Syllabus

Course: IDM 4331/5331: Production & Operations Management
Class Time: 4331-01/5331-01 Tue. & Thurs. 2:30-3:45 Old Main 325

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Last Updated: 01/05/2009 This Syllabus is a dynamic document. Elements of the course structure (e.g., dates and topics covered, but not policies) may be changed at the discretion of the professor.

COB Mission Statement

The mission of the College of Business is to provide high quality undergraduate and graduate business education with a global perspective and ethical awareness. We accomplish this through emphasis on excellence in teaching, which is strengthened by faculty scholarship and supported by professional service.

COB Learning Goals

The College of Business at West Texas A&M University seeks to prepare students in the BBA degree program for careers in business and to foster their professional growth and advancement via the key learning goals. Each learning goal is accompanied by an operational definition for the goal.

- Functional Business Knowledge: Students will examine the core concepts within each business discipline: accounting, finance, marketing, management, statistics, and computer information systems.
- Communication Skills: Students will demonstrate a competency in writing, speaking, and technology communication.
- Micro Business Environment Skills: Students will be able to analyze business situations, to include integrating the roles of functional areas, using information and logic to make cross functional recommendations for problem solving and decision making. Students will be able to analyze non-market issues occurring at the intersection of a business and the society it operates in,
to make sensible recommendations for managing such intersections, and to do both consistent with good business ethics. Focus on critical thinking and ethical application.

- Macro Business Environment Skills: Students will develop an awareness of domestic issues, international issues, cross-cultural issues, and teamwork application. Focus on and teamwork applications.

Course Description

Operations Management is defined as how to design, operate, and improve a business process of converting inputs into valuable goods, services, information and knowledge.

Course Objectives

The objectives of this course are to help you:

- develop a system view of productivity, efficiency, flexibility and quality;
- understand a business process of converting inputs into goods and services;
- Learn of contemporary operations technologies and practices, such as Just-In-Time, Total Quality Management, Project Management and Business Process Reengineering.

Map from COB Learning Goals to Objectives for this course

- Functional Business Knowledge: accessed primarily by assignments and exams
- Communication Skills:
  - Writing is accessed by assignments and exams
  - Speaking is accessed by oral presentation of case studies in class
- Micro Business Environment Skills: accessed mainly by participation in class and case studies
- Macro Business Environment Skills: accessed by group assignments and group case studies

Terms of Use

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Technology Requirements

All technological requirements for the successful completion of this course are the responsibility of the student, including access to a working computer with broadband internet connection and state-of-the-art security. The student is responsible for all technological problems not related to WTAMU, including but not limited to equipment failures, power outages, and internet breakdowns. Furthermore, students are responsible for all necessary technical and operational skills for completing this course, and for being familiar with WTClass (the Angel Learning System) both in a general sense and in a specific sense as pertaining to this course and any materials stored within. The professor is not responsible for any technical matters related to WTClass. Students must contact WTClass if they have problems accessing and/or using Angel.

Viewpoints Disclaimer

The views expressed in this document, web-based course materials, and/or classroom presentations are those of the professor and do not necessarily represent the views of West Texas A&M University, its faculty and staff, or its students. Views expressed by students are likewise those of the person making such statements.

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Repeating Course Work

Students are charged a fee for any course attempted for a third or subsequent time at WTAMU other than a non-degree credit developmental course or exempted courses.

Scholastic Dishonesty

It is the responsibility of students and instructors to help maintain scholastic integrity at the University by refusing to participate in or tolerate scholastic dishonesty. Commission of any of the following acts shall constitute scholastic dishonesty. This listing is not exclusive of any other acts that may reasonably be said to constitute scholastic dishonesty: acquiring or providing information for any assigned work or examination from any unauthorized source; informing any person or persons of the contents of any examination prior to the time the examination is given in subsequent sections of the course or as a makeup; plagiarism; submission of a paper or project that is substantially the same for two courses unless expressly authorized by the instructor to do so; submission of a paper or project prepared by another student as your own. You are responsible for being familiar with the university's Academic Integrity Code.

Physical or Educational Access

West Texas A&M University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required affording equal educational opportunity. It is the student's responsibility to register with Disability Support Services and to contact the faculty member in a timely fashion to arrange for suitable accommodations.

Evacuation Statement

If you receive notice to evacuate the building, please evacuate promptly but in an orderly manner. Evacuation routes are posted in various locations indicating all exits, outside assemble area, location of fire extinguishers, fire alarm pull stations and emergency telephone numbers (651.5000 or 911). In the event an evacuation is necessary: evacuate immediately do not use elevators; take all personal belongings with you; report to outside assembly area and wait for further information; students needing assistance in the evacuation process should bring this to the attention of the instructor at the beginning of the semester.
Required Textbook:

Cases:
- Campus Wedding
- Shouldice Hospital
- Kristen’s Cookie
- Soteriou’s Soulaki
- Hank Kolb

**Group Case Studies:** Five case studies will be used to enhance understanding and demonstrate real-life applications of concepts discussed in class. Cases must be read and thoroughly analyzed as a group before class. Groups will consist of 3-4 students. And each group should inform the instructor the group members by Jan. 29. During class several group shall be randomly selected to present your analysis on the blackboard. The instructor may ask any students to answer questions relevant to the presented analysis and case itself.

The case preparation grade is composed of the instructor’s assessment of team performance and peer evaluation scores. At the end of the semester, each student will rate the contribution of his/her teammates confidentially. And the instructor’s assessment will based on how thoughtful you are about the problem, the rigor of the analysis, the clarity of you statement and any creativity. Attendance is required and absent student receives 0 for each case study that you miss.

**Group assignment Submissions:** Five assignments shall been assigned in order to assess student understanding of problem-solving mechanics being discussed. Each group shall submit a hard copy at the beginning of the class on due dates.

**Term Project:** Each group shall pick a company at your will and analyze its operations management related aspects. Group presentations shall be done at the end of the semester.

**Exams:** No books or notes are allowed. The exams are not cumulative. There will be no make-up exams without prior consent. Cheating in any form will lead to severe disciplinary action.
Grading:

Assignments: 5@ 3% each
Case study: 5@ 3% each
Term Project: 15%
Peer Evaluation: 10%
Exams: 3@ 15% each

A letter grade for the course (A, B, C, D, F) will be assigned based on a relative scale.

Students are responsible for handing in homework on time. They should be handed in during at the beginning of the class for which they are due. Late submissions (within 24 hours) will cause automatic deduction of 20% of the report grade.

Policies

Please turn off cell phones while in class
Be respectful of other classmates’ viewpoints and remarks
Please make sure that you can remain for the entire class. It is disruptive and disrespectful to other classmates (and the instructor) to leave while class is ongoing.
## Course Outline (tentative)

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<td>Ch3: Project Management</td>
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