

MGT730 Operations Management: Analytics and Applications

COLLEGE OF BUSINESS AND GLOBAL AFFAIRS

University of Tennessee, Martin

Course Number and Title: Management 730, Operations Management: Analytics and Application

Textbooks and Other Required Materials:

Operations and Supply Chain Management for MBAs, (Seventh Edition), Jack R. Meredith & Scott M. Shaffer, John Wiley & Sons, Inc., 2019. ISBN: 978-1-119-6323-5; 978-1-119-60550-8

Course Information:

Course Description/Information: This course is completely online, meaning there are no face-to-face class meetings. It consists of approximately 5 weeks of coursework. There are specific due dates (Homework assignment, Cases, and Exams) throughout the course which are indicated on the Course Schedule listing. The course is conducted through Canvas. Please access Canvas daily for any additional course announcements. This course introduces concepts and problem-solving techniques important in production and service operations management. Topics include demand forecasting, capacity management, resource allocation, inventory management, applications of linear programming, supply chain planning and data analytics, quality control, and project management.

Course Resources:

Canvas & Microsoft Excel

Student Learning Outcomes/Objectives:

College Mission Statement:

The College of Business & Global Affairs educates and engages students to become responsible citizens and succeed in a diverse global environment.

In conjunction with the University, we value....

- Career-directed programs
- Student-faculty interactions
- Experiential learning
- Internal and external stakeholders

The “Statement of Ethics” for the UTM CBGA is available via the following link:

http://www.utm.edu/departments/cbga/_pdfs/Statement%20of%20Values%20October%202014%29.pdf

MBA Learning Objectives related to the CBGA Mission:

MBA 1: Effective written and oral communication

MBA 2: Effective leadership and teamwork skills

MBA 3: An understanding of the integrated nature of business functions

MBA 4: An understanding of ethical dimensions in business decisions

MBA 5: The ability to think critically and use analytical approaches in making effective decisions within a dynamic business environment

Student Learning Outcomes

Upon completion of this course, students will be able to:

1. Analyze production planning problems. (MBA 2, 3, 5)
2. Apply appropriate methodologies to inventory decisions. (MBA 3, 4)
3. Analyze operations processes and recommend improvements. (MBA 1, 2, 3)
4. Apply appropriate methodologies to linear programming. (MBA 3, 5)
5. Apply appropriate techniques for managing quality. (MBA 2, 3, 5)
6. Apply appropriate forecasting methodologies. (MBA 3, 4, 5)

Course Communications:

All email to me must be sent from your UTM email address. Emails sent from any other account might be caught by the spam filter and never reach me. Additionally, I will send emails only to your UTM account. I will try to reply your email within 24 hours. Typically, you will receive a response much sooner. I always respond as quickly as possible. However, if you have technical issues related to Canvas or email, please contact the UTM Help Desk at <http://www.utm.edu/helpdesk/>.

Class Conduct:

All instances of class misconduct, which includes but is not limited to cheating, will be handled according to the rules of the academic misconduct and disciplinary procedures in the Student Handbook.

Course Requirements/Expectations:

Course Requirements, Assessments, and Evaluations:

Exams: Makeup exams are only given if you (student) contact me (instructor) prior to exam and receive approval to take exam at an alternate time. Other misses will receive automatic zeroes. Each exam will require Respondus LockDown Browser with **Monitor**. Please make sure that you have a web-camera available on your computer.

Discussion, Assignments & Cases: There are 8 assignments and each assignment counts for 30 points. There is one discussion which counts for 20 points. There are two group cases and each case counts for 50 points. Absolutely NO late assignments and cases will be allowed. All assignments and cases must be submitted under Assignments icon in Canvas. All assignments and cases have due dates specified on the Course Schedule. Submissions must be made by midnight (**Central time**) of the due date.

Peer Evaluation: I will assign the groups at the beginning of the course. Since all cases are to be done as a **group**, each member will fill out a peer evaluation form and submit it after each case is due. There are two confidential peer evaluation forms (one per case) and each counts for 20 points.

If the majority of members give other team-members a low evaluation, the instructor has the right **NOT** to grant the group case grades to those un-contributing members (double penalty).

Help from Me: Operations management is a very quantitative subject. **After** reviewing the videos and textbook, if you have questions or problems on solving the exercises included in the videos, please contact me anytime. We can meet through the Zoom and we will go through those exercises LIVE. Please do not wait until last minute to ask for help because by then it will be too late.

Grading: This course consists of 1 discussion forum at 20 points, 3 regular exams at 100 points each, 8 assignments at 30 points each, 2 group cases at 50 each, plus 2 cases peer evaluation at 20 each for a course total of 700 points. Due dates for discussion, assignments, cases, and exams are stated on the syllabus. Assignments are due on or before the due date. Exams contain multiple choice questions.

The due date is based on the US central time zone.

Course grades are awarded based on the following grading scale:

<u>REQUIRED TESTS/ASSIGNMENTS</u>	<u>Total Points</u>	<u>GRADES/ Accumulated Points</u>
Exam (3)	300 (100 each)	A = 630 - 700
Assignment (8)	240 (30 each)	B = 560 - 629
Group Case (2)	100 (50 each)	C = 490 - 559
Case Peer evaluation (2)	40 (20 each)	D = 420 - 489
Discussion (1)	20	F = 0 - 419
Total Possible Points	700	

University Policies:

Academic Integrity:

The University of Tennessee at Martin has chosen as its primary objective quality undergraduate education. Commitment to this objective must include an obligation by all members of the University community to promote and protect the highest standards of integrity in study, research, instruction and evaluation. Dishonesty or unethical behavior does not belong at an institution dedicated to the promotion of knowledge and learning. Integrity of the academic process requires fair and impartial evaluation by faculty and honest academic conduct by students. Specific integrity attributes can be found:

http://www.utm.edu/departments/conduct/new_academic_integrity.php

Students are expected to conduct themselves at a high level of academic integrity. Any student found cheating will be assigned a final grade of F for the course and will be reported to the Vice Chancellor for Student Affairs and the dean of his/her college for further disciplinary action.

Standard of Conduct:

When persons enroll in The University of Tennessee at Martin, they retain the rights and duties of a citizen. Additionally, they must assume the duties and observe the regulations imposed by the University community. Specific conduct attributes can be found:

<http://www.utm.edu/departments/conduct/conduct.php>

Disability Services:

The University of Tennessee provides reasonable accommodations (academic adjustments and auxiliary aids) to ensure equal access to educational content and university programs for students with disabilities. Students who are eligible for and who request accommodations through the Disability Services office must provide instructors with a letter of accommodation. The Disability Services office is located in the Student Success Center, 203 Clement Hall, 731.881.7605.

Key Campus Resources For Students:

- [Undergraduate & Graduate Catalog](#): (Listing of academic programs, courses, and policies)
- [Student Success Center](#): (Academic support resources)
- [Student Health and Counseling Services](#): (Mental and physical health services)
- [Library](#): (Access to library resources, databases, course reserves, and services)
- [Career Services](#): (Career counseling and resources; Vault job search system)

The instructor reserves the right to revise, alter or amend this syllabus as necessary. Students will be notified in writing / email of any such changes.