

**Sam Houston State University
College of Business Administration
Department of Management & Marketing
Course Syllabus
Spring 2008**

**Dr. Pamela Zelbst
Operations Management (475)**

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**Office Hours: Tuesday and Thursday
9:00 am-12:00pm
1:00 pm-3:00 pm
Wednesday
2:00 pm-3:30 pm**

*****NO FOOD OR DRINKS IN THE CLASSROOM***
Water in a plastic bottle with a cap is the only exception.**

**Required Text: Operations Management, Heizer & Render, 8th Edition, 2006,
Pearson Education, Inc.**

Course Description

This course addresses issues pertaining to the operations function within manufacturing and service firms competing in a global environment. The relationship of operations to other organizational functions will be investigated. Topics include decision making, project management, forecasting, capacity planning, facilities design and location, process and product design, inventory management, and quality assurance. Prerequisites: MGT 380, BAN 363. Credit 3. (SHSU Undergraduate Catalog).

Students are expected to read the text, take notes, participate in classroom activities and discussions, and complete all course requirements.

Course Objectives

- ◆ Students should develop an understanding of terminology.
- ◆ Students should become familiar with the various quantitative methods used in operations management both in a service and manufacturing environment.
- ◆ Students should develop an understanding of the concepts involved in operations management.

Attendance Policy

Attendance is required and in compliance with SHSU's policy. **If you are absent it is your responsibility to find out what you missed from a classmate.**

STUDENT ABSENCES ON RELIGIOUS HOLY DAYS POLICY

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). This request must be made in the first fifteen days of the semester or the first seven days of a summer session in which the absence(s) will occur. The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.

DISABLED STUDENT POLICY

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.

Honesty

Each student is responsible for their own work. Academic dishonesty will not be tolerated. Plagiarism will not be tolerated. Software may be employed to identify individuals that plagiarize.

Cell Phones

Ringers on cell phones must be turned off before class begins. On exam days cell phones must be placed in your school bag, pocket, etc. No taking pictures, talking or text messaging on the cell phone will be permitted during class or exams.

Laptop Computers

Laptop computers are to be used only for taking notes. Surfing the internet, playing games, instant messaging, emailing, and etc. will not be tolerated.

Team Work

Students will work in teams of 3 students. The teams have the responsibility of meeting on a regular basis. In addition, the teams will work together to produce a written case audit. Each team will submit in writing a contract as to the responsibility of each team member. However, the team will be graded as a whole and it is the responsibility of the team to make sure all work is complete and included in the oral and written audit. The instructor will not intervene with team management. Students can fire a team member with the unanimous vote of the team (with the exception of the one being fired) and the instructor's consent. The individual that is fired will be expected to complete the assignment in its entirety on their own.

Examinations

Exams are not cumulative. There will be four (4) exams made up of multiple choice questions. Each exam is worth 100 point. **There will be no makeup exams. No extra time will be allowed to students who are tardy for tests.**

Exam I	Chapters 1, 2, 3 & 4
Exam II	Chapters 5, 6, 7 & 8
Exam III	Chapters 9, 10, 11 & 12
Exam IV	Chapters 13, 14, 15, 16, & 17

Evaluation Scheme

In class assignments (Problems)	100
Projects (3 Mini Projects)	150
4 exams, 100 points each	<u>400</u>
Total	650

Grade Structure

585+ Points	A
520-584 points	B
455-519 points	C
390-454 points	D
389 points and below	F