

**MGT 314 - Online
Operations Management
Western Kentucky University
Edwin Buchanan
Spring 2022**

Phone: (270) 991-8446

Class Meeting: On-Line

E-Mail: edwin.buchanan@wku.edu

Time: TBD

Office Hours: By appointment only (Part-Time Faculty)

(Can schedule phone call or meeting via Zoom)

Required Textbook:

Title - Operations Management

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

Copyright - 2017, edition 12

ISBN: 9780134130422

Published by Pearson Learning Solutions

(Note: other editions may be available. Editions 10, 11 & 13 are also acceptable for use.)

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. PowerPoint as well.
- 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 will 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 Accommodations

In compliance with University policy, students with disabilities who require academic and/or auxiliary accommodations for this course must contact the Student Accessibility Resource Center located in Downing Student Union, Room 1074. The SARC can be reached by phone number at 270-745-5004 [270-745-3030 TTY] or via email at sarc.connect@wku.edu. Please do not request accommodations directly from the professor or instructor without a faculty notification letter (FNL) from The Student Accessibility Resource Center.

Title IX/ Discrimination & Harassment

Western Kentucky University (WKU) is committed to supporting faculty, staff, and students by upholding WKU's Sex and Gender-Based Discrimination, Harassment, and Retaliation (#0.070) and Discrimination and Harassment Policy (#0.2040). Under these policies, discrimination, harassment and/or sexual misconduct based on sex/gender are prohibited. If you experience an incident of sex/gender-based discrimination, harassment and/or sexual misconduct, you are encouraged to report it to the Title IX Coordinator, Deborah Wilkins, 270-745-5398 or Title IX Investigators, Michael Crowe, 270-745-5429 or Joshua Hayes, 270-745-5121. Please note that while you may report an incident of sex/gender-based discrimination, harassment and/or sexual misconduct to a faculty member, WKU faculty are "Responsible Employees" of the University and MUST report what you share to WKU's Title IX Coordinator or Title IX Investigator. If you would like to speak with someone who may be able to afford you confidentiality, you may contact WKU's Counseling and Testing Center at 270-745-3159.

Healthy on the Hill

All students are strongly encouraged to get the COVID-19 vaccine. Out of respect for the health and safety of the WKU community and in adherence with CDC guidelines and practices of all public universities and colleges in Kentucky, the University requires that a cloth face covering (reusable or disposable) that covers both the nose and mouth must be worn at all times when in public areas within all buildings. Students must properly wear face coverings while in class regardless of the room size or the nature of the classroom activities. Students who fail to wear a face covering as required will be in violation of the WKU Student Code of Conduct and will be asked to comply or will face disciplinary action, including possible dismissal from the University. Accommodations can be requested in special cases through the Student Accessibility and Resource Center (SARC): 270-745-5004 (voice), 270-745-3030 (TTY), or 270-288-0597 (video).

All students must immediately report a positive Covid-19 test result or close contact with a person who has tested positive to the Covid-19 Assistance Line at 270-745-2019. The assistance line is available to answer questions regarding any Covid-19 related issue. This guidance is subject to change based on requirements set forth by public health agencies or the office of the governor. Please refer to the Healthy on the Hill website for the most current information.
www.wku.edu/healthyonthehill

WKU Counseling and Testing Center

The university experience should be challenging, but not overwhelming. To this end, the WKU Counseling Center provides a variety of services to help strengthen students' capacity to tolerate distress, form healthy relationships, and seek healthy expressions of their ideals and values. If you would like to speak with someone, you may contact WKU's Counseling and Testing Center at 270-745-3159 or use their Here To Help service at <https://www.wku.edu/heretohelp/heretohelpemail.php>. If you need immediate help, please visit the Counseling Center in 409 Potter Hall or call the 24-hour emergency help line at 270-843-4357.

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 us be respectful of each other, even if we do not 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	100
<u>Homework/Post/Assignments</u>	<u>200</u>
<i>Total Points possible</i>	<i>700</i>

NOTE: ALL EXAMS, HOMEWORK ASSIGNMENTS, QUIZZES WILL BE ADMINISTERED VIA BLACKBOARD.

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 700 points listed above. Final grading scale will be communicated via email later in the semester.

Tentative Course Outline for MGT 314 - Online Spring 2022

NOTE: Assignments will be distributed during the week of the date in parenthesis (typically Tuesday's or Wednesday's and will be due on Sunday's).

Week # 1 (week of January 18 th)	Review Blackboard/Syllabus Chapter 1 - Operations and Production
Week # 2 (week of January 24 th)	Chapter 2 Operations Strategy in a Global Environment
Week # 3 (week of January 31 st)	Chapter 4 Forecasting
Week # 4 (week of February 7 th)	Exam 1 - Chapters 1, 2 & 4
Week # 5 (week of February 14 th)	Chapter 12 Inventory Management
Week # 6 (week of February 21 st)	Chapter 10 Human Resources, Job Design & Work Measurement
Week # 7 (week of February 28 th)	Chapter 16 JIT and Lean Operations
Week # 8 (week of March 7 th)	Exam 2 - Chapters 12, 10 & 16
Week # 9 (week of March 14 th)	SPRING BREAK
Week # 10 (week of March 21 st)	Chapter 6 Managing Quality

Week # 11 (week of March 28 th)	Chapter 7 Process Strategy and Sustainability
Week # 12 (week of April 4 th)	Chapter 11 Supply Chain Management
Week # 13 (week of April 11 th)	Exam 3 - Chapters 6, 7 & 11
Week # 14 (week of April 18 th)	TBD (Details to be provided later by instructor)
Week # 15 (week of April 25 th)	Final Semester Assignment Due
Week # 16 (week of May 2 nd)	Final Exam