

Intro to Production & Operations Management

ISQS 3344 (Section 101)

Summer I 2019

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Office Hrs: By appointment

TEXTS: Collier and Evans, **Operations Management: Sixth Edition**, Cengage Learning, 2017.

Welcome to a course on operations management (OM). When you think about it, just about every task we engage in has an operation or process associated with it. Only when we concentrate on the underlying processes can we expect to make substantial improvements in profitability, and productivity. This course delivers to you the student a learning experience of designing and managing the operations of an enterprise.

Grading: Two exams and a comprehensive final will be administered. All exams will be mandatory. Make-up exams will be administered in my office only to students with excusable conflicts. Exams will take place in this classroom during the regular meeting time, the final excepted.

In addition to the exams, up to 20 homework sets may be taken up (one for each chapter). All exams and homework sets will be graded on a basis of 0 to 100%. The homework sets will consist entirely of multiple choice graded by Blackboard. The exams will consist of multiple choice plus problems. The letter grade break-down used in assigning all grades, including the final grade is: A: 90 – 100%, B: 80 – 89.99%, C: 70 – 79.99%, D: 60 – 69.99%, F: below 60. Each exam will be worth 22% of the total grade; the final will be worth 24%. The homework problems carry a total worth of 20%. Class participation will be worth 12%.

Blackboard: All course materials can be found at <http://blackboard.ttu.edu>. Use your eRaider username and password to log in.

Attendance: Class attendance will be taken. The seat you sit in on the second class period will be "your seat" for the remainder of the semester. A seating assignment chart will be created on the second class day. Late entrances and early exits to and from the classroom are distractions which disrupt the class. If you must arrive late or if you must leave early, please make your entrance/departure as quiet and orderly as possible. If you do either of these, you may be counted absent if you do not get permission from the lecturer ahead of time.

Homework: The homework assignments serve to prepare you for the exams. You will find that "keeping current" on the homework will greatly facilitate their solution. You should answer the multiple choice immediately after the material has been covered in class. The homework will utilize Blackboard and will consist of a collection of multiple choice problems for each chapter—twenty or so per chapter. The homework is due by 10:00pm of the day we cover that particular chapter. Blackboard will tell you which multiple choice problems you missed the next day after we cover that particular chapter. You can submit your homework anytime before the due date but Blackboard will not give you answers until after the deadline. Late submissions are not accepted *unless* you have a legitimate reason and request permission from me to submit homework late *prior* to the deadline of that particular homework.

Reading: The reading assignments will enable you to work the homework problems with understanding and to comprehend the material covered in class. The student is advised to have read each assigned reading for the class period before coming to class.

Exams: The exams will test your ability to apply the solution techniques discussed in class. In addition, the exams will test your general substantive understanding of the material including definitions and concepts. Each exam will consist of multiple choice and possibly some word problems. Multiple choice questions may be used to lead you through a solution procedure.

ADA: Any student who, because of a disability, may require special arrangements in order to meet the course requirements should contact the instructor as soon as possible to make any necessary arrangements. Students should present appropriate verification from Student Disability Services during the instructor's office hours. Please note: instructors are not allowed to provide classroom accommodations to a student until appropriate verification from Student Disability Services has been provided. For additional information, please contact Student Disability Services in West Hall or call 806-742-2405.

Academic Integrity: Academic integrity is taking responsibility for one's own class and/or course work, being individually accountable, and demonstrating intellectual honesty and ethical behavior. Academic integrity is a personal choice to abide by the standards of intellectual honesty and responsibility. Because education is a shared effort to achieve learning through the exchange of ideas, students, faculty, and staff have the collective responsibility to build mutual trust and respect. Ethical behavior and independent thought are essential for the highest level of academic achievement, which then must be measured. Academic achievement includes scholarship, teaching, and learning, all of which are shared endeavors. Grades are a device used to quantify the successful accumulation of knowledge through learning. Adhering to the standards of academic integrity ensures grades are earned honestly. Academic integrity is the foundation upon which students, faculty, and staff build their educational and professional careers. [Texas Tech University ("University") Quality Enhancement Plan, Academic Integrity Task Force, 2010] Your integrity is worth far more than your grade in this class. Once your course grade has been determined, it is impossible to do extra work to improve the grade after the fact. After the end of the semester, do not ask me for the opportunity to do extra work.

Religious Holy Day: "Religious holy day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Texas Tax Code §11.20. A student who intends 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. A student who is excused under section 2 may not be penalized for the absence; however, the instructor may respond appropriately if the student fails to complete the assignment satisfactorily.

Discrimination, Harassment, and Sexual Violence: Texas Tech University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from gender and/or sex discrimination of any kind. Sexual assault, discrimination, harassment, and other [Title IX violations](#) are not tolerated by the University. Report any incidents to the Office for Student Rights & Resolution, (806)-742-SAFE (7233) or file a report online at titleix.ttu.edu/students. Faculty and staff members at TTU are committed to connecting you to resources on campus. Some of these available resources are: TTU Student Counseling Center, 806-742-3674, <https://www.depts.ttu.edu/scc/> (Provides

confidential support on campus.) TTU 24-hour Crisis Helpline, 806-742-5555, (Assists students who are experiencing a mental health or interpersonal violence crisis. If you call the helpline, you will speak with a mental health counselor.) Voice of Hope Lubbock Rape Crisis Center, 806-763-7273, voiceofhopelubbock.org (24-hour hotline that provides support for survivors of sexual violence.) The Risk, Intervention, Safety and Education (RISE) Office, 806-742-2110, <https://www.depts.ttu.edu/rise/> (Provides a range of resources and support options focused on prevention education and student wellness.) Texas Tech Police Department, 806-742-3931, <http://www.depts.ttu.edu/tpd/> (To report criminal activity that occurs on or near Texas Tech campus.)

Civility in the Classroom: Texas Tech University is a community of faculty, students, and staff that enjoys an expectation of cooperation, professionalism, and civility during the conduct of all forms of university business, including the conduct of student–student and student–faculty interactions in and out of the classroom. Further, the classroom is a setting in which an exchange of ideas and creative thinking should be encouraged and where intellectual growth and development are fostered. Students who disrupt this classroom mission by rude, sarcastic, threatening, abusive or obscene language and/or behavior will be subject to appropriate sanctions according to university policy. Likewise, faculty members are expected to maintain the highest standards of professionalism in all interactions with all constituents of the university (www.depts.ttu.edu/ethics/matadorchallenge/ethicalprinciples.php).

LGBTQIA Support: Resources are available through the Office of LGBTQIA within the Center for Campus Life, Student Union Building Room 201, www.lgbtqia.ttu.edu, 806.742.5433. Within the Center for Campus Life, the Office serves the Texas Tech community through facilitation and leadership of programming and advocacy efforts. This work is aimed at strengthening the lesbian, gay, bisexual, transgender, queer, intersex, and asexual (LGBTQIA) community and sustaining an inclusive campus that welcomes people of all sexual orientations, gender identities, and gender expressions.

Policy: The instructor reserves the right to make whatever changes are necessary in the syllabus or in the above-stated procedures. If changes are made, the student will be informed of them.

Pedagogy and Syllabus: Each class day we will cover a separate chapter of our text. The international version of your text, while cheaper, has a completely different set of questions and problems. Do not buy or use it. The pedagogy is compelling, if you don't mind my saying so: you will read the chapters, listen to the lectures, do the homework and then you should be ready to take the exams. Notice the due dates for the homework. The homework is due by 10:00pm of the day in which we cover that particular chapter. So your first homework set is due by 10:00pm tonight!

Learning Objectives/Outcomes of Course:

- 1. To create a sense of excitement and interest in operations management*
- 2. To understand why operations management is so important in modern society*
- 3. To comprehend that operations management is embedded in and interacting with all of the other management disciplines*
- 4. To understand the major trends in operations management today*
- 5. To understand the importance of projects and project management in operations*

6. *To learn the relationships between strategy and operations management*
7. *To comprehend the importance of models in operations management*
8. *To be able to completely design the operations component of an enterprise*
9. *To provide a learning experience that is interesting, substantive, and useful.*