Instructor Information
Name: Jon Anderson, Ph.D.
Office: RCOB 2318
Email: janderso@westga.edu
Office Hours: M&W 8-9:30; 10:50-12:30; 1:50-3:30; Tuesday 8-1:30

Course Information
1. **Course Information**: This course is designed to emphasize the strategic importance of operations management to the overall performance of the organization. Students will study the basic principles required to organize and manage both service and manufacturing firms. Topics include issues such as work design, inventory control, supply chains, scheduling, quality control, lean operating systems, and project management. Pre-requisites: ECON 3402
2. **Course Structure**: Credit Hour Policy (3 credit hours), for approximately fifteen weeks, students in this class will generally spend 150 minutes with direct faculty instruction (either face-to-face or online) and work about 360 minutes outside of the classroom each week. This out-of-class work may include, but is not limited to, readings, assignments, projects, group work, research, and test preparation.
3. **Student Rights and Responsibilities**: Please carefully review the information at the following link: http://www.westga.edu/assetsDept/vpaa/Common_Language_for_Course_Syllabi.pdf. The document at this link contains important information pertaining to your rights and responsibilities in this class. Because these statements are updated as federal, state, university, and accreditation standards change, you should review the information each semester.

Learning Objective Relates to Learning Goal(s)
1. Apply appropriate quantitative techniques to a variety of operations-oriented problems and provide accurate analysis. (BBA 2,4,6)
2. Demonstrate the ability to apply basic principles of operations management to real world situations. (BBA6)
3. Describe the overall production/operations management process and understand its function and relationship to other areas. (BBA 4)
4. Understand and solve problems related to policy, product, process, plant, and operations decisions. (BBA 2, 4)

Course Readings
2. “The Goal” by Eliyahu M. Goldratt and Jeff Cox (any edition)
3. A business newspaper or internet business news service
4. Readings as assigned in the syllabus

Regarding Communication
- Grades, assignments, and additional information will be distributed in class and through Coursesden.
- All email should use this email address: janderso@westga.edu, not Coursesden.
- Please allow two working days for an email response from me.
- I reserve the freedom to adjust the syllabus.
What Is Expected of You

1. **You should come to class.** Attendance is mandatory and exams will cover information taught in class that is not in the textbook.
2. **You should take detailed notes.** Exams are based on material delivered and discussed in class. These notes will also provide you with information that may later help you in your career.
3. **You should behave professionally.** You should act respectfully and participate, especially in group assignments and class discussion. If you behave unprofessionally (as determined by me, the professor), you will be disqualified from a group project or class discussion and lose the associated credit toward your grade.
4. **You should complete all assignments on time.** Please pay close attention to the course schedule and assure all work is complete on time or early. Late work receives a maximum of half credit.
5. **You should take exams on the date and time they are scheduled.**
6. **You should be honest.** The UWG honor codes states: “At the University of West Georgia we believe that academic and personal integrity are based upon honesty, trust, fairness, respect and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism*, cheating*, fabrication*, aid of academic dishonesty, lying, bribery or threats, and stealing.” The student manual also outlines the method for handling cheating or academic dishonesty as follows: “Each incidence of academic dishonesty is subject to review and consideration by the instructor, and is subject to a range of penalties including but not limited to failing the assignment, failing the course, and referral to Office of the Vice President for Academic Affairs” (available online at [http://www.westga.edu/~handbook/hb3.php?page=honorcode](http://www.westga.edu/~handbook/hb3.php?page=honorcode)).

Based on the Prerequisites you should have a basic understanding of......

Statistics applied to business research (ECON 3402)

Course Evaluation of Objectives

Your final grade will be based on three exams scores and assignments given in class. Each exam will make up 30% of your final grade. The assignments will make up 10%.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td></td>
<td>30%</td>
</tr>
<tr>
<td>Exam 2</td>
<td></td>
<td>30%</td>
</tr>
<tr>
<td>Exam 3</td>
<td></td>
<td>30%</td>
</tr>
<tr>
<td>Assignments and class notes</td>
<td></td>
<td>10%</td>
</tr>
<tr>
<td>Total %</td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

% Earned  Grade  (basic expectation to earn this grade)

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100</td>
<td>A</td>
<td>(excellent work, and solid understanding of course material and readings)</td>
</tr>
<tr>
<td>80-89</td>
<td>B</td>
<td>(excellent work, and a general understanding of course material and readings)</td>
</tr>
<tr>
<td>70-79</td>
<td>C</td>
<td>(average work, general understanding of course material)</td>
</tr>
<tr>
<td>60-69</td>
<td>D</td>
<td>(work, awake for class discussion)</td>
</tr>
<tr>
<td>Below 60</td>
<td>F</td>
<td>(very little of the above)</td>
</tr>
</tbody>
</table>

Opportunity for Extra Credit

In this course, there is one opportunity to earn extra credit. You must read the book “The Goal” by Elihahu M. Goldratt and Jeff Cox (any edition) and meet with me to discuss what you learned, I will add up to 3% to your final grade based on how well you show evidence of understanding. Interviews about the goal will be held during final exam week, prior to the exam for your section. The discussion should take approximately 30 minutes.