

Syllabus for SMGT 350 Operations Management and Sustainability

Course Description

Prerequisites: College Math, Statistics

Operations management encompasses the fundamental action of an organization--the provision of goods and services. This course will cover a number of techniques and methodologies, as well as theory related to the design, development, analysis, and management of operations. The central concepts of quality, capacity, forecasting, inventory, scheduling, and control will provide the framework within which these techniques and methodologies are introduced. Newer concepts like Lean Operations and Six Sigma will be introduced, within the overall umbrella of sustainability in operations.

Course Learning Outcomes

1. Name operations terminology and concepts.
2. Outline the role played by the operations function in a manufacturing or service organization and its relation to other functional areas.
3. Outline different tools and techniques available to managers for directing the day-to-day operations of a business or department.
4. Discuss how improvements in the organization's operations can help make it competitive in the changing global markets.
5. Analyze a range of operations decision situations and apply the appropriate decision-making techniques.
6. Apply the tools and techniques taught in class to a project where actual ongoing problems are addressed through cases.
7. Demonstrate teamwork, discussion, and report writing skills.

Course Materials

Information on course materials can be found in the [textbook section](#) of the SMGT website.

Course Requirements

In each lesson you will find a brief narrated introduction, learning outcomes, a list of readings, a commentary, as well as a discussion and a group discussion to complete.

Most lessons have a quiz. There are also two exams to complete over the course of the semester.

Discussions

Each discussion consists of separate threads (up to five). For each of the threads, I am looking for well-thought-out responses, an initial post and a response to a classmate's post, including two well-crafted paragraphs adding something of value and/or respectfully challenging the classmate's statement or opinion.

Group Discussions

The group discussion assignments are all tied to the *Operations and Supply Management* book. Under each lesson, you will see specific instructions about readings and questions to be answered. Decide as a group what your combined group response is to the reading and then which one of you will be responsible for posting your group's answer.

Quizzes

Most lessons have a quiz on *The Goal*.

Exams

You will have two exams during this course. Each exam has a mix of multiple choice and true/false questions. 30 minutes is the time frame allowed for each exam.

Grading Policy

All course assignments are due as listed on the course calendar. Assignments that are substantially incorrect will be returned for rework.

Your final grade will be determined using the following points and weights:

Exams (100 points each; 200 points total)	20%
Group Work (300 points total) <ul style="list-style-type: none">• 200 points for group assignments• 100 points for group participation	30%
Discussion Posts (30 points for each lesson; 300 points total)	30%
Quizzes (20 points per quiz; 200 points total)	20%

The grading scale is as follows:

94–100% = A	87–89% = B+	77–79% = C+	< 70% = F
90–93 % = A-	84–86% = B	74–76% = C	
	80–83% = B-	70–73% = C-	

Late Submission Policy and Makeup Exams

- Late discussion messages will not receive any credit.
- Late assignments will be penalized 20% of the credit for each day an assignment is late.
- Late exams and quizzes will not receive any credit.
- Late group projects will be penalized 20% of the credit for each day a group project is late.
- Makeup exams will be given only under unavoidable circumstances or emergencies, and they will be harder and will depend on the discretion of the instructor.