

MGMT 3305 – Production and Operations Management

Course Description/Overview

“Make only as much as the customer will buy. Don't make things the customer won't buy” - Taiichi Ohno

Production and Operations Management (POM) is concerned with management of resources and activities that produce and deliver goods and services to the customers. Efficient and effective management of operations will provide an organization with major competitive advantage. The ability to respond to customer needs at lower cost, higher quality and faster delivery is critical to survive and succeed in a global competitive environment. By integrating operations successfully into their business models, companies such as Toyota (manufacturing) and Wal-Mart (retailing) have shown that efficient and effective operations are critical for the success of an organization.

This course will focus on basic concepts, issues, and techniques for efficient and effective management of operations. Both qualitative concepts and quantitative problems will be used to learn in this course. Topics include operations strategy, product and service design, capacity planning, location planning, demand forecasting, aggregate planning, master scheduling, material requirements planning, enterprise resource planning, inventory management, lean operations and supply chain management.

Prerequisite Knowledge

MGMT 2331

Class Meeting Times

Section 3305-010: Mon and Wed: 11.00 am - 12.15 pm

Section 3305-020: Mon and Wed: 2.00 pm - 3.15 pm

Course Technology

ASU Blackboard, Microsoft Office

Faculty/Instructor Information

Name: Raj Kamalapur, Ph.D.
Title: Associate Professor
Office: RAS 205
E-Mail: raj.kamalapur@angelo.edu
Office Hours: Mon and Wed: 12.30 pm – 2.00 pm,
Tue: 10.00 am – 12.00 pm, and by appointment
Hobbies: Golf, Tennis, Segway, Music, Travel, etc.

Technical Support

The Technology Service Center (TSC) may be contacted for any technical support by calling (325) 942-2911 or 1-866-942-2911 or by email at helpdesk@angelo.edu

Course Objectives

Learning Objectives

Upon completion of this course, students will be able to...

1. Understand the strategic role and the importance of operations management in creating and enhancing a company's competitive advantage
2. Understand the key concepts and issues of operations management in both the manufacturing and service organizations
3. Understand the interdependence of the operations function with the other key functional areas of an organization
4. Apply analytical skills and problem-solving tools to the analysis of different operations management problems

Assessment Methods

Total of three exams and three quizzes will be used to assess the learning in this course

Recommended Textbook

Operations Management, 13th edition, by William J. Stevenson, McGraw-Hill Publishing



Grading Policies

This course employs the following to measure the student learning

Course Evaluation	Points
Exam 1	100 points
Exam 2	100 points
Final Exam	100 points
Quizzes (3 x 20)	60 points
Total Points	360 points

Angelo State University employs a letter grade system. Grades in this course are determined on a percentage scale:

- A = 90.0 – 100 %
- B = 80.0 – 89.9 %
- C = 70.0 – 79.9 %
- D = 60.0 – 69.9 %
- F = Below 60 %

*** Remember: Grades are not given by the Instructor, they are earned by the Student ***

Class General Guidelines

Your involvement in class is critical for the learning process. Students are expected to attend regularly, engage and participate in class discussions. Learning is also closely linked to your own contribution and interaction in class - in other words come prepared to participate in class discussions, work on problems, bring in materials or information to share, interact with your professor and your classmates, etc.

Your future careers as business professional will require you to exhibit professional courtesy, and to possess strong work ethic. You need to **be on time** and should **treat the class as a business meeting** and be courteous and respectful of all fellow students, the professor and the educational experience (**this will be helpful in your career**). Students are expected to pay attention and listen attentively when the professor or other students are speaking.

During class, **turn off and put away all the electronic devices** (cell phones, laptops, etc.) in backpacks, purse, etc. Research has established that electronic devices (cell phones, laptops, etc.) are distracting and impact students learning experience. If you are expecting an important call during class time, you can set the phone to vibrate mode and please talk to me before class about the potential disruption. Also during the class, you are expected not to discuss or work on things that are unrelated to this course.

Classroom Etiquette: Please arrive on time, no food in the class, no side conversations, no photography or video recording. Cell phones, laptops, or any other electronic devices must be turned off and **put away** during class. Cell phones cannot be used as a calculator for exams in this class (Enjoy the class ☺ and hopefully these things **will not be an issue** in this class, as I am sure that all of you are responsible adults who want to be successful in your career)

*** Note: Turn off and put away all mobile and electronic devices to avoid distraction ***

Participation/Absenteeism

Your attendance and participation in-class **are essential for your learning** and also helps you to build good work ethic. If you are absent during class, you would miss out on the learning available during the class. We will have in-class discussions and work on problems along with other course related things in-class that will help you learn and do well in this course. Research has shown that students who regularly attend classes, generally perform better.

Communication and Response Time

ASU Blackboard and ASU email will be used to share information in this course. Course related materials and resources will be posted on the Course Blackboard. You are expected to check your email and Blackboard on a regular basis. To help you prepare and do well in this course, more details for quizzes and exams will be given in-class. Please make sure to use **ASU email account** for this course, as I do not respond to other email accounts like Yahoo, Gmail, etc. (as some emails from these accounts may come from unreliable sources).

Please include **“MGMT 3305”** in subject line for all emails in this course. Your emails will be responded to in one business day. When you email me (or any professor), please be polite and respectful, use a proper salutation, a proper closing, proper grammar and spelling, as you would in a professional business letter or business email (this will be helpful in your career).

If you have questions about grading, your performance in the class, or any personal issues that you want to discuss, you must come in during my office hours (and by appointment) to talk to me. Email is not an effective way to discuss these issues. This is to encourage proper business conduct in the courses that will help you to be successful in your career.

All Quizzes

This is an in-person class, and so all quizzes and all exams **need to be taken in-class** on the day of the quiz or exam (i.e. online quizzes or online exams are not allowed). Quizzes will cover materials from the required textbook, PowerPoint slides, class lectures and class discussions. Quizzes usually consist of multiple-choice questions and/or true-false types of questions. More details for quizzes will be provided in-class before each quiz. There will be **no makeup quizzes** for any missed quizzes.

All Exams

This is an in-person class, and so all quizzes and all exams need to be taken in-class on the day of the quiz or exam (i.e. online quizzes or online exams are not allowed). Exams will cover materials from the required textbook, PowerPoint slides, class lectures and class discussions. Exams may consist of true-false questions, multiple-choice questions, and quantitative problems. Formulas and equations needed to solve problems will be provided for exams. More details for exams will be provided in-class before each exam. There will be **no makeup exams** for any missed exams. Any makeup exams may only be allowed with valid documented excuse (but are still at the discretion of the professor).

Extra Credit Work

There is **no extra credit work** for any individual students. Extra credit work for individual students discriminate against all other students who submit their work in good order and on time. Therefore, no extra credit assignments are allowed for individual students, unless it is assigned for the entire class. If you keep up with your course work regularly, there will be **no need** for any extra credits.

Course Policies

Academic Honesty and Integrity

Angelo State University expects its students to maintain complete honesty and integrity in their academic pursuits. Students are responsible for understanding and complying with the university Academic Honor Code, which is in both print and web versions of the ASU Student Handbook.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

It is the professor's intention to be as fair and impartial as is humanly possible. Therefore, all students will be asked to adhere to the same set of guidelines and rules UNLESS there are disabilities or documented extenuating circumstances that have been discussed with the professor and the Student Life Office. Please make sure you inform the professor as soon as any situation arises. Do NOT wait until the problem is compounded by poor class performance, poor attendance, etc.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

Courtesy and Respect

Courtesy and Respect are essential ingredients to this course. We respect each other's opinions and respect their point of view at all times while in our class sessions. The use of profanity & harassment of any form is strictly prohibited (Zero Tolerance), as are those remarks concerning one's ethnicity, life style, race (ethnicity), religion, etc. violations of these rules will result in immediate dismissal from the course.

Plagiarism

Plagiarism is a serious topic covered in ASU's Academic Integrity policy in the Student Handbook. Plagiarism is the action or practice of taking someone else's work, idea, etc., and passing it off as one's own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word-for-word without quotation marks and the source of the quotation. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list. Papers are subject to be evaluated for originality via Turnitin. Resources to help you understand this policy better are available at the ASU Writing Center.

Copyright Policy

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course materials in printed form or electronic form without written permission from the copyright holders or publishers.

Code of Ethics

Students, faculty, administrators and professional staff of Norris-Vincent College of Business should always:

- Be forthright and truthful in dealings with all stakeholders
- Take responsibility for one's actions and decisions
- Serve as an example of ethical decision-making and behavior to others
- Admit errors when they occur, without trying to conceal them
- Respect basic dignity of others by treating them as one would wish to be treated

Student Absence for Religious Holidays

As stated in the Angelo State University Operating Policy and Procedures (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to miss class to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

Accommodations for Disability

ASU is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments of 2008 (ADAAA), and subsequent legislation.

Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student's responsibility to make sure to initiate such a request by emailing the studentservices@angelo.edu, or by contacting:

Mrs. Dallas Swafford
Director of Student Development
Office of Student Affairs
University Center, Suite 112
325-942-2047 Office
325-942-2211 FAX
Dallas.Swafford@angelo.edu

Title IX

Angelo State University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence Against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SAVE), and other federal and state laws, the University prohibits discrimination based on sex, which includes pregnancy, and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence (domestic violence or dating violence), sexual violence, and any other misconduct based on sex.

You are encouraged to report any incidents involving sexual misconduct to the Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator, Michelle Boone, J.D. You may submit reports in the following manner:

- Online: www.angelo.edu/incident-form
- Face to Face: Mayer Administration Building, Room 210
- Phone: 325-942-2022
- Email: michelle.boone@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report incidents involving sexual misconduct to the Title IX Coordinator. Should you wish to speak to someone in confidence about an issue, you may contact the University Counseling Center (325-942-2371), the 24-Hour Crisis Helpline (325-486-6345), or the University Health Clinic (325-942-2171). For more information about resources related to sexual misconduct, Title IX, or Angelo State's policy please visit: www.angelo.edu/title-ix

Course Drop

To view the information on how to drop this course or to determine the important dates that are relevant to dropping this course, you can visit

http://www.angelo.edu/services/registrar_office/course_drop_provisions.php.

Grade Appeal Process

As stated in the Angelo State University Operating Policy and Procedures (OP 10.03 Student Grade Grievances), a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, has experienced inequitable evaluation procedures, or inappropriate grading practices, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the grade appeal process and the number of days allowed for completing the steps in the process, see Operating Procedure 10.03 at: <https://www.angelo.edu/live/files/14196-op-1003-grade-grievance>

Course Outline

Week	Dates	Chapters and Other Details
		<u>Course Module 1</u>
Week 1	01/17 – 01/21	Brief Introduction, Course Syllabus, etc.
Week 2	01/24 – 01/28	Chapter 01 – Introduction to Operations Management
Week 3	01/31 – 02/04	Chapter 02 – Competitiveness, Strategy and Productivity
Week 4	02/07 – 02/11	Chapter 03 – Demand Forecasting (Quiz 1: 02/07)
Week 5	02/14 – 02/18	Chapter 04 – Product and Service Design
Week 6	02/21 – 02/25	Exam 1: 02/21 (Chapters from Week 1 – Week 5)
		<u>Course Module 2</u>
Week 7	02/28 – 03/04	Chapter 05 – Strategic Capacity Planning
Week 8	03/07 – 03/11	Chapter 08 – Location Planning & Analysis
Week 9	03/14 – 03/18	Spring Break – Enjoy your Spring Break ☺
Week 10	03/21 – 03/25	Chapter 09 – Management of Quality (Quiz 2: 03/21)
Week 11	03/28 – 04/01	Chapter 11 – Aggregate Planning, MPS
Week 12	04/04 – 04/08	Exam 2: 04/04 (Chapters from Week 7 – Week 11)
		<u>Course Module 3</u>
Week 13	04/11 – 04/15	Chapter 12 – MRP and ERP Systems
Week 14	04/18 – 04/22	Chapter 13 – Inventory Management
Week 15	04/25 – 04/29	Chapter 14 – JIT and Lean Operations (Quiz 3: 04/25)
Week 16	05/02 – 05/06	Chapter 15 – Supply Chain Management
Week 17	05/09 – 05/13	Final Exam: (Chapters from Week 13 – Week 16)

Final Exam Dates: **05/09** for Section 3305-020, and on **05/11** for Section 3305-010

Note: This is a tentative course schedule. As some chapters are longer than others, some chapters/topics will overlap and may be covered in the preceding or the following weeks. Also, based on how the course is progressing, course schedule may be updated or changed to meet the course requirements. Good Luck ☺