

# Syllabus: Operations Management - MGMT 3453

Dillard College of Business Administration  
Midwestern State University

## Contact Information

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## Textbook & Instructional Materials

- Jacobs and Chase, Operations and Supply Management, 16th ed., McGraw-Hill, ISBN: 9781259666100.
  - Recommended.
- Patterson, Management Science Programs for the IBM Personal Computer, 3rd ed., Kendall-Hunt Publishing, ISBN: 0-7872-6792-9.
  - ***\*Required.***
  - ***Can be purchased from MSU Book Store.***
  - ***Or [purchase online at Kendallhunt.com](http://Kendallhunt.com).***
  - ***Software Available in all Dillard Labs***

## Course Description

Study of concepts, issues, and techniques for systems of production. Development of a basic understanding of the manufacturing function in industry.

## Course Prerequisites

Junior or Senior standing OR consent of Department Chair

Math 1203 OR Math 1233

## Learning Goals

### General Learning Goals

These general learning goals are among those established by the Dillard College of Business Administration. General learning goals represent the skills that graduates will carry with them into their careers. While assessing student performance in obtaining these general learning goals, Dillard College is assessing its programs. The assessments assist us as we improve our curriculum and curriculum delivery.

- Students will practice problem-solving and decision-making skills during in-class discussions.
  - Assessment will occur on both homework assignments and course examinations.
- Demonstrate a broad understanding of the functional areas of a business entity.
- Develop analytical and critical thinking skills.

### Course-Specific Learning Goals

Upon completion of the course students will have a basic knowledge of and understanding of the following components, concepts, and applications.

- A general understanding of the basic concepts, issues, and techniques of production.
- Understand the conceptual foundations of cost, volume, and profit analysis. Analysis from a capacity planning and supply chain management perspective.
- Analyze various goods and service sector issues as they relate to location analysis, facilities design, work measurement, and logistics in various production environments including product, process, and project layouts.
- Explore the role of various operations research tools, such as linear programming, PERT, break-even analysis, and transportation and inventory control models in the decision-making process.
- Analyze and compare the different prevailing operations theories, including lean manufacturing, just-in-time, total quality management, and the theory of constraints.

### **Course Policies**

#### Attendance

If a student misses a regularly scheduled exam, the student must immediately notify the instructor of his/her intention to schedule a make-up exam. There is no other recourse available for a missed exam in the class. The exam dates are tentative and subject to change.

Students are required to attend every scheduled class session. Each unexcused absence that exceeds six (four in summer school) will result in a two-point deduction in the end-of-semester average grade.

Unexcused absences are defined as follows:

1. A student fails to attend class and has no approved documentation for the absence.

2. A student arrives after the class roll is taken, which will generally be recorded no earlier than 10 minutes after the scheduled start time for the class.
3. A student leaves the classroom before the class session is dismissed.

Excused absences for university-related activities, medical reasons, and traffic-related incidents must be supported by appropriate documentation.

### Electronics

No electronic devices are allowed in the class. This includes computers, phones, headphones, etc. If such devices are observed during class, the student will be asked to leave the classroom which will be recorded as an unexcused absence.

### Other Related Policies

If a student misses a regularly scheduled exam, the student must immediately notify the instructor of his/her intention to schedule a make-up exam. There is no other recourse available for a missed exam in the class. The exam dates are tentative and subject to change.

### Syllabus Change Policy

This syllabus is a guide for the course and is subject to change.

## **Student Handbook**

Refer to: [Student Handbook](#)

## **Campus Policies**

### **Academic Misconduct Policy & Procedures**

Academic Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individuals to whom credit is given). Additional guidelines on procedures in these matters may be found in the Office of Student Conduct.

### [Office of Student Conduct](#)

## **Moffett Library**

Moffett Library provides resources and services to support student's studies and assignments, including books, peer-reviewed journals, databases, and multimedia materials accessible both on campus and remotely. The library offers media equipment checkout, reservable study rooms, and research assistance from librarians to help students effectively find, evaluate, and use information. Get started on this [Moffett Library webpage](#) to explore these resources and learn how to best utilize the library.

## **Change of Schedule**

A student dropping a course (but not withdrawing from the University) within the first 12 class days of a regular semester or the first four class days of a summer semester is eligible for a 100% refund of applicable tuition and fees. Dates are published in the Schedule of Classes each semester.

## **Refund and Repayment Policy**

A student who withdraws or is administratively withdrawn from Midwestern State University (MSU) may be eligible to receive a refund for all or a portion of the tuition, fees and room/board charges that were paid to MSU for the semester. However, if the student received financial aid (federal/state/institutional grants, loans and/or scholarships), all or a portion of the refund may be returned to the financial aid programs. As described below, two formulas (federal and state) exist in determining the amount of the refund. (Examples of each refund calculation will be made available upon request).

## **Services for Students with Disabilities**

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Midwestern State University endeavors to make reasonable accommodations to ensure equal opportunity for qualified persons with disabilities to participate in all educational, social, and recreational programs and activities. After notification of acceptance, students requiring accommodations should make application for such assistance through Disability Support Services, located in the Student Wellness Center, (940) 397-4140. Current documentation of a disability will be required in order to provide appropriate services, and each request will be individually reviewed. For more details, please go to [Disability Support Services](#).

## **College Policies**

### *Smoking/Tobacco Policy*

Midwestern State University seeks to provide a safe, healthy, pleasant environment for its faculty, staff, and students. To this end, the use of tobacco products, including smoke and smokeless tobacco, and the advertising, sale, free distribution, and discarding of tobacco products shall be prohibited in all indoor and outdoor facilities and in all university vehicles. The policy extends to faculty, staff, students, vendors, guests, and visitors.

### *Alcohol and Drug Policy*

To comply with the Drug Free Schools and Communities Act of 1989 and subsequent amendments, students and employees of Midwestern State are informed that strictly enforced policies are in place which prohibits the unlawful possession, use or distribution of any illicit drugs, including alcohol, on university property or as part of any university-sponsored activity. Students and employees are also subject to all applicable

legal sanctions under local, state and federal law for any offenses involving illicit drugs on university property or at university-sponsored activities.

### Campus Carry

Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes as prohibited. The new Constitutional Carry law does not change this process. Concealed carry still requires a License to Carry permit, and openly carrying handguns is not allowed on college campuses. For more information, visit [Campus Carry](#).

### Active Shooter

The safety and security of our campus is the responsibility of everyone in our community. Each of us has an obligation to be prepared to appropriately respond to threats to our campus, such as an active aggressor. Please review the information provided by MSU Police Department regarding the options and strategies we can all use to stay safe during difficult situations. For more information, visit [MSUReady – Active Shooter](#). Students are encouraged to watch the video entitled “Run. Hide. Fight.” which may be electronically accessed via the University police department’s webpage: [“Run. Hide. Fight.”](#)

## **Grade Appeal Process**

Students who wish to appeal a grade should consult the Midwestern State University [MSU Catalog](#)

**\*Notice:** Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

Grading and Evaluation:

### Homework Problems

Each homework assignment is a requirement of the class. You are required to complete 12 of the 17 assignments. Each homework assignment must be turned in on time. All homework is due within two weeks of the completion of lectures (one week for the summer semester) related to the homework topics, with the exception of homework assigned at the end of the semester. Due dates for end-of-semester homework will be announced. A one-point deduction from the semester average will be calculated at the end of the semester for each missing or late homework assignment.

### Grades

Grades will be determined on the basis of the total points earned on four 100-point exams, the 100-point comprehensive final, and any missing or late homework

assignments. A calculator may be allowed for exams and quizzes. The calculator must be a regular hand-held calculator or the desktop calculator for online exams.

Letter grades will be given according to the following scale:

- A 450-500 points (90% and above)
- B 400-449 points (80%-89%)
- C 350-399 points (70%-79%)
- D 300-349 points (60%-69%)
- F below 300 points (< 60%)

**\*Note: The results of your exams and homework will be posted periodically on D2L. Semester grades will be reported through normal University channels with no exceptions.**

Extra Credit

There are no opportunities to receive extra credit.

### Homework Assignments

Number	Assignment
1	Beta Manufacturing (Handout)
2	Problem 2 (Handout)
3	Clutch Engineering (Handout)
4	Location Problem 1 (Break-even) (Handout)
5	Location Problem 2 (Break-even) (Handout)
6	Problem 1 (Handout)
7	Problem 2 (Handout)
8	Page 366, Problem 8 Textbook
9	Pert Problem (Handout)
10	Page 734, Problem 4 Textbook
11	Page 733, Problem 3 Textbook
12	Billy Frank Haywood Problem (Handout)
13	EOQ Problem 1 (Handout)
14	EOQ Problem 2 (Handout)
15	Simulation Run 1 (Handout)
16	Simulation Run 2 (Handout)
17	Simulation Run 3 (Handout)

***\*Note: Homework assignments for this class are located on the Dillard server drive Y. These files may also be accessed on D2L and in the Dillard computer labs on the first and third floors (146, 306, 324 and 335).***

Steps to access documents:

- Computer Icon
- Coursework(Y)
- Mike Patterson
- homeworkdocuments
- opshomeworkmaster.doc

You are provided with a set of blank documents for homework. If you lose your homework copies, these may be downloaded from the computer lab server on drive Y:\coursework\MikePatterson\homeworkdocuments\opshomeworkmaster.doc and also on D2L.

Homework assignments should be e-mailed to my graduate assistant at the following e-mail address: [patterson.homework@msutexas.edu](mailto:patterson.homework@msutexas.edu)

Software: The recommended software for newer computers with 32 and 64-bit operating system is: mgmtsci.exe

[How to hide and unhide files](#)

### Course Schedule

Week	Operations Management
1	<ul style="list-style-type: none"><li>• Syllabus ops</li><li>• Introduction</li></ul>
2	<ul style="list-style-type: none"><li>• Introduction (cont.)</li><li>• Break-even analysis</li></ul>
3	<ul style="list-style-type: none"><li>• Break-even analysis (cont.)</li><li>• <b>*Homework: problems 1-3</b></li></ul>
4	<ul style="list-style-type: none"><li>• <b>*Exam 1: 09/16</b></li><li>• Capacity</li></ul>
5	<ul style="list-style-type: none"><li>• Capacity</li><li>• Location</li></ul>
6	<ul style="list-style-type: none"><li>• Location</li><li>• Global solutions</li><li>• Film: Global Solutions</li><li>• <b>*Homework: problems 4-7</b></li></ul>
7	<ul style="list-style-type: none"><li>• Patterns of layout</li><li>• <b>*Exam 2: 10/09</b></li></ul>

Week	Operations Management
8	<ul style="list-style-type: none"> <li>• Ford</li> <li>• <i>Film: 100 years Henry Ford Assembly 100 seconds</i></li> <li>• Work measurement</li> <li>• Pert</li> </ul>
9	<ul style="list-style-type: none"> <li>• Linear programming</li> <li>• <b>*Homework: problems 8-9</b></li> </ul>
10	<ul style="list-style-type: none"> <li>• Production inventory control</li> <li>• <b>*Homework: problems 10-12</b></li> <li>• Populations</li> </ul>
11	<ul style="list-style-type: none"> <li>• <b>*Exam 3: 11/04</b></li> <li>• MPS</li> </ul>
12	<ul style="list-style-type: none"> <li>• MPS</li> <li>• EOQ reorder</li> </ul>
13	<ul style="list-style-type: none"> <li>• EOQ reorder</li> <li>• MRP</li> <li>• <b>*Homework: problems 13-14</b></li> <li>• The Goal</li> <li>• <i>Film: The Goal</i></li> <li>• <b>*Homework: problems 14-17</b></li> </ul>
14	<ul style="list-style-type: none"> <li>• <b>*Exam 4: 11/25</b></li> </ul>
15	<ul style="list-style-type: none"> <li>• Just in Time</li> <li>• <i>Film: Push or Pull</i></li> <li>• Drdremining14points</li> <li>• <i>Film: Deming</i></li> <li>• JimSinegal</li> <li>• <i>Film: Jim Sinegal Costco</i></li> </ul>
Final Exam	<ul style="list-style-type: none"> <li>• <b>8am Class</b> <ul style="list-style-type: none"> <li>○ 12/11 at 8am</li> </ul> </li> <li>• <b>930am Class</b> <ul style="list-style-type: none"> <li>○ 12/09 at 8am</li> </ul> </li> </ul>

### Important Dates

- Last day for term schedule changes: 08/25/2025--08/28/2025
- Deadline to file for graduation: 09/24/2025
- Last Day to drop with a grade of "W": 11/24/2025



## Homework Check Figures

Homework	Figures
1 Part I A	BE\$ = 90,000
2	Contribution = .70 BE \$ = 60,000
3 Part I	BE Units >21,000 & <22,000
3 Part II	BE Units > 24,000 & <25,000
4 Part I	IP >30,000 & <35,000
4 Part II	IP > 130,000 & < 140,000
5 Part I	200 Best Outside City, 300 Best Inside City
5 Part II	IP between 200 & 300
6	Payoff 6,350
7	Payoff 7,851
8	Expected Completion = 26.83
9	Expected Completion = 39
10	Payoff .68, B 1.846, A .538
11	Payoff 2140
12	Payoff = 416.875
13	ROI = 1.38 (138%)
14	Payoff .124 (12.4%)
15	Cumulative Cost between 75,000 & 85,000
16 & 17	Answers will vary and should go down & then up

## Desire-to-Learn (D2L)

Extensive use of the MSU D2L program is a part of this course. Each student is expected to be familiar with this program as it provides a primary source of communication regarding assignments, examination materials, and general course information. You can log into [D2L](#) through the MSU Homepage. If you experience difficulties, please contact the technicians listed for the program or contact your instructor.

## Online Computer Requirements

Taking an online class requires you to have access to a computer (with Internet access) to complete and upload your assignments. It is your responsibility to have (or have access to) a working computer in this class. ***\*Assignments are due by the due date, and personal computer technical difficulties will not be considered reason for the instructor to allow students extra time to submit assignments.*** Computers are available on campus in various areas of the buildings as well as the Academic Success Center. ***\*Your computer being down is not an excuse for missing a deadline!!*** There are many places to access your class! Our online classes can be accessed from any computer in the world which is connected to the internet. Contact your instructor immediately upon having computer trouble If you have technical difficulties in the

course, there is also a student helpdesk available to you. The college cannot work directly on student computers due to both liability and resource limitations however they are able to help you get connected to our online services. For help, log into [D2L](#).