected to be present for all class meetings. Material covered during an absence is the responsibility of the student, except in cases where the student has an acceptable reason for the absence. The attendance policy stated in the catalog applies. *Other specific attendance policies that will be stated in class at the beginning of the term include, but not be limited to the following:*

- a) **2 unexcused lateness = 1 absence**
- b) **2 unexcused early departures = 1 absence**
- c) **Maximum of 3 absences* will earn bonus grade points (TBA) at the end of the semester**
- d) **5 absences* will result in dropping course grade by one letter.**
- e) **6 or more absences* =F Course grade.**

** absences are total absences calculated from actual unexcused absences, latenesses, and early departures as stated in (a) and (b) above . All students enrolled in the class will be held accountable to these policies.*

5. **Method of Instruction.** Instruction will be by lectures, hands-on use of Operations Management software to analyze team-based projects and case studies, team presentation of projects and case studies, and group discussions. The course will be delivered in a multimedia environment-PowerPoint, Web-based plant tours, Microsoft Excel spreadsheet templates, Operations Management Software in Windows environment, and Practice Exams on CD-ROMs.

6. **Evaluation Policy.** The final grade will be calculated as follows:

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Projects/Cases	20%
Quizzes	10%
Exam 1	20%
Exam 2	20%
Final Exam (<i>comprehensive</i>)	30%

The grading scale is:

100%-90%	=	A
89%-80%	=	B
79%-70%	=	C
69%-60%	=	D
Less than 60%	=	F

COURSE OUTLINE AND CLASS ASSIGNMENTS

MODULE #	TOPIC	ESTIMATED (WEEKS)	CHAPTER
1	Introduction to Operations Management	0.5	1
2	Productivity, Competitiveness, Oper. Strategy	1.0	2
4	Project Management	1.5	17
5	Product and Service Design	1.0	4
	Exam 1		
6	Capacity Planning	1.5	5
7	Decision Analysis	1.0	5 sup
8	Process Selection and Facility Layout	1.0	6
9	TQM and Quality Tools	1.0	9
	Exam 2		
10	Lean Operations	1.0	14
11	Inventory Management	1.5	13
12	Supply Chain Management	1.0	15
13	Aggregate Planning	1.0	11
14	Material Requirement Planning	1.0	12
	Final Exam		

Honor, Dress & Decorum College of Business, Tennessee State University

In creating a professional culture, the following Code of Honor, Dress and Decorum has been developed and established by College of Business constituents, including significant input from students. It is generally accepted by the College of Business student body, faculty, and staff that we will treat our colleagues with courtesy, respect, and collegiality, and treat the classroom as a business meeting.

I will maintain a level of decorum that best represents this professional setting.

I will respect my classmates, faculty, and College of Business visitors by:

- ◆ Observing rules of attendance and punctuality
- ◆ Not using my cell phone in class or allowing it to ring
- ◆ Refraining from loud conversation and profanity in classrooms and hallways
- ◆ Observing generally accepted rules of professional attire

I will respect myself by:

- ◆ Providing my best effort to the course
- ◆ Not cheating by giving or accepting materials, copying, stealing, deception, or plagiarism.
- ◆ Doing my assigned part in group work
- ◆ Coming to class prepared
- ◆ Asking questions

Plagiarism is: Using someone else's ideas or phrasing and representing those ideas or phrasing as our own, either on purpose or through carelessness, is a serious offense known as plagiarism. "Ideas or phrasing" includes written or spoken material, of course — from whole papers and paragraphs to sentences, and, indeed, phrases — but it also includes statistics, lab results, art work, etc. "Someone else" can mean a professional source, such as a published writer or critic in a book, magazine, encyclopedia, or journal; an electronic resource such as material we discover on the World Wide Web; another student at our school or anywhere else; a paper-writing "service" (online or otherwise) which offers to sell written papers for a fee.

I will observe the following:

- ◆ Understanding that loose clothing is a current style, “super-sag” and low-rise pants that reveal undergarments are inappropriate in the business setting. The College of Business at Tennessee State University considers this style of clothing unprofessional and unbecoming for members of this community.
- ◆ As for other forms of revealing clothing, high hem-lines and deep-cleavage revealing blouses and tops are unprofessional and in the College of Business at Tennessee State University, this style is also considered unprofessional and unbecoming for members of this community.
- ◆ Head rags, hats and caps are not considered a part of professional attire and in the College of Business at Tennessee State University, are considered unprofessional for members of this community.
- ◆ Loud conversation and profanity are unprofessional and unacceptable. In the College of Business at Tennessee State University, it is unacceptable in the classroom setting and strongly discouraged in hallways between classes. By observing this code I understand that I am a member of the College of Business at Tennessee State University whose guiding principles and core values include:

Academic Integrity	Service	Mutual Respect
Continuous improvement	Collegiality	Teamwork
Diversity	Courtesy	Scholarship
Global Perspective	Ethical Conduct	Professionalism

I will adhere to the College of Business Code of Honor, Dress & Decorum and to these principles and will represent the College of Business and the corporate community with the highest level of integrity and professionalism. I certify that I have read the course syllabus and this document and will comply with the course requirements and adhere to the Honor, Dress and Decorum code.