

MGT 314 - Online
Operations Management
Western Kentucky University
Edwin Buchanan
Spring 2018

Phone: (270) 991-8446

Class Meeting: On-Line

E-Mail: edwin.buchanan@wku.edu

Time: TBD

Office Hours: By appointment only

Required Textbook:

Title - Operations Management

Author(s) - Jay Heizer, Barry Render & Chuck Munson

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Other Items Needed

- Access to a computer (preferably your own) with a reliable Internet connection.
- Microsoft Word or word processing software that saves files in .doc, .docx, or .pdf file format.
- Adobe Acrobat Reader (a free download from Adobe.com).
- Working speakers—you will be watching videos as part of this course.

Course Description: This course is about methods to effectively produce and distribute the goods and services sold by a company.

Course Purpose: To provide students with knowledge and skills which will assist in being successful in operations management (OM). OM is concerned with the management of an entire system that produces a good or delivers a product/service.

Course Objectives: After the course students should:

1. List and define the 10 Critical Decisions of Operations Management

2. Compare the practices of Lean Operations, Material Management, Forecasting, Managing Quality, Human Resources and Job Design.
3. Examine methods of how the practices of Lean operations, Managing Quality, Human Resources and Job Design contribute to the profitability of organizations.
4. Explain the legal issues encountered by organizations when implementing the 10 Critical Decisions of Operations Management.

Email and Blackboard Announcements

Your instructor will use Blackboard Announcements as a way of communicating with the whole group during this online course. All Blackboard Announcements will be sent via email, as well. Therefore, please watch your WKU email, or Blackboard Announcements, for course communication.

Attendance Policy

While there is no formal attendance policy of when you need to log in for the course. You will be expected to complete assignments per the schedule which will be provided by the end of the first week of the course.

Evaluation

Your "grade" for this course will be based on the work outlined in this syllabus and schedule. You can track your progress via Blackboard. Be sure to check this often in case revisions to work are needed.

Work Submission

All work will be submitted on the Blackboard site in the appropriate lesson folders. For discussion boards, in general, please post directly in the textbox rather than submitting attachments. This makes reading and participating in the boards easier. For formatted work, you'll post, you may post that portion of the assignment as a .doc/.docx or .pdf file so that you do not lose the formatting you've put in place.

In general, course activities are due on Sunday night at 11:59 p.m. CST. Exceptions will be communicated via email or Blackboard.

Late Work

As in a typical online class, you are expected to complete assignments by the scheduled due date. If circumstances beyond your control arise, contact your instructor as soon as possible. No work will be accepted after the end date of this

course. It is strongly recommended that you do not wait until the last minute to submit your work.

Failure of Technology

Blackboard can sometimes have issues. If you have issues with Blackboard, please contact the IT Help Desk at 270-745-7000.

ADA Notice: Disability and Accommodations

The Center for Faculty Development strongly supports reasonable accommodation for all participants.

This course is offered through Blackboard, which is in conformance with the Web Content Accessibility Guidelines (WCAG) 2.0 Priority AA, issued December 2012 by Deque Systems. For more information on Blackboard and its development, please visit the [Blackboard Accessibility webpage](http://www.blackboard.com/Platforms/Learn/Resources/Accessibility.aspx) (<http://www.blackboard.com/Platforms/Learn/Resources/Accessibility.aspx>).

This course includes the following:

- ALT tags that contain appropriate information about the graphic and/or activity.
- Appropriate color combinations that minimize color blindness effects.
- Appropriate font and font-size combinations to improve readability.
- Minimal use of bullets and/or charts that may be confusing to participants who use electronic readers.
- Transcripts and/or closed captioning for video and audio clips.

The above features demonstrate CFD's understanding of the importance of providing a learning environment that supports qualified participants. Participants who require additional accommodations should contact the instructor.

Respectful Behavior and General Civility

It is nice to have free and open discussions of what we think and feel about the things we read, watch, and write. In order that we all feel comfortable expressing opinions freely, let's be respectful of each other, even if we don't agree about everything. We can disagree and offer feedback and still be respectful.

Discussion Boards

Participants may be asked to complete discussion activities associated with lessons during the online course.

Discussion Board Post Criteria

1. Make sure you read the directions carefully and respond to others when requested.
2. If your posting does not meet the requirements, you will need to revise your post.

Cheating and Plagiarism

Work completed for this course should be your own work. Anyone found to submit work that is not original to that person is subject to fail the course.

Examinations, Homework and Posts Assignments: The course grade will be determined by the following:

Points Possible

Exam 1	100
Exam 2	100
Exam 3	100
Final Exam (comprehensive)	100
Project/Summary Paper	200
<u>Homework/Post/Assignments</u>	<u>200</u>
<i>Total Points possible</i>	<i>800</i>

Exams

There will be four (4) exams in this course, three (3) regular exams and a final exam. They will cover material from the chapters during that module and from the module assignments. These exams will consist of multiple choice, true/false, problems and/or discussion questions.

Homework: There will be approximately ten (10) homework assignments/posts during the term. Each will be worth 20 points.

Grading Scale

Grading scale will be based upon the following:

A 90 - 100% 716-800 points

B	80 - 89%	636-715 points
C	70 - 79%	556-635 points
D	60 - 69%	476-555 points
F	59% and below	475 points or less

If the total number of possible points is modified during the semester, the grading scale will be adjusted accordingly.

Tentative Course Outline for MGT 314 - Online Spring 2018

Week # 1 (January 22 nd)	Review Syllabus Chapter 1 - Operations and Production
Week # 2 (January 29 th)	Chapter 2 Operations Strategy in a Global Environment
Week #3 (February 5 th)	Chapter 4 Forecasting
Week # 4 (February 12 th)	Exam 1 - Chapters 1, 2 & 4
Week # 5 (February 19 th)	Chapter 12 Inventory Management
Week # 6 (February 26 th)	Chapter 10 Human Resources, Job Design & Work Measurement
Week # 7 (March 5 th)	Chapter 16 Lean Operations (also Just-In-Time)
Week # 8 (March 12 th)	SPRING BREAK
Week # 9 (March 19 th)	Chapter 16 Lean Operations (continued)
Week # 10 (March 26 th)	Exam 2 - Chapters 12, 10 & 16
Week # 11 (April 2 nd)	Chapter 6 Managing Quality
Week # 12 (April 9 th)	Chapter 11 Supply Chain Management Prep for Project/Summary Paper

Week # 13 (April 16 th)	Chapter 7 Process Strategy
Week # 14 (April 23 rd)	Exam 3 - Chapters 6, 11 & 7
Week # 15 (April 30 th)	Project/Summary Paper due (actual due date TBD)
Week # 16 (May 7 th)	Final Exam - will be given sometime during this week

Note: Class outline and schedule may be modified to better meet the needs of the students.