

MGMT 3344 Operations Management Syllabus  
CRN 10963 Isanhart



UNIVERSITY OF CENTRAL ARKANSAS  
COLLEGE OF BUSINESS  
VISION, MISSION, AND CORE VALUES STATEMENT

*Department of Marketing & Management*

**Vision**

Our vision is to be recognized as the business college of choice for undergraduate and masters programs among public business colleges in Arkansas and the region, with national recognition in selected fields or areas.

**Statement of Mission and Core Values**

Our mission is to provide high quality business education to our undergraduate and graduate students through the delivery of a current and responsive curriculum that promotes intellectual and professional development. We promote excellence through our scholarly endeavors and service to our stakeholders through strong engagement with the regional and global business community. In carrying out this mission, the College of Business is guided by the following core values:

**1. Intellectual Excellence.**

- 1.1. Educate students: We promote intellectual and professional development of students by emphasizing communication, critical and analytical thinking, collaboration, information management and a broad exposure to key business disciplines.
- 1.2. Scholarship: We believe that faculty and students should engage in professional development and scholarly endeavors that promote the application and creation of knowledge in business practice and education.
- 1.3. Cultural competence: We maintain and develop current and responsive curriculum that prepares students for the global business environment through broad exposure to key business disciplines.
- 1.4. Physical learning environment: We strive to provide a physical infrastructure with appropriate technology that provides an environment in which our students and faculty can thrive professionally and intellectually.

**2. Community.**

- 2.1. Collegiality: We encourage transparency in our decision making practice through a process of shared governance based on interactions among faculty, staff, and students.
- 2.2. Service: We pursue collaborative partnerships between our internal and external stakeholders to promote life-long and experiential learning, research, service, and community interaction.

**3. Diversity.**

- 3.1. We value the opportunity to work, learn, and develop in a community that embraces the diversity of individuals and ideas.

**4. Integrity.**

- 4.1. Ethics: We are committed to ethical and responsible behavior in our own actions and to developing the same commitment in our students by promoting the awareness of professional ethical responsibilities.
- 4.2. Responsibility: We commit to being responsible and accountable in our operations at all levels, including assessment and continuous improvement of our academic programs and transparency in our fiscal and operational proceedings.

## Learning Goals

*Our graduates shall possess:*

1. Critical Thinking & Analytical Thinking Skills;
2. Awareness of the Global Business Environment;
3. Ethical Reasoning Abilities;
4. Effective Communication Abilities;
5. Effective Collaborative Skills;
6. Effective Information Management Skills;
7. Understanding of a Broad Range of Business Disciplines.

## Course Syllabus

### Course Information

<b>Course Number:</b> MGMT 3344	
<b>Course Name:</b> Operations Management	
<b>CRN:</b> 10963	
<b>Semester:</b> Fall 2014	
<b>Location:</b> CoB 315	
<b>Class Hours:</b> 10:00 - 10:50	

### Instructor Information

<b>Name:</b> Doug Isanhart	
<b>Office Location:</b> CoB 312-"O"	
<b>Work Email:</b> dougi@uca.edu	
<b>Phone:</b> 450 3632	
<b>Office Hours:</b> MWF: 1100 - 1200; MW 1300-1600	Also by appointment

**Prerequisites:** Business Foundation courses as shown on check list

**Textbook and Instructional Materials Required:** None

**Course Description and Objectives:** Students will gain a basic understanding of the importance of managing operations. Major concepts covered include manufacturing versus service operations; people problems, strategic use of SCM, preparing a Business operations Plan, case study, mathematics needed to measure and make decisions, Continuous Improvement, Toyota Production System, and Key Performance Indicators. Local, real-world enterprises will be studied by teams of students. Operations Management careers and internships will be explored.

**Course Delivery Method:** Lectures, handouts, study of local real world enterprises, team presentations, class exercises, completion of a Business Operating Plan, and interactive classroom discussions

**Grading:**

Grades will be assigned according to the following percentage scale:

- A. = 89.5
- B. = 79.5
- C. = 69.5
- D. = 59.5
- F. < 59.5

**Components of your grade are as follows:** Two (2) Knowledge Assessments @ 100 points; Team Presentations @ 50 points; 10 quizzes @ 5 points; Final KA @ 100 points; Business Operating Plan 100 points. Total points = 500

**Class Schedule:**

**Week of**

Aug 18	Intro, course overview, Q&A
Aug 25	Form teams, assign enterprises & paper; Chp 1; <b>No Class on Friday 8/29</b>
Sep 1	<b>No Class Monday - Labor Day;</b> Chp 1
Sep 8	Chapter 2; <b>No class on Friday 9/12</b>
Sep 15	Chp 3; presentations 1 & 2 and quizzes (F)
Sep 22	Chp 3; KA#1 review (M); <b>Knowledge Assessment #1 (W); No class on Friday 9/26</b>
Sep 29	We-B-Nanners case study; Presentations 3 & 4 (F)
Oct 6	Chp 4; Inventory Carrying Cost; presentations 5 & 6 (F)
Oct 13	Chp 4 (M); Green; LEED; Sustainability; Review (F)

**\*\*\* Fall Break Thurs, Oct 16 and Friday, Oct 17**

**\*\*\* BOP due Monday, Oct 13**

Oct 20      **KA#2 (M)**; Case study

### Week of

Oct 27	Material Variance; COQ; KPIs; Incentives; presentations 7 & 8 (F)
Nov 3	EE; SCM; Presentations 9 & 10 (F)
Nov 10	Chp 5; TPS
Nov 17	Chp 5; LEAN; VSM
Nov 24	Chp 7; <b>No classes W/Th/F - Thanksgiving Break</b>
Dec 1	Review (M); <b>Final Exam (W); no classes Friday</b>

**Evaluations:** Students may evaluate the course beginning the 12<sup>th</sup> Monday of instruction thru Final Exam week. Log into myUCA and click the *Evals* button on top right of screen.

### **Policies and Procedures:**

**Attendance and Drop policies:** No attendance will be taken

**Assignment Submission:** Paper assignments will be penalized 10 points for each 24 hour time period of lateness.

**Makeup Exams:** At discretion of instructor, only

**Classroom Policies:** Mutual courtesy and respect are the expectations.

**Academic Integrity Statement:** The University of Central Arkansas affirms its commitment to academic integrity and expects all members of the university community to accept shared responsibility for maintaining academic integrity. Students in this course are subject to the provisions of the university's Academic Integrity Policy, approved by the Board of Trustees as Board Policy No. 709 on February 10, 2010, and published in the Student Handbook. Penalties for academic misconduct in this course may include a failing grade on an assignment, a failing grade in the course, or any other course-related sanction the instructor determines to be appropriate. Continued enrollment in this course affirms a student's acceptance of this university policy.

**Disabilities Act Statement:** The University of Central Arkansas adheres to the requirements of the Americans with Disabilities Act. If you need an accommodation under this Act due to a disability, please contact the UCA Office of Disability Services, 450-3613.

**Sexual Harassment and Academic Policies:** All students are required to familiarize themselves with the University of Central Arkansas policy on sexual harassment and on academic policies. These policies are printed in the Student Handbook.

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## **Title IX**

"If a student discloses an act of sexual harassment, discrimination, assault, or other sexual misconduct to a faculty member, the faculty member cannot maintain complete confidentiality and is required to report the act and may be required to reveal the names of the parties involved. Any allegations made by a student may or may not trigger an investigation. Each situation differs and the obligation to conduct an investigation will depend on those specific set of circumstances. The determination to conduct an investigation will be made by the Title IX Coordinator. For further information, please visit: <https://uca.edu/titleix>."

An **Emergency Procedures Summary (EPS)** for the building in which this class is held will be discussed during the first week of this course. EPS documents for most buildings on campus are available at <http://uca.edu/mysafety/bep/>. Every student should be familiar with emergency procedures for any campus building in which he/she spends time for classes or other purposes.

**Other Required Materials/Competencies/Resources:** Booklet "Common Cents"

### **Accreditation & Assurance of Learning**

#### **Learning Goals Assessed in this Class**

There is a formal assessment activity scheduled in this class

**Learning Goals:** Critical thinking, problem solving, mathematical measurement

**Learning Objective:** To understand, learn and practice acquired skills required for effective Operations management

**Measure:** Pre and Post assessments

**Benchmark:** Marked improvement in weighted average scores of students from pre to post assessments

**Note:** This syllabus is subject to revision. Any revisions will be communicated.