

Syllabus for OPM-3010

OPERATIONS MANAGEMENT

COURSE DESCRIPTION

This course is focused on the process of transforming inputs (labor, material, and capital) through a value-added process to produce goods and services. The course covers the functional aspects of operations in terms of value chains, performance measurement, process selection, design of facility layouts and work systems, forecasting, inventory and resource management, production scheduling, lean operations, quality control, and project management within a domestic and global business environment.

COURSE OBJECTIVES

After completing this course, you should be able to:

1. Discuss the significance of operations management and connect it to business success.
2. Evaluate the role of value chains, performance measurement, and operations strategy in operations management.
3. Explain the role of technology in operations management.
4. Apply strategies of product and service design, including calculation of system reliability.
5. Discuss ways to apply process and value stream mapping for process design.
6. Explain key elements of process layout.
7. Evaluate the significance of supply chain management.
8. Explain the importance of forecasting.
9. Assess the benefits of effective capacity, inventory, resource, and schedule management.
10. Discuss quality management and apply the tools of quality assurance to the process of producing goods and providing services.
11. Assess the value of lean production principles.
12. Analyze the key issues associated with project management.

COURSE MATERIALS

You will need the following materials to complete your coursework. Some course materials may be free, open source, or available from other providers. You can access free or open-source materials by clicking the links provided below or in the module details documents. To purchase course materials, please visit the [University's textbook supplier](#).

Required Textbook

- Collier, D.A. & Evans, J.R. (2017). *OM*, 6th ed. Mason, OH: South-Western/CENGAGE.
ISBN-13: 978-1305664791

COURSE STRUCTURE

Operations Management is a three-credit online course, consisting of **six** modules. Modules include topics, learning objectives, study materials, and activities. Module titles are listed below.

- **Module 1: Value Chains, Performance Measurement, and Strategic Decisions**
Course objectives covered in this module: 1, 2
- **Module 2: Technology Issues and Goods and Service Design**
Course objectives covered in this module: 3, 4
- **Module 3: Supply Chain Design, Process, and Facility**
Course objectives covered in this module: 5, 6, 7
- **Module 4: Forecasting and Managing Capacity, Inventory, and Resources**
Course objectives covered in this module: 8, 9
- **Module 5: Scheduling, Quality Management, and Control**
Course objectives covered in this module: 9,10
- **Module 6: Lean Operating Systems and Project Management**
Course objectives covered in this module: 11, 12

ASSESSMENT METHODS

For your formal work in the course, you are required to participate in online discussion forums, complete written assignments, take a proctored online midterm examination, and complete a final project. See below for more details.

Consult the Course Calendar for due dates.

Promoting Originality

One or more of your course activities may utilize a tool designed to promote original work and evaluate your submissions for plagiarism. More information about this tool is available in [this document](#).

Discussion Forums

You are required to participate in **six** graded discussion forums as well as an ungraded "Introductions" forum. The online discussions are on a variety of topics associated with the course modules.

Written Assignments

You are required to complete **six** written assignments. The written assignments are on a variety of topics associated with the course modules. In all assignments, you should make reference to readings and other sources of information as appropriate, and document these references in proper APA format.

Quizzes

Each module (1-6) includes one quiz consisting of multiple-choice questions. The quizzes are untimed and unproctored, and worth 14% of your final grade. You will receive feedback at the end of each quiz.

You are encouraged to take each quiz multiple times for additional practice; you will see some different questions each time. The result of your most recent attempt will appear in your gradebook.

Midterm Examination

For a list of key concepts that may appear on your exam, refer to the study guide available in the Examinations section of the course website.

The midterm is a closed-book, proctored online exam. It is two hours long and covers all reading and assignments from modules 1 through 3 of the course. It contains multiple-choice questions, problems, and short-essay questions.

In addition to the exam study guide, a practice midterm exam is available. The practice exam is ungraded, and you may take it as many times as you'd like for additional review; you will see some different questions each time. The practice exam contains questions that are similar to those on the graded exam and provides feedback, so it is an effective way of preparing for the exam. In the Examinations section of the course Web site, click on the Practice Midterm Exam link to begin.

Note: You are permitted to use a calculator (scientific, graphing, or financial) but **may not** use a calculator on a phone, PDA, or any similar device.

For the midterm, you are required to use the University's [Online Proctor Service](#) (OPS). Please refer to the "Examinations and Proctors" section of the Online Student Handbook (see [Student Handbooks](#) in the

General Information area of the course website) for further information about scheduling and taking online exams and for all exam policies and procedures. You are strongly advised to schedule your exam within the first week of the semester.

Statement about Cheating

You are on your honor not to cheat during an exam. Cheating means:

- Looking up any answer or part of an answer in an unauthorized textbook or on the Internet, or using any other source to find an answer.
- Copying and pasting or, in any way copying responses or parts of responses from any other source into your exams. This includes but is not limited to copying and pasting from other documents or spreadsheets, whether written by yourself or anyone else.
- Plagiarizing answers.
- Asking anyone else to assist you by whatever means available while you take an exam.
- Copying any part of an exam to share with other students.
- Telling your mentor that you need another attempt at an exam because your connection to the Internet was interrupted when that is not true.

If there is evidence that you have cheated or plagiarized in an exam, the exam will be declared invalid, and you will fail the course.



Final Project

Your Final Project is a paper, worth 20 percent of your course grade, on the subject of quality control in operations management. You will choose a publicly-traded company and, in your paper, analyze the firm's commitment to quality, based upon the principles learned in this course. Your paper should be between 1000 and 1500 words in length, double spaced, and prepared according to APA guidelines.

For more detailed information about the Final Project, go to the Final Project section of the course website.

GRADING AND EVALUATION

Your grade in the course will be determined as follows:

- **Online discussions (6)**—12 percent
- **Written assignments (6)**—24 percent
- **Quizzes (6)**—14 percent
- **Midterm exam (proctored online, modules 1–3)**—30 percent
- **Final project**—20 percent

All activities will receive a numerical grade of 0–100. You will receive a score of 0 for any work not submitted. Your final grade in the course will be a letter grade. Letter grade equivalents for numerical grades are as follows:

| | | | |
|----|----------|----|------------|
| A | = 93–100 | C+ | = 78–79 |
| A– | = 90–92 | C | = 73–77 |
| B+ | = 88–89 | C– | = 70–72 |
| B | = 83–87 | D | = 60–69 |
| B– | = 80–82 | F | = Below 60 |

To receive credit for the course, you must earn a letter grade of C or better (for an area of study course) or D or better (for a course not in your area of study), based on the weighted average of all assigned course work (e.g., exams, assignments, discussion postings, etc.).

STRATEGIES FOR SUCCESS

First Steps to Success

To succeed in this course, take the following first steps:

- Read carefully the entire Syllabus, making sure that all aspects of the course are clear to you and that you have all the materials required for the course.
- Take the time to read the entire Online Student Handbook. The Handbook answers many questions about how to proceed through the course, how to schedule exams, and how to get the most from your educational experience at Thomas Edison State University.
- Arrange to take your examination(s) by following the instructions in this Syllabus and the Online Student Handbook.
- Familiarize yourself with the learning management systems environment—how to navigate it and what the various course areas contain. If you know what to expect as you navigate the course, you can better pace yourself and complete the work on time.
- If you are not familiar with Web-based learning be sure to review the processes for posting responses online and submitting assignments before class begins.

Study Tips

Consider the following study tips for success:

- To stay on track throughout the course, begin each week by consulting the Course Calendar. The Calendar provides an overview of the course and indicates due dates for submitting assignments, posting discussions, and scheduling and taking examinations.

- Check Announcements regularly for new course information.

Using AI Ethically: A Guide for TESU Students

TESU's [Academic Code of Conduct](#) permits student AI use in support of their writing and research process--not as a replacement for original writing. Document AI use with an acknowledgment statement at the end of each assignment, noting the tools and prompts used. Cite any AI-generated content on the References page. Please review [Using AI Ethically: A Guide for TESU Students](#) for more detailed information.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

Thomas Edison State University recognizes, values, and relies upon the diversity of our community. We strive to provide equitable, inclusive learning experiences that embrace our students' backgrounds, identities, experiences, abilities, and expertise.

ACCESSIBILITY AND ACCOMMODATIONS

Thomas Edison State University adheres to the Americans with Disabilities Act (ADA, 1990; ADAAA, 2008) and Section 504 of the Rehabilitation Act of 1973. The Office of Student Accessibility Services (OSAS) oversees requests for academic accommodations related to disabilities; a student who is pregnant, postpartum, or a student parenting a newborn who is not the birth parent [as covered under NJSA18A]; and students requesting academic accommodation for a short-term/temporary illness and/or injury. Information can be found on the [Office of Student Accessibility Services](#) webpage and questions can be sent to ADA@tesu.edu.

ACADEMIC POLICIES

To ensure success in all your academic endeavors and coursework at Thomas Edison State University, familiarize yourself with all administrative and academic policies including those related to academic integrity, course late submissions, course extensions, and grading policies.

For more, see:

- [University-wide policies](#)
- [Undergraduate academic policies](#)
- [Undergraduate course policies](#)
- [Graduate academic policies](#)
- [Graduate course policies](#)
- [Nursing student policies](#)
- [Nursing graduate student policies](#)

- [International student policies](#)
- [Academic code of conduct](#)