

AMBERTON UNIVERSITY
e-COURSE SYLLABUS

MGT4203.E1 Operations Management
Fall 2026

PROFESSOR INFORMATION:

Professor: Dr. Deborah Hill
Amberton Extension: 972-279-6511 ext. 211
Amberton Email: **DHill@amberton.edu**

COURSE INFORMATION:

MGT4203.E1 Operations Management
Level: Undergraduate
Beginning Date of Session: Saturday, September 12, 2026
Ending Date of Session: Thursday, November 19, 2026
Student access available to the Student Portal: Saturday, September 12, 2026

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

PREREQUISITES:

None

TEXTBOOK(S) AND REQUIRED MATERIALS:

Title: Operations Management: An Integrated Approach
Author: R. Dan Reed & Nada R. Sanders
Publisher: Wiley
Year Published: 2023
Edition: 8th
ISBN: 13:9781119905523
Price: Available at <http://amberton.ecampus.com>

Students should verify enrollment in course before purchasing textbooks. Textbook information and ordering options are available through the Amberton Virtual Bookstore. 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.

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 course presents skills necessary for achieving a competitive advantage in both manufacturing and service industries. Topics include general operations management, organizational design, customer service, setting strategic goals, and managing operations to meet employee and customer demands on time and on budget. Additional activities include analyzing operations and describing theories governing operations management.

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. Applying decision-making techniques to operations including forecasting and capacity planning.

5. Describing principles related to process versus product management functions.
6. Identifying principles, concepts, and techniques of operations as applied to sales, production, and distribution systems.
7. Analyzing materials management and the impact of inventory systems on organizational operating performance and profitability.
8. Defining strategies for innovative changes related to production and materials management including complex projects.
9. Describing the logistics function in a supply-chain setting.
10. Identifying Technological Issues in Operations Management.
11. Identifying Operational Sustainability Requirements.
12. Understanding how supply change management influences efficiency and productivity of operations and techniques to address supply change challenges.
13. Evaluating solutions to address current trends in operations management.
14. Understanding international management theories and how they can be applied anywhere in the world.
15. Analyzing and evaluating how global crises, such as pandemics, impact an organization's ability to effectively manage and continue operations.
16. Evaluating and understanding Operations management tools that assist with forecasting, budgeting, capacity planning and consumer demand.
17. Understanding current trends or organizations using artificial intelligence to make operations management decisions.

ACQUIRED SKILLS

1. SWOT Analysis
2. SMART Goals
3. Operations Analysis Skills

COURSE POLICIES:

Students are expected to complete all assignments timely. This method is used to monitor attendance, and students' progress in the course. Review the syllabus and other course materials carefully and frequently with emphasis on due dates. Make-up exams are not administered in the course. Failure to submit timely assignments due to business, vacation travel or similar reasons will not be honored. There is no extra credit in this course. Assignments submitted one day after the due date will be accepted and will incur a 10% grade deduction. Students will receive graded assignments within 3 – 4 weekdays after the due date. Submit all assignments as **Word documents** to the Moodle classroom unless stated by the professor. **Do not submit assignments in PDF form.** Students are encouraged to check with the instructor if additional information is needed. The final assignment will not be accepted after the due date. Written research paper assignments will be submitted to Turnitin and should not exceed 15%. All written research papers should include in content citations, title page and references. Students should follow the 7th edition of APA format, and a sample APA paper is posted in the classroom. Students are encouraged to contact the library for additional APA resources and assistance. Please email the professor at Dhill@amberton.edu with any questions or concerns.

STUDENTS' 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:

Credit will be given for the assignments listed below under Grading Criteria.

Week	Topic	Assignment	Competencies Covered	Due Date
Sept. 12 – Sept. 18	Chapter 1: Introduction to Operations Management	Review Syllabus, View Video; Bio	1, 4	Readings completed by the end of the week; Post Bio (Forum) by Sept. 20
Sept. 19 - Sept. 25	Chapters 2 -3: Operations Strategy and Competitiveness; Product Design and Process Selection	Assign # 1	3, 4, 12	Reading completed by the end of the week; Submit assignment on Sept. 27 by 11:55 PM CST
Sept. 26 – Oct. 2	Chapters 4 – 5; Supply Chain Management; Total Quality Management	View Video	14, 17, 18	Complete readings by the end of the week; Discussion Questions (Forum) due Oct. 2
Oct. 3 – Oct. 9	Chapters 6 – 7; Statistical Quality Control; Just-in- Time and Lean Systems	Personal Reaction Paper	7, 11	Complete readings by the end of the week; Submit Personal Reaction Paper by Oct. 11 by 11:55 PM CST
Oct. 10 – Oct. 16	Chapters 8 – 9; Forecasting; Capacity Planning and Facility Location	View Video	4, 6, 7	Complete readings by the end of the week; Discussion Questions (Forum) due Oct. 16 Required Participation
Oct. 17 – Oct. 23	Chapters 10 – 11; Facility Layout; Work System Design	View Video	11,	Complete readings by the end of the week; View Video
Oct. 24 – Oct. 30	Chapters 12 – 13; Inventory Management; Aggregate Planning	Operations Management Research Paper	9, 10, 11	Complete readings by the end of the week; Submit Operations Management Research Paper due Nov. 1 by 11:55 PM CST
Oct. 31 – Nov. 6	Chapter 14; Resource Planning	View Video	9	Complete reading by the end of the week

Nov. 7 – Nov. 13	Chapter 15; Scheduling		4, 8	Complete reading by the end of the week
Nov. 14 – Nov. 19	Chapter 16; Project Management	Final Examination	4,11, 12, 17	Complete reading by the end of the week; Final Exam due Nov. 16 by 11:55 PM CST – No Late Submissions Accepted

GRADING CRITERIA:

Assignments	Points Earned	Due Date
Bio	0	Sept 20
Assignment # 1	15	Sept. 27
Discussion Question	5	Oct. 2
Personal Reaction Paper	25	Oct.11
Discussion Question	5	Oct. 16
Operations Research Management Paper	20	Nov. 1
Final Examination	30	Nov.16
Total Pts.	100	

Undergraduate

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

GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

Students should review instructor feedback provided through Moodle or Amberton CampusWeb Portal. Final grades are processed approximately one week after the session and may be viewed through the student portal. Grades will not be released by phone or through unsecured channels. 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 granted only at the professor's discretion for emergencies or illness.

Students have 30 days from the end of the session to complete the course requirements. If the conditions are not met within this 30-day window, the "I" automatically converts to an "F".

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 delivered through Moodle. Students are expected to have reliable internet access, basic computer skills, the ability to upload/download files, use Amberton email, and submit assignments in the required format. Students needing assistance should use the Amberton SSO support/ticket process.

HOW TO ACCESS YOUR COURSE:**SINGLE SIGN-ON (SSO) INSTRUCTIONS FOR AMBERTON UNIVERSITY:**

Students should access Amberton systems through the Single Sign-On portal at <https://sso.amberton.edu>. After logging in, students can access Moodle, Amberton email, CampusWeb, and other assigned applications. Students who need help accessing SSO should submit a support request through the SSO support option or contact support@amberton.edu.

MOODLE TUTORIAL:

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

Students are expected to use their Amberton email account and Moodle for course communications. Students must use their official university email account for all university related communication and should check their Amberton emails regularly for course and university notices.

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 must be submitted through the appropriate Moodle assignment link unless otherwise directed by the instructor. Students are responsible for submitting files in the format required by the instructor.

INSTRUCTOR/COURSE EVALUATION:

Students will have the opportunity to complete an anonymous course and instructor evaluation near the end of the session. Instructions and dates will be provided through Moodle and/or Amberton email.

RESEARCH RESOURCES:

The Amberton Library provides access to full-text articles, peer-reviewed databases, and research tools, with options like Interlibrary Loan (ILL) and TexShare for items outside its collection. For research assistance, students can connect with library staff during operating hours via email (library@amberton.edu), phone (972-279-6511 ext. 185), "How-to" videos, live online chat, or in person at the Garland campus. The online library is available through Single Sign On (SSO).

MICROSOFT OFFICE 365 EDUCATION:

Amberton University students may access Microsoft 365 Education resources as provided by the university.

GOOGLE WORKSPACE FOR EDUCATION:

Amberton students are assigned a Google Workspace for Education account, including Amberton Gmail, Google Drive, Google Docs, Sheets, and Slides. Students should use their Amberton Google account for course-related work when required.