

**AMBERTON UNIVERSITY**  
**e-COURSE SYLLABUS**

**MGT4203.E1 Operations Management  
Spring 2024**

**PROFESSOR INFORMATION:**

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**COURSE INFORMATION:**

MGT4203.E1 Operations Management  
Level: Undergraduate  
Beginning Date of Session: Saturday, March 9, 2024  
Ending Date of Session: Thursday, May 16, 2024

**Student access available to the Student Portal: Saturday, March 9, 2024**

*Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.*

**COURSE PREREQUISITES:**

None

**TEXTBOOK(S) AND REQUIRED MATERIALS:**

Title: Operations Management  
Author: William Stevenson  
Publisher: McGraw-Hill  
Year Published: 2021  
Edition: 14<sup>th</sup>  
ISBN: 13:9781260718423  
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, [www.Amberton.edu](http://www.Amberton.edu). There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

**APA Requirement**

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 7th edition, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please consult the Publication Manual of the American Psychological Association, (7th ed.). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

**COURSE COMPETENCIES:**

The following represents the course competencies for this class. Competencies are equivalent for all lecture and distance learning courses. Following each competency is the assignment used to gain mastery of this area of study.

The course presents skills necessary for achieving a competitive advantage in both manufacturing and service industries. Topics include organizational design, customer service, setting strategic goals, and managing foods and services to both employees and customers.

**UPON COMPLETION OF THE COURSE, THE STUDENT WILL BE COMPETENT IN:**

1. Analyzing manufacturing and service operations management within industries.
2. Describing theories governing the role of operations management within a business firm.
3. Developing product and process operations strategies at the corporate and global level.
4. Applying decision-making techniques to operations including forecasting and capacity planning.
5. Describing principles related to process versus product management functions.
6. Determining the quality and accuracy of external source data used in forecasting techniques.
7. Applying statistical process control methods to production forecasts and budgets.
8. Developing capacity planning tools including methods to lower costs and improve profitability.
9. Developing location analyses based on production demands derived from sales, warehouse and transportation requirements.
10. Identifying principles, concepts, and techniques of operations as applied to sales, production, and distribution systems.
11. Analyzing materials management and the impact of inventory systems on organizational operating performance and profitability.
12. Defining strategies for innovative changes related to production and materials management including complex projects.
13. Developing materials management programs related to service controls, customer service, and communication.
14. Describing the logistics function in a supply-chain setting.
15. Identifying Technological Issues in Operations Management.
16. Identifying Operational Sustainability Requirements.
17. Understanding how supply change management influences efficiency and productivity of operations and techniques to address supply change challenges.
18. Evaluating solutions to address current trends in operations management.
19. Understanding international management theories and how they can be applied anywhere in the world.

**COURSE POLICIES:**

Students are expected to participate in all online course assignments. Attendance and progress are monitored in this manner. Review the syllabus and other course materials very carefully with emphasis on assignment due dates. Assignments submitted more than one day after the due date will be assessed a 15% penalty. Assignments submitted two (2) days after the due date will not be accepted and a grade of "0" will be issued. Make-up exams are not administered in the course. Failure to submit assignments due to business, vacation, wrong files submitted, or other reasons will not be honored. There is no extra credit granted in this course. Students are expected to complete all assignments. Students will receive graded assignments within 3 – 5 weekdays after the assignment has been submitted. Submit all assignments to the Moodle classroom unless instructed by the professor. Students are **encouraged** to contact the professor at [DHill@amberton.edu](mailto:DHill@amberton.edu) if additional information is needed. All assignments are to be submitted as a Word document. PDF files will not be accepted. **Research papers are to be submitted to Turnitin and should not exceed 15%.**

**A course meeting will be scheduled (30-35 minutes) during the first two weeks of the session. An invite will be posted in the Moodle classroom. All students are expected to attend.**

**DESCRIPTION OF ASSIGNMENTS:**

**Syllabus Review Quiz:**

Students will be required to complete the quiz stating that they have reviewed the syllabus and responded to the questions. Quiz is posted in the Moodle classroom.

### **Personal Reaction Paper:**

Submit a 5 – 8-page paper (page count does not include title and reference pages) written in 7th edition APA format discussing concepts gleaned from reading Modules 1 – 5 of the text. Select topics from the text that interest you and expound on them and express how you conceptualize what the author(s) have written. The (topics) information and content of the paper should be derived from the required textbook. Select at least five different topics to discuss that are derived from chapters 1 – 5 of the textbook. Do not select one topic for discussion but at least five (5) topics from the required textbook. The textbook is the primary source of information, but you may use additional peer-reviewed research resources to validate your conceptualizations. Topics selected should be from the text and not from outside sources. Please refer to the APA resources provided in the Moodle classroom to guide your format. Also visit Amberton library for additional APA resources. Paper must not exceed 8 pages. Utilize the library at [Library@amberton.edu](mailto:Library@amberton.edu). **Citations must be used when writing research papers with references.**

### **Discussion Questions:**

Students will respond to discussion questions posted in the Moodle classroom. Additional information is in the classroom. Please place the response after the question. Questions will be derived from the chapters in the textbook and the textbook is to be used primarily as the reference for the responses the student provides. Discussion questions are individual questions and will be labeled as Assignment 1 and 2.

### **Operations Management Research Paper:**

Students will compose a research paper from researching a business selected by the professor. The companies will be forwarded to the student during the second week of the course and will be sent to the Amberton email address and the Moodle email address. Topics covered in the research will be provided in the Moodle classroom must be covered in the document with references and citations. The paper should be 5 – 7 pages in length and written in the 7th edition APA format for submission. Title and reference pages are not included in the page count. Utilize a minimum of 4 peer reviewed resources to write the research paper. Additional information will be posted in the Moodle classroom. Paper should not exceed 7 pages. Review the sample APA paper posted in the Moodle Classroom for additional assistant formatting the paper. Proper APA guidelines must be followed. No late submission will be accepted for this assignment. Questions or Concerns: Contact me at [dhill@amberton.edu](mailto:dhill@amberton.edu) if you have questions or need clarification. Please ensure you have read the syllabus thoroughly first. Responses to questions and concerns will be posted as information for the entire class without identifying the person who made the inquiry.

### **Final Examination:**

A final exam will be administered in accordance with information covered in the course. The final exam will be composed of 50 items (appropriate (best responses), essays and true/false statements). Due to the submission of the final grade, no late submission of the final exam will be accepted.

### ***Student's Responsibilities***

This syllabus contains information, policies, and procedures for a specific course. By enrolling, the student agrees to read, understand, and abide by the policies, rules, regulations, and ethical standards of Amberton University as contained in the current university catalog and schedule of classes.

### ***Attendance Policy:***

Regular and punctual class attendance and engagement is expected at Amberton University. In case of an absence, it is the student's responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student's responsibility to follow the university's policy on formally withdrawing from a course. **Ceasing to attend classes does not constitute an official withdrawal.**

Attendance in a lecture course is defined as punctual arrival to, and engagement in, a full lecture session. A Student in a lecture course missing more than 20% (two class periods for weekday classes or one class period for Saturday classes) of the class meetings may be assigned a grade of an "F" or withdrawn at the discretion of Amberton University.

Attendance in a distance learning course is defined as active participation in the weekly online class sessions. “Active participation” can be defined as: submitting an academic assignment, taking an exam, engaging in an interactive tutorial, participating in an online discussion forum (or chat session), or initiating (or responding to) a communication with a faculty member about an academic assignment or the subject matter of the course. A student not meeting these requirements may be assigned a grade of an “F” or withdrawn at the discretion of Amberton University.

### **Plagiarism Policy**

Plagiarism is the presentation of someone else’s work as though it were your own. If you use another person’s words, ideas, or information; or if you use material from an outside source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge that source. Plagiarism is a violation of the University’s code of student ethical conduct and is one that is taken seriously. Amberton University operates on an honor system; therefore, honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton students are expected to abide by the honor system and maintain academic integrity in all their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based plagiarism detection services and applications at any time.

Self-plagiarism means reusing work that you have already published or submitted for a class. It can involve:

- Resubmitting an entire paper
- Copying or paraphrasing passages from your previous work

Self-plagiarism misleads your readers by presenting previous work as completely new and original. Students may not submit the same paper in substance in two or more classes without prior written permission of the instructors involved.

Amberton University students who use Artificial Intelligence (AI) generated content must adhere to the following policies:

**Originality:** Students must avoid presenting AI generated content as their own original work. It is essential to acknowledge the involvement of AI in the content creation process in order to maintain academic and ethical standards.

**Paraphrasing:** When using AI generated content, students must rephrase and/or modify the generated text. Paraphrased AI generated content should also be properly cited.

**Acknowledgement:** When using AI generated content in any assignment, proper credit must be given to the AI system that generated the content. <https://apastyle.apa.org/blog/how-to-cite-chatgpt>

Students agree that by taking this course, all required assignments may be subject to submission for a textual similarity review to Turnitin.com for the detection of plagiarism and self-plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism in future papers. Use of Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com website.

Turnitin is a writing improvement and plagiarism prevention tool which uses special algorithms, to compare text-based student submissions to the Turnitin database and other online sources. Turnitin produces a detailed **similarity report** that can be customized and viewed by instructors and students.

Turnitin “Draft Coach” is a Google based add-on to Turnitin which supports students in developing high-quality academic writing; and serves as an integrity coach. Draft Coach helps address errors and improve the quality of student’s writing by highlighting grammar mistakes, identifying incorrectly cited sources, and scanning for similarity across several databases. By providing formative feedback on how to address citation issues, incorrect grammar, and matches with the Turnitin database, Draft Coach provides explanations to help students become more confident writers, capable of producing higher quality work both in academics and in the workplace.

**COURSE OUTLINE AND CALENDAR:**

(Outline the course with topics and learning activities required to gain knowledge of course competencies, include number of assignments required, etc. Describe the kinds of activities that will be used in the course.)

The course outline is the critical component of the course. It is in the outline that topics and learning resources are brought together. Aside from a personal lecture (not available to e-Course students) the course outline should sufficiently inform the student of all the information (type, source, and important due dates) that will be learned during the course. Do not include the actual assignments and exercises within the syllabus, but do include important due dates, activities scheduled, as well as examination dates.)

Week	Topic	Assignment	Competencies Covered	Due Date
1	Chapter 1: Introduction to Operations Management	Read Chapter 1; Review; View PowerPoint slides, Syllabus Quiz, Biography	1, 4	Syllabus Quiz due March 16 (11:55 pm CST); Biography due March 14 (11:55 pm CST)
2	Chapters 2 -3: Competitiveness; Forecasting	Read Chapters 2 -3; View PowerPoint slides; Assign # 1	2, 8	Assign # 1 due March 23 (11:55 pm CST)
3	Chapters 4 – 5: Product and Service Design; Strategic Planning	Read Chapters 4 -5; View PowerPoint slides	7, 13, 10	Complete weekly readings.
4	Chapters 6 -7: Process Selection; Work Design	Read Chapters 6 – 7; View PowerPoint slides, Personal Reaction Paper	5, 7, 8, 13	Personal Reaction Paper due April 6 (11:55 pm CST)
5	Chapter 8: Location Planning	Read Chapter 8; View PowerPoint slides	7, 11	Complete reading Chapter 8
6	Chapters 9 – 10: Management of Quality; Quality Control	Read Chapters 9 – 10; View PowerPoint slides; Research Paper	3, 7, 6	Operations Management Research Paper due April 20 (11:55 pm CST)
7	Chapters 11 – 12: Aggregate Planning; Inventory	Read Chapters 11 – 12; View PowerPoint slides	9, 11, 12, 13	Complete reading Chapters 11 - 12
8	Chapters 13 – 14: MRP; JIT	Read Chapters 13 – 14; View PowerPoint slides; Assign # 3	4, 13, 14	Assign 2 due (May 4 (11:55 pm CST)
9	Chapters 15 – 16: Supply Chain Management; Scheduling	Read Chapters 15 - 16; View PowerPoint slides	9, 14	Complete weekly readings
10	Chapters 17 – 19: Project Management;	Read Chapters 17 - 19; View PowerPoint slides;	12, 18, 19	Final Exam due May 13 (11:55 pm CST)

	Waiting Lines; Linear P	Final Exam		
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### GRADING CRITERIA:

<b>Assignment</b>	<b>Points</b>	<b>Due Date</b>
Syllabus Quiz	10	March 16
Assign # 1	10	March 23
Personal Reaction Paper	20	April 6
Operations Management Research Paper	20	April 20
Assign # 2	10	May 4
Final Exam	30	May 13
<hr/> <b>Total 100 Points</b>		

### Undergraduate

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
Below 60	F

### GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded, and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are processed approximately one week after the last day of the session and may be located in the My Grades section of the online registration portal as well as being emailed to the student's Amberton University email. Amberton University staff will not release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their university email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

### ***Incomplete Grades***

An "I" (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an "I" be granted, the student has 30 days from the end of the session to complete the conditions of the incomplete. An "I" which is not properly removed within 30 days following the session enrolled will become an "F" grade.

### ***How To Withdraw From a Course***

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the "Schedule of Classes" (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

### COURSE DELIVERY METHODOLOGY:

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton's distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes, competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet
2. General knowledge in:

- Internet browser settings and configuration
- e-mail and file attachments
- Uploading and downloading files
- Using a word processing package
- 3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

## HOW TO ACCESS YOUR COURSE:

### ***Through the Amberton University Student Portal***

Students enrolled in distance learning courses using the Moodle Learning Platform may access the course through the Amberton University Student Portal. The site may be accessed through the University's main page (<http://www.Amberton.edu>) or at <http://apps.Amberton.edu>. After selecting the "Student Portal" link, you will be prompted for a Username and Password.

Use your assigned **username and password** (AUID) as described below to enter the AU Student Portal:

**Username** = your capitalized firstname **initial**+lastname+last 3 digits of your SSN.

\* Use your name exactly as it is listed on the University's records, including any suffixes or hyphenations, such as Jr, Sr, or II, as a part of your username.

For example: James Jones, Jr. SSN: 123-45-6789  
Username: JJonesJr789

**Password** = your Amberton University ID# (AUID) **including the dashes**

For example: 04-999-999

Once your login has been validated, you may select from a variety of menu options, including your individual E-Course, email account, Remote Research, General Tools, all Syllabi and Research Tutorials.

If you are accessing the Student Portal from a public or shared computer, close the browser completely when finished, or click on the Logout button. For security purposes, no other person should have access to your Username or Password. If you feel your information has been compromised or if you experience technical difficulties, contact the e-course system administrator at: [e-sysop@amberton.edu](mailto:e-sysop@amberton.edu)

If you have lost or do not know your Amberton ID#, please contact the Student Services Office 972/279-6511 or [advisor@Amberton.edu](mailto:advisor@Amberton.edu) for a replacement AUID card. You must know your Amberton ID# to gain access to the course and to send an email to your professor.

### ***Through the Amberton University Moodle Website***

Students enrolled in distance learning courses using the Moodle Learning Platform may also access the course by going to: <http://moodle.Amberton.edu>

For those utilizing Moodle for the first time, the **username and password** for the Moodle Learning Platform will be emailed to the student's University email account prior to the start of the course. For those returning to Moodle who do not remember their username and password, click on the link "*Forgotten your username or password*" available on the Moodle log in page (<http://moodle.Amberton.edu>). Otherwise use the same username and password as previous session.

### **Moodle Tutorial:**

Upon successful log in and access to the Moodle learning platform, there is a *Student Moodle Tutorials* course available, to learn about the basics of Moodle. Simply click on the link for the *Student Moodle Tutorials* and

read through the various learning topics: Navigating; Communicating; Assignments & Exams; Grades; and Student Resources.

### **COURSE COMMUNICATIONS:**

Students will communicate with faculty through the Moodle Learning Platform or the Amberton University email system.

#### **Email Communication**

Each student enrolled is assigned an Amberton email account, which gives the student access to the Amberton email system (my.Amberton.edu). This email account is provided by Google Apps for Education. Students are encouraged to check their email regularly for University news, notices, and to communicate with instructors.

The student's assigned email address would be Username@my.Amberton.edu

Example: LJones-Smith789@my.Amberton.edu

The student Username is determined by:

firstname initial+lastname+last 3 digits of student ssn.

For example: Linda Jones-Smith    SSN: 123-45-6789  
Email Address = LJones-Smith789@my.Amberton.edu

Students will be prompted for a Username and Password when accessing their email account. Use the Username portion of the email address as the username (Example: LJones-Smith789) and your Amberton ID# (including the dashes) as the password.

If you already have a Google Gmail account, you might be prompted to add this account to your current account. Click 'Yes' and you will be logged into your my.Amberton.edu email account. It will be a separate email account from your personal Gmail account.

If you need assistance with your email account, please visit <https://support.google.com/mail>

**Students are responsible for reviewing the "Communication Guidelines" provided on the individual E-Course for specific instructor requirements.**

Upon completion of a session, all communication and course specific information is removed from the Moodle system. If a student needs to maintain a record of communications or assignments, the student is strongly encouraged to print out or download these items to a disk for their own records.

### **FORMAT AND SUBMISSION OF ASSIGNMENTS:**

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the "Communication Guidelines" of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

### **INSTRUCTOR/COURSE EVALUATION:**

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the



evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

### **RESEARCH RESOURCES:**

The Library provides access to full-text, and peer reviewed articles, and digital research tools. Students can search Library holdings through the online catalog and databases search engines available on the Library website or browse the physical library space and holdings located at the Garland campus.

Research items not contained in the Amberton Library collection can be located through interlibrary Loan (ILL) or through the TexShare program with the help of the Library staff. Students with questions about available services, resources, or research, may contact the Library via email at [Library@amberton.edu](mailto:Library@amberton.edu).

### **RESEARCH ACCESS:**

Databases can only be accessed by authorized users, and students at Amberton must enter their Amberton ID credentials-same as Moodle login-to gain access when off-campus. Use an Amberton website, such as the University site ([Amberton.edu](http://Amberton.edu)) or the library site ([Library.amberton.edu](http://Library.amberton.edu)) to find links to databased and digital books. Online resources are available all day, every day.

### ***Library Live Chat Feature***

Library staff are available to assist students with research problems or questions during Library hours through a live online chat feature, telephone, email, "How-to" videos, or in person. The library telephone is (972-279-6511 ext. 185. You can email questions to [library@amberton.edu](mailto:library@amberton.edu) or visit the library in person on the Garland campus for assistance.