

**MIDSTATE COLLEGE**  
**411 W. NORTHMOOR RD. PEORIA, IL 61614**  
**(309) 692-4092 (800) 251-4299**  
**Fall 2018**

**Course:** MGT360 Operations Management

**Credit:** 4 Quarter Hours

**Method of Delivery:** Night Flex

**Course Description:** This course is an introduction to Operations Management (OM) techniques including their application to functional areas of the business enterprise and operations control. Topic coverage includes product and production planning, facilities layout and location planning, project evaluation and control, value chains, waiting time and inventory modeling, and quality management.

**Prerequisite(s):** CIS 114 Computer Usage and Software Applications and BUS 232 Business Statistics

**Text(s) & Manual(s):** OM 6; Operations Management

**Author(s):** David A. Collier & James R. Evans

**Publisher:** Cengage Learning, 2017

**Materials Needed for this Course:**

Additional supplies: N/A

Hardware/Software requirements: A computer with Microsoft Office

**Topics include:**

- Operations Management (OM) Concepts
- Competitiveness, Strategy, and Productivity
- Forecasting & Strategic Capacity planning
- Product and Service Design
- Process Selection and Facility Layout
- Management of Quality & Quality Control
- Inventory Management & JIT and Lean Operations
- Supply Chain Management
- Project Management

**Learning Objectives:** Upon completion of this course, the student will be able to:

1. Develop a historical perspective on OM and understand value chains
2. Gain an understanding of types of performance measures and models of organizational performance
3. Differentiate between customer wants and needs as well as the growth of technology in OM
4. Analyze how to design manufactured goods as well as service operation design

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5. Understand how to process choice decisions and design product and process layouts
6. Identify the importance of supply chains and how location decisions are factors in value chains
7. Successfully describe long-term and short-term capacity strategies as well as the basic concepts in forecasting
8. Identify key concepts with regard to understanding inventory, inventory characteristics, and inventory analysis
9. Analyze scheduling applications and approaches
10. Examine how influential leaders and scientists have transformed quality management
11. Gain an understanding on how business utilize six-sigma and just-in-time systems as lean tools
12. Develop knowledge of how to plan, schedule, and control projects

**Midstate Grading Scale:**

90	-	100	A
80	-	89	B
70	-	79	C
60	-	69	D
0	-	59	F

**Academic Integrity:**

Academic integrity is a basic principle of the College's function. Midstate College students are expected to maintain a high level of academic honesty. Contrary actions may result in penalties such as failure of the assignment(s), a lesser grade on assignment(s), failure of the course and/or suspension from the College. The course instructor will review all submitted documents and supporting evidence in connection to the infraction. The course instructor will also review the student's personal file for other notifications of academic dishonesty before determining the level of action to be applied. The course instructor will complete the Academic Dishonesty Report form to document and describe the incident and actions taken, then kept on file. The student may appeal the decision to administration, whose decision will be final.

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The following (**plagiarism, cheating, deception, sabotage, computer misuse and copyright infringement**) are included in the actions Midstate College considers behavior contrary to the academic integrity policy; however, the policy is not limited to these examples. Further discussion of consequences regarding academic dishonesty are addressed in the Student Handbook.

**Plagiarism:**

Plagiarism is using another person's words, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

In courses containing writing assignments, the College promotes the use of Turnitin which compares the student's writing against previously submitted papers, journals, periodicals, books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indicating the parts of the assignment that match.

**Student Success and Tutoring:**

Contact Student Success: Room 110; (309) 692-4092, ext. 1100;  
studentsuccess@midstate.edu;

The Office of Student Success offers help in the following areas:

- Tutoring: Tutoring is encouraged for students who are doing their best to complete assignments yet still are experiencing difficulty in this course. Tutoring may be provided by the instructor outside of scheduled class times or through the office of Student Success.

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- Writing assignment assistance: This may include learning how to conduct research; using proofreading tools such as Turnitin; outlining a topic; and applying MLA/APA standards.
- Math, accounting, and computer skills (including file management).
- Test-taking techniques.
- Note-taking skills development.
- Study skills development.
- Time management.

**Instructor: Matthew T. O'Brien**  
**Midstate Email: mtobrien@midstate.edu**  
**Office: n/a**  
**Phone: 309-692-4092**  
**Office Hours: By Appointment**

**Policies and Procedures:**

**1. Late Work:** Late work is not accepted and will result in a zero percent on any/all late assignments. Only in extreme extenuating circumstances will late work be accepted (and even in such circumstances, the student has the responsibility to notify the instructor in a timely manner and seek approval for extensions). Even if extensions are granted, late penalties in grading will still apply at the discretion of the instructor.

**2. All Writing Assignments:** Writing assignments will supplement the textbook, additional readings, and lectures to further your understanding and application of course material. Students may be asked to submit forums or written work online via Turnitin (our online plagiarism and grammar scanning software). All citations must be formatted using APA 6. Late papers will not be accepted (see above policy on late work). All writing must be typed, 12 pt. font, with 1" margins. Writing should pull on details from the course material and should be in your own words (see Academic Dishonesty below).

**3. Academic Dishonesty:** Material/information taken from ANY source, including the course textbook, should be cited appropriately. Cheating / plagiarism in any form will not be tolerated in this course and may result in the dismissal/suspension from the course/program/college. Do your own work. Not knowing the rules of plagiarism is not a valid defense. Check with me or our numerous campus resources on academic integrity (i.e. Student Success, Library, etc.) if you are not clear on what constitutes plagiarism.

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**4. Syllabi Changes:** The instructor reserves the right to change this syllabus at any time. Students will receive timely notice of all such changes via announcements made online in Moodle Rooms and/or via email.

**Participation Requirements:**

**eLearning:** In accordance with Midstate College policies, class material will be made available in our learning management system (Moodle Rooms) on Monday at 12:00 p.m. of each week and will remain available until the following Monday until 8:00 AM. This allows students one week to access the lecture and related material for that week's session, complete any assignments and/or assessments, and participate in the mandatory discussion and summary boards (see my discussion/summary requirements rubric in Moodle Rooms to ensure full credit in forums). Students must "submit substantial gradable work" in order to be marked as present for each week (see the Midstate eLearning policy on attendance in the student eLearning handbook). While each week extends from Monday at 12:00 PM to the following Monday at 8:00 AM, the instructor has the right to set due dates at their discretion within each week. For instance, your initial discussion posts are due Thursday nights by Midnight (further information is located on my discussion/summary rubric). Certain assignments, exams, and papers/projects may be due in the middle of the week at specified days and times.

**Policies and Procedures:**

All weekly assignments are posted on or by Day 1 and are due on/by Day 7 of the week. Quizzes, Assignment Activities and Discussion Forums may become invisible after the due date has ended. If you get permission to complete an Assignment Activity, the highest grade that can be attained after the due date will be 70%. Late work is accepted under extreme circumstances only (being busy at work or at home is not a valid excuse) - no exceptions. Assignments are to be submitted using Joule regardless of in-class or online participation. Alternate arrangements can be made at the student's request.

***\*Please note that once an assignment is three weeks past due, I will no longer consider it for grading. Be proactive in your approach to understanding your grades and submit quality work in a timely manner.***

Students are expected to participate in several discussion forums relating to the subject materials for the week. Discussions will take place in the weekly discussion forum(s) as assigned by the instructor. Students will read, analyze, and respond to questions and comments from the instructor and fellow students. Discussion boards require three postings per week – a substantial, 2-3 paragraph, initial response post and at least two additional postings to fellow students. Posts are expected to add to and/or further discussion in order to receive full points. Summary posts have a one-post requirement (additional postings are encouraged) and should be 2 or more paragraphs in length.

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Discussion board and summary questions will be covered in the classroom session and therefore are not required to be completed in Joule for students attending class in person. Discussion Boards/Participation account 25% of the total course grade due to the high level of importance associated with student interactions, discussions, and critical thinking abilities. Proper grammar, punctuation, and common courtesy towards others are required.

eLearning = To be considered in attendance for an eLearning course, the student must participate each week by submitting substantial, gradable work.

**Examination Information:**

Weekly Quizzes: There will be weekly quizzes assessing the students' knowledge of the material and chapter(s) covered that week.

Final Exam: In addition to weekly quizzes, there will be a **CUMULATIVE**/comprehensive final exam at the end of the course

The quizzes/exams can be a combination of fill-in the blank, true/false, multiple-choice questions, matching, short answer, essay, and/or a hands-on practicum.

**Methods of Evaluating Student Performance:** Written assignments, weekly quizzes, participation, and a final project will be used assess students' critical thinking skills.

**Instructor's Grading Scale:**

30%	Exams (quizzes, tests, midterm, final)
25%	Participation (Discussions, weekly video summaries, etc.)
30%	Weekly Assignments
15%	Final Project

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**Week-by-Week**

**MGT360 Week 1**

**Topic:** Introduction to Operations Management and Value Chains and Measuring Performance

**Objectives:**

- Develop a historical perspective on OM and understand value chains
- Gain an understanding of types of performance measures and models of organizational performance

**Assignments:**

1. Read Chapter 1, 2, & Supplemental Materials
2. Review Chapter 1 & 2 PowerPoint Lecture
3. Week 1 Discussion
4. Complete weekly assignment(s) as assigned
5. **Week 1 Quiz** (covers chapter 1)

**MGT360 Week 2**

**Topic:** Operations Strategy

**Objective:**

- Develop a historical perspective on OM and understand value chains

**Assignments:**

1. Read Chapter 3 & Supplemental Materials
2. Review Chapter 3 PowerPoint Lecture
3. Week 2 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 2 Ch3 Video Summary
6. [Review final project \(see the "final project info." page under Week 12\)](#)
7. **Week 2 Quiz** (covers Chapter 3)

**MGT360 Week 3**

**Topic:** Technology and OM and Goods & Service Design

**Objective:**

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- Differentiate between customer wants and needs as well as the growth of technology in OM
- Analyze how to design manufactured goods as well as service operation design

**Assignments:**

1. Read Chapters 4, 5 & Supplemental Materials
2. Review Chapter 4 & 5 PowerPoint Lecture
3. Week 3 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 3 Ch4 Video Summary
6. Week 3 Ch5 Video Summary
7. **Week 3 Quiz (covers Chapters 4 & 5)**

**MGT360 Week 4**

**Topic:** Supply Chain Design

**Objective:**

- Identify the importance of supply chains and how location decisions are factors in value chains

**Assignments:**

1. Read Chapter 6 & Supplemental Materials
2. Review Chapter 6 PowerPoint Lecture
3. Week 4 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 4 Ch6 Video Summary
6. **Week 4 Quiz** (covers Chapter 6)

**MGT360 Week 5**

**Topic:** Process Selection, Process, Analysis, and Work Design

**Objective:**

- Understand how to process choice decisions and design product and process layouts

**Assignments:**

1. Read Chapter 7, 8, & Supplemental Materials



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2. Review Chapter 7 & 8 PowerPoint Lecture
3. Week 5 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 5 Ch7 Video Summary
6. Week 5 Ch8 Video Summary
7. **Week 5 Quiz** (covers chapters 7 & 8)

**MGT360 Week 6**

**Topic:** Forecasting and Demand Planning

**Objective:**

- Successfully describe long-term and short-term capacity strategies as well as the basic concepts in forecasting

**Assignments:**

1. Read Chapter 9 and Supplemental Materials
2. Review Chapter 9 PowerPoint Lecture
3. Week 6 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 6 Ch 9 Video Summary
6. **Week 6 Quiz (covers Chapter 9)**

**MGT360 Week 7**

**Topic:** Capacity Management and Managing Inventories in Supply Chains

**Objectives:**

- Successfully describe long-term and short-term capacity strategies as well as the basic concepts in forecasting
- Identify key concepts with regard to understanding inventory, inventory characteristics, and inventory analysis

**Assignments:**

1. Read Chapters 10, 11 & Supplemental Materials
2. Review Chapters 10 & 11 PowerPoint Lecture
3. Week 7 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 7 Ch10 Video Summary
6. Week 7 Ch 11 Video Summary

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7. **Week 7 Quiz** (covers Chapters 10 & 11)

**MGT360 Week 8**

**Topic:** Supply Chain Management and Logistics

**Objective:**

- Identify the importance of supply chains and how location decisions are factors in value chains

**Assignments:**

1. Read Chapter 12 & Supplemental Materials
2. Review Chapter 12 PowerPoint Lecture
3. Week 8 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 8 Ch12 Video Summary
6. **Week 8 Quiz** (covers Chapter 12)

**MGT360 Week 9**

**Topic:** Operations Scheduling and Sequencing

**Objective:**

- Analyze scheduling applications and approaches

**Assignments:**

1. Read Chapter 13 & 14 and Supplemental Materials
2. Review Chapter 13 & 14 PowerPoint Lecture
3. Week 9 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 9 Ch13 Video Summary
6. Week 9 Ch14 Video Summary
7. **Week 9 Quiz (covers Chapters 13 & 14)**

**MGT360 Week 10**

**Topic:** Quality Management

**Objective:**

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- Examine how influential leaders and scientists have transformed quality management

**Assignments:**

1. Read Chapter 15 & Supplemental Materials
2. Review Chapter 15 PowerPoint Lecture
3. Week 10 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 10 Ch15 Video Summary
6. **Week 10 quiz** (covers Chapter 15)
7. **FINAL PROJECT DUE (Due Monday 8:00 AM)**

**MGT360 Week 11**

**Topic:** Lean Operating Systems

**Objective:**

- Gain an understanding on how business utilize six-sigma and just-in-time systems as lean tools

**Assignments:**

1. Read Chapter 16 & 17 & Supplemental Materials
2. Review Chapter 16 & 17 PowerPoint Lecture
3. Week 11 Discussion
4. Complete weekly assignment(s) as assigned
5. Week 11 Ch16 Video Summary
6. Week 11 Ch17 Video Summary
7. **Week 11 Quiz** (covers Chapters 16 & 17)

**MGT360 Week 12**

**Topic:** Project Management and Final Exam

**Objective:**

- Develop knowledge of how to plan, schedule, and control projects

**Assignments:**

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1. Read Chapter 18 & Supplemental Materials
2. Review Chapter 18 PowerPoint Lecture
3. Week 12 Discussion
4. Week 12 Ch18 Video Summary
5. **Comprehensive/ Cumulative Final Exam** (covers all chapters/weeks)

*\*Instructor reserves the right to revise this syllabus*