Syllabus Table of Contents

Spring 2016

MGT 300.001 – Operations Management
[3 credit hours]

Instructor Information

Instructor:	**Chris R. Kiscaden**
E-Mail:	**kiscaden@unm.edu**
Cell Phone:	**(505) 485-5190**
Office:	**ASM 2145**
Office Hours:	**Face-to-Face: Monday and Wednesday 2:30 PM to 3:30 PM or by Appointment** (or by Phone)
Department Chair:	**Prof. Steven A. Yourstone yourstone@unm.edu**
Preferred Method of Contact:	**Email for personal communication and for all class questions**

Instructor Response Time

Communication
I routinely check emails, Monday (7:00 AM) – Friday (7:00 PM). You can anticipate a 6 to 8 hour response from me, Monday – Friday. I will try and respond to all weekend (Friday afternoon to Sunday) emails by 9:00 AM on Monday or earlier.

Grading
Assignment grades are available in the McGraw Hill Connect system immediately after the assignment has been submitted.

Course Information

Course Description:

This course provides an introduction to the design, planning and control of the manufacturing and service systems required to transform an organization's inputs into useful goods and services. Managerial challenges in productivity, quality, project management, inventory control, service system design, waiting line management, supply chain management, and just-in-time systems are considered.

Course Objectives:

General Learning Goal for MGT 300
To obtain a working knowledge of the role that the operations manager plays in delivering products and services to customers.

Specific Learning Goals for MGT 300
1. To be able to identify production and service operations management key decisions.
2. To be able to interpret the basic OM decision-making tools and how these tools are used in delivering products and services.
3. To be able to interpret the principles of the Just in Time philosophy
4. To develop the ability to make the correct product and process choices.

Social and Environmental Responsibility
In operations management decisions we must go beyond the quantitative analysis. In this course we examine many types of operations management decisions. It is not always possible to quantify social and environmental impacts. Nevertheless, we have a responsibility to make informed decisions that incorporate the impacts upon society and the environment. The best decision is not always that which minimizes cost, maximizes productivity, and maximizes profit. The environment, society, and the people we affect must also be considered in a wise operations management decision.

Prerequisites:
STAT 145

Textbooks and Supplementary Materials

Operations & Supply Chain Management with Connect Plus, F. Robert Jacobs & Richard B. Chase. **14th Edition**. 2014 ISBN: 9780077535124, McGraw Hill. Purchase the hardcopy textbook at your UNM bookstore ***if*** you want a hardcopy. You do need to purchase access to ***Connect. Go to the link below. Connect*** provides access to the ***eBook, quizzes, assignments, and exams***. You do not need to have a hardcopy textbook but some do prefer that. You can just go with the eBook on Connect.

Web address for Connect: (If you are reading this in digital format: right click and select: open hyperlink) ***Register with your name showing* exactly** as it does in LoboWeb.

http://connect.mheducation.com/class/c-kiscaden-mgt-300-spring-2016-section-001-online

Technical Considerations

Required Technology:
In order to access your online courses students need to log onto UNM Learn (http://www.learn.unm.edu/). In addition, this course requires students to be able to open, use and read Word, Adobe pdf, and Excel files.

Online Courses Require:

- A high speed Internet connection is highly recommended.

- Supported browsers include: Internet Explorer, Firefox, and Safari. Detailed Supported Browsers and Operating Systems: http://kb.blackboard.com/pages/viewpage.action?pageId=51413176

- Check your browser configuration at: https://vista.unm.edu/webct/urw/lc4130011.tp0/browserchecker.dowebct?

Any computer capable of running a recently updated web browser should be sufficient to access your online course. However, bear in mind that processor speed, amount of RAM and Internet connection speed can **greatly** affect performance.

Online courses perform best on a high speed Internet connection. Those using dial-up connections will experience longer page load times and much slower performance when accessing their online course. Many locations offer free high speed Internet access including UNM's Computer Pods or one of UNM's many Statewide Centers.

For additional information: see http://learn.unm.edu.

For UNM Learn Technical Support: (505) 277-5757 (M-F 8am - 5pm) or learn@unm.edu.

For Web Conference Technical Help: (505) 277-0857 or media@unm.edu

Assessment and Grading

Instructor Expectations:

Electronic Devices and Computer Use

The use of electronic devices such as cellular phones and pagers is specifically forbidden in the classroom. If you possess one of these devices, it must be deactivated before class begins. If you need to be contacted for emergencies, advise those that may need to reach you to call the emergency message service at 277-7872. A staff member from that office will deliver the message to you in class.

The use of University computing services is a privilege. Users who have been granted this privilege must use the services in an appropriate, ethical, and lawful manner. Unauthorized access is prohibited and may be monitored and reported to the proper authorities. Computing services include all University information and systems using hardware, software, and network services including computer resources entrusted to the University by other organizations. The University policy regarding computer use is available at: http://www.unm.edu/%7Eubppm/ubppmanual/2500.htm.

Use of personal laptops during class for the purpose of taking notes or other applications consistent with class objectives is encouraged. However, it is expected that you will respect others and the instructor by not using laptops for non-class related activities, such as email, surfing the web for personal reasons or entertainment, etc., as these uses can detract from rather than enhance the learning environment. The instructor reserves the right to ask students to close their laptops, personal or University-owned, at any point during class.

Student Professional Code of Conduct

The department faculty has created this Student Professional Code of Conduct to support a productive and stimulating learning environment in all classes. The code is designed to help ensure a positive atmosphere and support the vast majority of students who currently exhibit the professional standards detailed below.

Students should exhibit professional values and behavior in activities related to their education by:

Demonstrating trust, respect and common courtesy for their classmates and professors by engaging in professional classroom conduct. For example, by

- turning off cell phones in class
- not text messaging, reading email, or 'surfing' the web during class
- not listening to MP3 players or similar devices in class
- not departing the room to respond to text messages or cell phone calls
- avoiding unnecessary talking
- not reading outside material in class
- not working on other class assignments while in class
- complying with class instructions for laptop use

Contributing to a positive learning environment. For example, by

- completing all assigned readings prior to the class period
- arriving, attending and departing class in a professional manner
- taking responsibility for team and individual assignments
- fulfilling team obligations by showing up on time and being prepared
- developing cooperative relationships with other students and faculty
- being prepared to respond to questions or provide examples when asked
- not attempting to renegotiate class deadlines, requirements, and grading as outlined in the syllabus
- asking for clarification on projects, assignments, and deadlines in class (if you have a question, others will too)

Grade Weighting:

<u>Grading Policy:</u>

Photo and Bio (see below)   10 points
Discussion Board questions   50 points (approximate based on number given)
Assignments (about 11)   165 points (approximate—if we have more or less)
Quizzes (about 10)   100 points (approximate—if we have more or less)
Evaluation Kit Completion   15 points
Business Analysis Paper   50 points (5 points naming file company name.)
Midterm Exam   160 points
<u>Final Exam   200 points</u>
Total points: 750 points (approximate)

There is no extra credit work in this grading scheme. Please keep track of Connect due dates. Don't ask to have quizzes reopened or assignments reopened. Do the quizzes and assignments very close to the days that we cover the topics. Don't work to due dates. Procrastination will not help you in this class. However I will help you and you can also help yourself by keeping track.

<u>GRADING SCALE</u>

Based on points achieved divided by total possible:

96% or higher………….. A+
93-95% .... A
90-92% .... A-
86-89% .... B+
83-85% .... B
80-82% .... B-
76-79% .... C+
70-75% C
59-69% .... D
< 59% .... F

****Makeup quizzes, assignments, and exams will _not_ be offered unless there is a verified medical excuse. All quizzes are open for a week. All assignments are open for ONE week. Don't schedule trips out of town on exam days unless you plan to take the exam when on the road.

PHOTOS AND BIOS: _Send by email attachment a photo and bio of you no later than **January 29th at 11:00 PM**: Please send a recent photo and bio. These will help me to learn your name and your interests. Send both in the same Word document. Send a clear photo of you so that I can make a flash card for you. Use a recent photo. Use one that is taken close to you as opposed to twenty feet away and you are hard to recognize. Please no hats or sunglasses. They make it hard to recognize you. It is best to submit photos with only you in it. In less than 1/3 of a page in the same Word document include your name just below the photo, your major, your career goals, and your other interests. After I make my flash cards I delete and shred all photos and information about you. I share this with no other person. The cards do help me to teach to the class interests._

Business Analysis Paper:

Each one of you will individually conduct a study of an organization and the operations management tools and concepts that are utilized. You must apply at least two mathematical tools and one to two conceptual tools presented in your textbook. Two of the tools must involve the collection, analysis, and interpretation of data collected directly from the business. In your paper and your presentation you must link the textbook with your analysis of a business. Merely quoting the textbook will not be sufficient. Compare and contrast the textbook and the business using your own words. Merely descriptive papers and presentations will not be acceptable. Tie in the tools and concepts learned in the textbook. Discuss and cite the textbook in each section of the paper. Cite the textbook as: Jacobs & Chase (2011, pg.xxx). Do not cite the textbook by saying: "As stated in our textbook." You will write a paper that is about 4 to 6 pages in length. Space the lines at 1.5. Submit a draft to me at least two weeks before the end of the semester for feedback. No drafts can be reviewed within 72 hours of the due date. See the schedule for details.

The papers should have a table of contents, an introductory paragraph, page numbers, headings and subheadings, citations to your textbook in the body of the paper, graphics, data, all figures and tables numbered and labeled, conclusions, and a references section.

Examples of organizations utilized in previous semesters are: Dion's Pizza, Which Wich, Saggio's, Starbucks, Netflix, UNM Bookstore, Whole Foods, Flying Star, The Frontier Restaurant, and others.

A detailed description of the project will be posted to UNM Learn and emailed out in the 8th week of class prior to the midterm exam.

Assignments and Participation

Weekly Tasks:
1. All the information you need for each week is found under the Weekly links on the Course Content (homepage) with in UNM Learn. Each chapter link includes:
   a. Powerpoint or other Instructor handouts
   b. Read the Assigned Chapter(s) for the week (see the Class Schedule)

c. Review my Powerpoint
d. View McGraw Hill Connect videos which walk you through the major areas of each chapter as well as illustrate how to approach and solve homework
e. View Instructor Videos to aid in support of homework
f. Complete the assigned homework per the schedule. Homework is to be completed in McGraw Hill Connect.
g. Continue to work on the group project and submit each task per the class schedule.
h. Send any questions about the homework or project to the instructor.

Class Participation:

General Participation Statement:

I want all of my students to succeed! Just because the class is a distance learning class does not mean we are disconnected. The posting of homework questions creates a learning community where students are supported and frustrations are reduced while also reinforcing knowledge.

Learn Tracking:

UNM Learn automatically records all students' activities including: your first and last access to the course, the pages you have accessed, the number of discussion messages you have read and sent, chat room discussion text, and posted discussion topics. This data can be accessed by the instructor to evaluate class participation and to identify students having difficulty.

Inclement Weather, Course Interruptions and Scheduled Maintenance

Inclement Weather
In the event of inclement weather or school closures or delays which affect proctored exams (especially finals) or required face-to-face meetings, **faculty must note in the syllabus** how each of these events will be handled. There are no proctored exams or face-to-face meetings in the class so inclement weather should not impact us.

In the event of an unexpected course interruption
If WebCT or McGraw Hill Connect is down on the day an assignment or exam is due, email the instructor at kiscaden@unm.edu and let me know the problem you are encountering. **If the instructor confirms that the system was down, the instructor will automatically extend the due date for 24 hours.**

Scheduled Maintenance
UNM Learn has a daily scheduled maintenance window from 4:30 am – 5:30 am when WebCT is not available. There is also a routine maintenance window every Saturday from 6:00 am – 12 noon which may be used for system maintenance. In addition, UNM IT may conduct general system maintenance that affects multiple systems on campus, including UNM Learn. The general system maintenance window is on Sundays from 6:00 am – 12 noon. Announcements for the Saturday and Sunday maintenance windows are normally posted in Learn two weeks ahead of time to notify users of planned outages.

Course Expectations & Ground Rules

Course Expectations:

A reiteration and emphasis of course expectations, including but not limited to the following (be as specific as possible):

Example Expectations:

- *time required (10-15 hrs per week)*
- *students are expected to learn how to navigate in UNM Learn*
- *students are expected to keep informed of course announcements*
- *students are expected to keep instructor informed of class related problems, or problems that may prevent the student from full participation (send an email when you encounter problems so that the instructor knows you still have intentions of completing the course).*
- *students are expected to address technical problems immediately*
- *students are expected to observe course netiquette at all times*

Example of Netiquette Ground Rules:

- "In following with the UNM Student Handbook, all students will show respect to their fellow students and instructor when interacting in this course. Take Netiquette suggestions seriously. Flaming (personal insults or attacks) is considered a serious violation and will be dealt with promptly. Postings that do not reflect respect will be taken down immediately."

- Respect Others' Copyrights

- Don't type in ALL CAPS

- Use proper grammar and spelling (type your postings in WORD first in order to use spell check then copy and paste into WebCT)

Instructor Drop Policy Example:

This course falls under all UNM policies for the last day to drop courses, etc. Please see http://www.unm.edu/studentinfo.html or the UNM Course Catalog for information on UNM services and policies. Please see the UNM academic calendar for course dates, the last day to drop courses without penalty, and for financial disenrollment dates.

Student e-Readiness

Online classes are often incorrectly thought to be easier than in person classes. Online courses are not correspondence courses. They are designed to mirror in person classes and due to the self- discipline required they can be more challenging than in person classes. If this is your first online class please take UNM's Online Class Readiness Quiz at http://statewide.unm.edu/online/get-started/online-ready-quiz.html

Online UNM Resources

- **Libraries:** http://www.unm.edu/libraries

- **CAPS**   http://caps.unm.edu/   - CAPS is a free-of-charge educational assistance program available to UNM students enrolled in classes.

- **Online Writing Lab (OWL) -** http://caps.unm.edu/writing/owl - students may submit academic papers required for UNM course or degree fulfillment or application submissions online for proofreading.

- **CAPS Virtual Tutoring Lab** - http://caps.unm.edu/online/vtl - Students can chat with a tutor in 5 subjects depending upon availability.

- **Smarthinking -** http://caps.unm.edu/online/smarthinking/cas Smarthinking™ is a Washington, D.C. based organization that provides online tutoring and academic support for university students 24 hours a day, 7 days a week in various common courses.

Students with Disabilities

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the Accessibility Resource Center (http://as2.unm.edu/). Please refer to UNM's Disability Policy for further information, http://pathfinder.unm.edu/common/policies/academic-adjustments.html

The American with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodations of their disabilities. If you have a disability requiring accommodation, please contact me immediately to make arrangements as well as Accessibility Services Office in 2021 Mesa Vista Hall at 277-3506 or http://as2.unm.edu/index.html*. Information about your disability is confidential.*

If you are a qualified person with disabilities who might need reasonable accommodations in academic settings, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs. Frequently, we will need to coordinate accommodating activities with other offices on campus, so that course materials can be made available in alternative formats.

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Technical Support

Students are responsible for meeting course deadlines. If you experience technical problems, please exercise one or all of the following options:

- *Online Student Support w/contact info at http://statewide.unm.edu/online/support/*

- *NMEL Help Desk at webct@unm.edu*

- *Media/web-conferencing Tech Support at media@unm.edu or 505-277-0857 or 1-877-688-8817*

- *UNM's Knowledge Base - http://fastinfo.unm.edu/prod/index_student.php*

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Copyrighted Materials

All materials in this course fall under copyright laws and should not be downloaded, distributed, or used by students for any purpose outside this course.
http://pathfinder.unm.edu/common/policies/copyright-policy-and-law.html

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Academic Integrity

Each student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. Dishonesty is defined as a lack of truth, honesty or

trustworthiness. Cheating is defined as influencing or leading by deceit. Deceit is defined as intending to mislead and commonly suggests a false appearance.

Students should be familiar with UNM's [Policy on Academic Dishonesty](#) and the [Student Code of Conduct](#) which outlines academic misconduct defined as plagiarism, cheating, fabrication, or facilitating any such act.

Examples (not exhaustive) of dishonest behavior include:

- Uses or attempts to use unauthorized aids in examinations or other academic assignments to be submitted for evaluation
- Misrepresentation of data, results or sources for papers or reports
- Coping another student's work

> Anderson School of Management faculty, staff and students commit to values of trust, honesty, integrity, and accountability. We will not tolerate academic dishonesty. **By enrolling in any course at Anderson, the student accepts the Anderson Academic Honesty Code and affirms the following pledge: I will not lie, cheat, fabricate, plagiarize or use any other dishonest means to gain unfair academic advantage.**

Any violation of the code of conduct will be taken very seriously and appropriate sanctions will be applied. For full text of Anderson's Academic Honesty Code, please visit http://www.mgt.unm.edu/honesty