

Course Number, Title and Credits

MGTU 315 - Operations Management - 3 credits

Course Description

Operations management focuses on the systematic planning, design, and operation of all processes required for the production of goods and the delivery of services. Thus, operations management spans almost all the real value-added activities of an organization including product and process design, customer order management, production, and service delivery.

Prerequisites: MATU 203 Introduction to Statistics

Course Learning Outcomes

By the end of this course, students will be able to

1. Analyze the critical role of operations management in enhancing organizational efficiency for both manufacturing and service-oriented industries.
2. Describe how operations management relates to other functions of a company or organization.
3. Describe the transformative impact of digital technologies including the Internet, e-commerce platforms, and ERP systems on modern operations and supply chain strategies.
4. Identify the major activities associated with operations management and supply chain management processes.
5. Evaluate the principles of Total Quality Management and their application in making continuous improvements in quality and productivity.
6. Apply operations management tools and techniques to make decisions and solve real-world business problems.

Required Textbooks

Roger Schroeder, Operations Management In the Supply Chain, 7e. ISBN: 9780077835439.

Letter Grade/Percentage Equivalents

Grades are determined on a straight-scale basis using the following scales.					
A	94% to 100%	A-	90% to 93%	B+	87% to 89%
B	84% to 86%	B-	80% to 83%	C+	77% to 79%
C	74% to 76%	C-	70% to 73%	D+	67% to 69%
D	64% to 66%	D-	60% to 63%	F	59% and below

Methods of Evaluation for Determining Grades

Assignment Detail for Course:

Assignments	Possible Points
Quizzes	200
Assignments	400
Exams	400
Total Points Possible in Course	1000

Course Outline (Tentative):

Module	Topics & Assignments
Module 1	Basic Concepts of Operations & New Product Strategies ● What is OM ● Operations Strategy ● Strategies for New Product ● Quality Function Deployment Assignment 1 Module Quiz 1

Module 2	Cross-Functional Decision (Basic Process & Service Foundations) ● Cross functional decision ● Product flow ● Order Fulfillment ● Process Selection Decisions Assignment 2 Module Quiz 2
Module 3	Cross-Functional Decision (Service & Additional Choices) ● Other Choices ● Service Bundle ● Customer Contact Matrix ● Service Recovery ● Service profit Chain Assignment 3 Module Quiz 3 Exam 1
Module 4	Process Management (View, Flowchart & Creation) ● Process view ● Process flowchart ● Flowchart How To Create Process Flowchart For Manufacturing ● Benefits of continuous manufacturing vs batch manufacturing Assignment 4 Module Quiz 4
Module 5	Process Measurement & Improvement ● Measuring process ● Process redesign ● Continuous Improvement ● Six Sigma Assignment 5

	Module Quiz 5
Module 6	Lean Thinking & Implementation ● Lean Thinking ● Five S ● Kanban System ● Implementation of Lean Assignments 6 Module Quiz 6 Exam 2
Module 7	Quality Management (Pioneers, Standards & Planning) ● Quality Pioneers ● Quality as customer requirements ● Quality planning ● Quality Standards ● Design of Quality Control Assignment 7 Module Quiz 7
Module 8	Forecasting & Capacity Planning ● FORECASTING FOR DECISION MAKING ● Qualitative methods ● SELECTING A FORECASTING METHOD ● Capacity Planning Assignment 8 Module Quiz 8
Module 9	Sales, Operations Planning & Aggregate Planning ● Sales and operations planning ● Planning options ● BASIC AGGREGATE PLANNING ● Planning Options

	Assignment 9 Module Quiz 9 Exam 3
Module 10	Scheduling, Dispatching & Project Management ● Batch scheduling ● PRIORITY DISPATCHING RULES ● Project management ● Scheduling Methods Assignment 10 Module Quiz 10
Module 11	Inventory & Production Planning Systems ● Inventory ● Cost of Inventory ● Economic Order Quantity ● Periodic review system ● PLANNING AND CONTROL SYSTEMS Assignments 11 Module Quiz 11
Module 12	Supply Chain Management (Systems, Performance & Sustainability) ● MRP System ● How MRP works ● MRP system Elements ● Enterprise Resources Planning System ● SCM ● Supply Chain Performance ● Improving Supply Chain Performance ● Supply Chain Risk ● Sustainability Assignment 12

	Module Quiz 12 Final Exam
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Academic Integrity

The University of Massachusetts Global is an academic community based on the principles of honesty, trust, fairness, respect and responsibility. Academic integrity is a core University value, which ensures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. The University expects that students will conduct themselves in an honest and ethical manner and respect the intellectual work of others.

Submitting to faculty work completed by the use of any artificial intelligence tool without permission and/or when prohibited by class policy. When faculty require the use of technology, including artificial intelligence, as a part of an assignment for the course, there is no violation. Students are reminded to consult syllabi, assignment sheets/rubrics, program documents and their faculty. Use of artificial intelligence, when permitted, must be correctly cited in the assignment.

The UMass Global online library provides resources to support research, proper citation styles, and the safe and responsible use of generative artificial intelligence or Gen AI.

- The [Academic Integrity and Plagiarism Avoidance](#) page provides guidance to help students better understand academic integrity and includes tips on how to avoid plagiarism.
- The [Citing Sources](#) page offers guidance on how to properly cite using APA, MLA, and Chicago styles.
- The [Artificial Intelligence Resource Guide for Students](#) provides advice for understanding and appropriately using generative artificial intelligence tools such as ChatGPT and Bard.

UMass Global's Office of Accessible Education

Students who require disability-related services or accommodations to access their educational experience can register with the Office of Accessible Education (OAE). The Office of Accessible Education (OAE) is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided equitable and reasonable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). Registration with OAE is on a voluntary, self-identifying basis. Please visit the Office of Accessible Education (OAE) website for more information about how to register for services, eligibility requirements, and information about potential academic accommodations and services.

Our university is committed to ensuring equal access for all students. Let us know about any accessibility

barriers you encounter using any of our online systems or websites by submitting a [Feedback or Accessibility Concern Submission Form](#). We'll do our best to improve things and get you the information you need.

UMass Global's CARES Team

The CARES team is a campus-wide team of appointed staff and faculty responsible for identifying, assessing, and responding to concerns and/or disruptive behaviors by students, faculty/staff, and community members who struggle academically, emotionally, or psychologically, or who present a risk to the health or safety of the university or its members.

Individuals may refer themselves or other community members of concern by emailing cares@umassglobal.edu or by filling out a referral form [here](#). The CARES Team provides short term assessment, intervention, support, and recommendations of resources to those referred and engaged in the process.

UMass Global's Title IX Statement

The University of Massachusetts Global strives to maintain and foster a climate that promotes respect and human dignity. Sexual misconduct and relationship violence in any form is antithetical to the university's mission and core values, violates university policies, and may also violate federal and state law. The office of Title IX is primarily concerned for students' safety and well-being and is tasked with investigating all reports of sexual misconduct experienced by our community members. Title IX prohibits sex-based and gender-based discrimination and harassment, which includes discrimination based on pregnancy and/or pregnancy-related complications, parental status, and marital status. Students expecting or experiencing pregnancy-related complications, that may require educational accommodations, should contact the University's Title IX Coordinator and/or the Office of Accessible Education.

The University and Title IX's prohibition of sex discrimination also covers sexual harassment, sexual violence, and any other form of sexual misconduct. We offer options and resources to all students affected by these issues and are committed to providing a fair, thorough, and prompt investigation and adjudication process. If you or someone you know has been impacted by sexual assault, dating, and domestic violence, stalking, or sexual exploitation, please visit the [University's Title IX Resource Page](#) to access additional resources and information.

UMass Global's staff and faculty are tasked with reporting any possible sex or gender-based discrimination or Title IX violations to the University's Title IX Coordinator at civilrightscomplaints@umassglobal.edu.

[Click on this Link to our University Title IX Policy](#)