DEPARTMENT OF MANAGEMENT
COURSE SYLLABUS SUMMER SEMESTER 2018

COURSE NUMBER: MGNT 3615-N01
COURSE TITLE: OPERATIONS MANAGEMENT
INSTRUCTOR: Faramarz Parsa, Ph.D.
EMAIL: FParsa@westga.edu (no email message via CourseDen please)
        FaramarzParsa@gmail.com
PHONE (office): (678) 839-4830
Text: (404) 307-1375 (no calls please)
OFFICE HOURS: Online: 24/7; or by appointment, in RCOB room 2221.
REQUIRED REGISTRATION TO “CONNECT”:
All course activities, lecture material, assignments, tests, etc., are conducted on McGraw –Hill’s
“Connect” platform. Students are required to purchase the access code for the site and then
register for the class on Connect. The combined cost of registration and e-textbook is $80. You
will need a credit card to make your online purchase. You can sign up for the free “trial period”
which will give you full access to the site and textbook for about 2 weeks; but you must pay
before the trial period ends so that there would be no interruptions in your course activities.
The following site is for your registration:
http://connect.mheducation.com/class/f_parsa-summer-2018
For on-going support you have a Digital CARE Team at:
http://mpss.mhhe.com/connectlinks.php (click “Contact Us”) or phone 1-800-331-5094 (prompt
2 for students)
You should check the site daily to know when assignments and quizzes open and when they
close. Not all work will be posted on the site at the first week of the semester. Assignments
open a day or so before the period listed on “class schedule” and close about a day later. A
15% reduction in grade per day will automatically be applied to late assignment submissions.

COURSE DESCRIPTION:
This course is an introduction to the concepts, principles, problems, and practices of operations
management. Emphasis is on managerial processes for achieving effective operations in both goods-producing and service-rendering organizations. Topics include operations strategy, process design, capacity planning, facilities location and design, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.

STUDENT’S 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.

EXAMS AND GRADING:

There are four (4) exams scheduled, as indicated in the “course schedule” table.

Exam #I  17%
Exam #II  17%
Exam #III  17%
Exam #IV  17%
Assignments  32%
LS Quizzes  0%

The on-line exams are available for the time window on the date specified on the schedule. Plan ahead and DO NOT WAIT UNTIL THE LAST MINUTE TO TAKE THE EXAMS. Penalties will be assessed for taking the test past due date.

The final grade is calculated only from the average of the four exams and assignment grades. There are NO extra credit opportunities for grade enhancement, therefore spend plenty of time preparing for the exams. The exams cover more than facts; they cover concepts, the application of concepts, and the application of concepts in solving problems.

TIME COMMITMENT:

Students carrying a course load of 11-18 hours in a regular semester are considered full-time. The rationale behind this designation is that 11-18 hours of course work is a FULL-TIME commitment. For each semester hour spent in class each week, students should expect to spend an average of 2 to 3 hours outside of class reading, doing assignments, studying, etc. Thus a 12-hour course load is expected to require 24 to 36 hours of outside work in addition to the 12 hours spent in class for a total time commitment of 36 to 48 hours per week.

As you will find out, this course is one of the most challenging classes in the Business curricula. You should invest a minimum of 3 hours daily in studying and working the assignments for this course. It is likely that a commitment of less time than this will result in sub-optimal outcomes.
If your current schedule does not allow for such commitment, you should consider dropping this class.

**IMPORTANT:**

Each exam will be made of True/False, and Multiple-Choice questions (65%) as well as Problems (35%). During the exam period you will only have enough time to answer the questions and work the problems. You will NOT have the time to look for the answers or teach yourself how to do the problems. To successfully pass this course, it is vitally important that you make sure that you:

- Thoroughly study each assigned chapter and work all example problems.
- Study the “solved problems provided at the end of each chapter.
- Check the CourseDen to see if any videos are posted by your instructor.
- Spend good amount of time (hours) working the end of chapter “Problems”. These problems are the templates and representative problems which you will find in your exams. If you cannot work these problems out during your studies, be assured that you will not be able to work the exam problems either. The answers to most of these problems are provided in Appendix A of your text book.
- Your posted homework assignments on Connect are selective number of the end of chapter problems. You will usually get three chances to do the problems right. You will have an automatic 15% reduction in grade for each additional attempt after the 1st one. So please do your best to do the assignment correctly on your first attempt. The correct answer and additional feedback will be provided to you on extra attempts. The best score of all attempts on each assignment will be counted as your grade. If you receive a satisfactory but not full grade on your first attempt, I strongly suggest that you continue with the extra attempts since only after the third attempt you will have the opportunity to see the full solution. Since only the best grade of all attempts will be counted in, your assignment grade will never be lower than the grade you receive on the first attempt.
- The Learn Smart quizzes are posted for the student’s self enrichment and will not have any effect on the student’s overall grade.
- You will only get the total score for the two un-proctored exams. If you wish to view and receive feedback on these tests, please make an appointment to view and review them in my office during the office hours.

**COGNITIVE COURSE OBJECTIVES:**

<table>
<thead>
<tr>
<th>Learning Objective</th>
<th>Relates to Learning Goal(s)</th>
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</thead>
<tbody>
<tr>
<td>1  Students will apply appropriate quantitative techniques to a variety of operations-oriented problems provide accurate analysis</td>
<td>BBA2, BBA4, BBA 6</td>
</tr>
<tr>
<td>2  Students will demonstrate the ability to apply basic principles of operations management to real world situations.</td>
<td>BBA 6</td>
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<td>3  Students will describe the overall production/operations management process and understand its function and relationship to other areas.</td>
<td>BBA 4</td>
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<tr>
<td>4</td>
<td>Students will understand and solve problems related to policy, product, process, plant, and operations decisions.</td>
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**Academic Support, Online Courses, Honor Code, UWG E-mail Policy, Credit Hour Policy, HB 280**

The VPAA’s Office at UWG provides common language on each of the above issues at the following website:

[https://www.westga.edu/administration/vpaa/assets/docs/faculty-resources/common_language_for_course_syllabi_v2.pdf](https://www.westga.edu/administration/vpaa/assets/docs/faculty-resources/common_language_for_course_syllabi_v2.pdf)
**COURSE SCHEDULE:** (Assignment dates are posted on Connect)

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Chapter</th>
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<tbody>
<tr>
<td>Th 5/31</td>
<td>Production and Operations Management</td>
<td>1</td>
</tr>
<tr>
<td>F 6/1</td>
<td>Competitiveness, Strategy, and Productivity</td>
<td>2</td>
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<tr>
<td></td>
<td>Product and Service Design</td>
<td>4</td>
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<tr>
<td>M 6/4</td>
<td>Reliability, Reliability Problems</td>
<td>4 Supplement</td>
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<td>T 6/5</td>
<td>Capacity Planning</td>
<td>5</td>
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<tr>
<td>W 6/6</td>
<td>Test 1, Opens 12: a.m. for 24 hours, Closes 11:59 p.m. (2 hrs)</td>
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<tr>
<td>Th 6/7</td>
<td>Process Selection and Facility Layout</td>
<td>6</td>
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<tr>
<td>F 6/8</td>
<td>Location Planning</td>
<td>8</td>
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<tr>
<td>M 6/11</td>
<td>Introduction to Quality</td>
<td>9</td>
</tr>
<tr>
<td>T 6/12</td>
<td>Quality Control</td>
<td>10</td>
</tr>
<tr>
<td>W 6/13</td>
<td>Test 2, Opens 12: a.m. for 24 hours, Closes 11:59 p.m. (2 hrs)</td>
<td></td>
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<tr>
<td>Th 6/14</td>
<td>Project Management</td>
<td>17</td>
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<tr>
<td>F 6/15</td>
<td>Supply Chain Management</td>
<td>15</td>
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<tr>
<td>M 6/18</td>
<td>Aggregate Planning</td>
<td>11</td>
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<tr>
<td>T 6/19</td>
<td>Test 3, Opens 12: a.m. for 24 hours, Closes 11:59 p.m. (2 hrs)</td>
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<tr>
<td>W 6/20</td>
<td>Inventory Management</td>
<td>13</td>
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<td>TH 6/21</td>
<td>Materials Requirement Planning</td>
<td>12</td>
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<tr>
<td>F 6/22</td>
<td>Lean Operations</td>
<td>14</td>
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<tr>
<td>M 6/25</td>
<td>Test 4, Opens 12: a.m. for 24 hours, Closes 11:59 p.m. (2 hrs)</td>
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All tests are open book/open notes