COURSE SYLLABUS

Course # & Title: OPM 6033/ CRN 1865- Operations Management

Instructor’s Name: Dr. Serhat Eren (Go by Dr Eren)

Course Schedule: Sept 9 – Dec 19, 2009
Module 0 = Sept 9 – Sept 13, 2009
Module 1 = Sept 14 – Sept 20, 2009
Module 2 = Sept 21 – Sept 27, 2009
Module 3 = Sept 28– Oct 4, 2009
Module 4 = Oct 5 – Oct 11, 2009
Module 5 = Oct 12 – Oct 18, 2009
Module 6 = Oct 19 – Oct 25, 2009
Module 7 = Oct 26 – Nov 1, 2009
Module 8 = Nov 2 – Nov 8, 2009
Module 9 = Nov 9 – Nov 15, 2009
Module 10 = Nov 16 – Nov 22, 2009
Module 11 = Nov 23 – Nov 29, 2009 (NO CLASS-THANKSGIVING BREAK)
Module 12 = Nov 30 – Dec 6, 2009
Module 13 = Dec 7 – Dec 13, 2009
Module 14 = Dec 14 – Dec 19, 2009

Note: All modules begin on Monday and end on the following Sunday except for Module 0 and Module 14, where Module 0 starts on Wednesday and ends on Sunday and Module 14 starts on Monday and ends on Saturday.

Level/ Hrs/ Prerequisites: Master Degree / 3 semester credit hours

Admission / prerequisite requirements

Course Location /Day/ Times: Online
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Richard B Chase, UNIV OF SOUTHERN CALIFORNIA
F. Robert Jacobs, INDIANA UNIV-BLOOMINGTON
Nicholas J Aquilano, UNIV OF ARIZONA
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Electronic Resources: Blackboard- LTU (Spring 2009–http://my.ltu.edu and select CRN5377)

Telephone: N/A

Primary e-mail address: eren@ltu.edu

Alternative E-mail Address: drserhateren@hotmail.com

Availability: Between 8pm and 10pm on Monday through Friday
Between 2pm and 6pm on Saturday and Sunday

Addenda: LTU Online student resources
http://www.ltu.edu/ltuonline/currentonline.asp
Course-specific information is provided in the “Course Information” area

LTU Online help: Voice: 248-204-2380
E-mail: elearning@ltu.edu
Web: http://www.ltu.edu/ltuonline

Office Walk-In Support: 2131 Civic Center Dr.
Southfield, MI 48076
Business Services Building, First Floor
Office Hours M-F 7:00 a.m. - 5:00 p.m. EST

Welcome!
I would like to welcome you to Operations Management (OPM 6033/ CRN 1865) course. I am your instructor, Serhat Eren, go by Dr Eren. During this course we will explore various elements of Operations Management. We will study topics that will prepare each of you to become proficient in the course objectives. The approach will be to concentrate on those areas needed to meet the objectives.

Our activities will include operations strategy and managing change especially introduction to the field, operations and supply strategy, project management, product and service design, strategic capacity management, process analysis, manufacturing processes, service processes, six sigma quality, supply chain strategy, logistics and facility location, lean manufacturing, operations consulting and reengineering, enterprise resource planning, demand management and forecasting, aggregate sales and operations planning, inventory control, material requirements planning, scheduling, simulation, and constraint management.

Our method of study will be through reading the text, discussion, solving problems, analysis and peer review, applying concepts to a team homework assignment, case study, and as well as team project, midterm examination, final exam, and performing a weekly review. These activities will be the means to explore, review, analyze, apply, and summarize concepts and tools of Operations Management.

I wish everyone a best of luck!

Dr Eren
COURSE DESCRIPTION
This course introduces manufacturing and service organizations’ productive systems, operations and their management. Topics include operations strategy and managing change, process selection and design, supply chain design, and planning and controlling the supply chain design.

COURSE OBJECTIVES
We are living in a new era of very tough global competition. To survive, maintain leadership and expand market share we need to effectively and efficiently manage our productive resources, be competitive, and bring to market fast and constantly provide high quality goods and services that would delight our customers. OPERATIONS and SUPPLY MANAGEMENT is the science, art, and techniques of the managing of productive resources. As such, operations management is responsible for the management of productive systems: systems that either create goods or provide services or both. Operations management entails the design and control of systems and processes responsible for the productive use of raw materials, human resources, equipment, and facilities in the transformation and development of a product or service. The fundamental concepts and problems of operations management as applied to both the manufacturing and service organizations will be covered in this course to help students to:

1. Understand the concepts and problems of production and operations management.
2. Realize the extent, benefits, and limitations of the applications of the related tools, techniques, and philosophies of modern management.
3. Appreciate mathematical/ statistical thinking, systems approach, and quantitative models as important and necessary methods and tools of the total system optimization, data analysis, and scientific decision making in business and industry.

TOPICS AND OBJECTIVES

SECTION ONE- STRATEGY
1. Introduction to the Field
2. Operations and Supply Strategy
3. Project Management
4. Product and Service Design

SECTION TWO- PROCESSES
5. Strategic Capacity Management
6. Process Analysis
7. Manufacturing Processes
8. Service Processes
9. Six Sigma Quality

SECTION THREE- SUPPLY CHAIN DESIGN
10. Supply Chain Strategy
11. Logistics and Facility Location
12. Lean Manufacturing

SECTION FOUR- PLANNING AND CONTROLLING THE SUPPLY CHAIN
15. Demand Management and Forecasting
17. Inventory Control
18. Material Requirements Planning

SECTION FIVE- SCHEDULING
19. Scheduling
20. Constraint Management
POLICIES AND PROCEDURES

Attendance
You are required to attend class every week. You may be absent from the class due to special situations such as job related business trip, death in the family, sickness, etc. In this case, you need to contact your instructor in advance to make arrangements about how and when to turn the assignments in.

Online Discussions
There will be weekly discussion forums in Blackboard. You must answer the discussion questions posted in Blackboard and make comments to your fellow classmates’ responses. Below is the guideline to secure perfect participation grade:

1. Respond to each posted topic for the specified week with a minimum of one paragraph.
2. Respond to a minimum of two students postings per question.
3. A response should state agreement/disagreement with the statement, supporting information, etc.
4. Basically a responding statement should be more than ‘I agree.”
5. Participation is from Monday through Sunday (Midnight) for each scheduled week of Online Discussion.
6. There will be no make up for participation!

Online Discussion Grading Criteria
Online Discussion will be graded out of 2 sections that are Weekly Lessons Learned and Weekly Discussions. It will be graded out of 20 points, in which 5 points will be earned from weekly lessons learned and 15 points will be earned from overall discussions.

a) Weekly Lessons Learned (Weekly Summary):
After you completed all the assignments, then develop a ‘one paragraph’ comment on your course activities during the week. The paragraph may include topics you have found to be key points, areas you have found particularly useful, or any other information you feel will be beneficial to others in the class. Submit your lessons learned paragraph to the lessons learned discussion forum. Weekly Lessons learned are 5 points worth.

b) Overall Discussions:
Weekly overall discussions are 15 points worth. Below is the detail.

Possible Points for Participation:

i. Good (5 points): Participated in all discussions with at least one response to each topic and two other students posting for each topic. Participation was in a timely fashion.
ii. Fair (3 points): Participated in all three discussions with one response to each topic and two other students posting for each topic. Participation was held to last possible timeframe.
iii. Poor (1 point): Participation did not meet the minimum guidelines in number of responses and timeframe.

Possible Points for Knowledge:

i. Good (5 points): All postings demonstrate knowledge of the subject and provide examples.
ii. Fair (3 points): Majority of postings includes knowledge of subject.
iii. Poor (1 point): Postings lack demonstration of knowledge.

Possible Points for Quality:

i. Good (5 points): Statements demonstrate knowledge using text information, provides examples from industry and work experience.
ii. Fair (3 points): Statements demonstrate minimal knowledge.
iii. Poor (1 point): Statements lack clarity and demonstration of knowledge.

Late assignments
I WILL NOT accept late weekly discussions and weekly lessons learned, however I will accept late assignments (hw exercises, case studies, and final project report) if they are not more than 3 days late. I
will still reduce your grade 10% per day for the first three days, a total of 30%. I will not accept the assignments after 3 days of its due date. Assignments due dates will be posted along with your assignments but they should be due at midnight (Eastern Standard Time).

**Extra Credit Work**
There will be **NO** extra credit work assigned in this class.

**Criteria for Writing Paper**
In case of writing a research paper, APA serves as the primary reference material. Any paper that does not reflect the quality of APA formatting will not get graded and will return to you for second draft. This will result in as if you turned it in 3 days late and late penalty policy will apply. All graded papers need to be written and cited in APA format as summarized in The Little, Brown Compact Handbook.

**Learning Team**
Each team will consist of 3-5 people depending on the class size. I **WILL** form the teams during Module 0 and post the teams under Module 0 Discussion Forum. Once the teams are formed, a team log will be created by one of the team members. Team log will include the contact information of each member such as phone #, e-mail, and home address. Team log then will be posted under each team’s forum, which will be dedicated to each team and others will not have access to it.

Teams will be allowed to meet in-person or via teleconference, real-time electronic conferencing, or asynchronous conferencing in Blackboard.

The Learning Team Peer Evaluation form is provided in Blackboard under Module 14 documents. This will be submitted to me via the link created in Blackboard at the end of the course. I will utilize this form to assess the relative contribution of team members to the both the processes and products of teams, and to ensure that collaboration skills of individual students are reflected in student evaluations. A multiplier will be determined from these evaluations. For example, each person will be evaluated out of 55 points and there are 4 people in a team. The total potential grade is 4 * 55 = 220 points. If one team member receives 50 out of 55 points from each team member including her/himself, a total of 200 points is earned. Now, percent grade or the multiplier is 200/220= 0.9091 or 90.91%. If the team received 95 total points out of all team assignments, then 95 will be multiplied by 90.91%. The final team assignment grade becomes 86.36. There was a reduction of 10% in the total grade. In order to eliminate the grade reduction, I suggest that you work with your teammates in a professional manner and pull the expected weight for each assignment.

**Feedback**
Your grades for each weekly assignment will be available in Blackboard along with my comments if necessary. You will also be able to see your cumulative grade in Blackboard as of that point to better manage your grading. Your participation, homework exercise, and case study grades will be posted within 2 days or less after their due dates that is Monday or Tuesday.

As for the participation feedback, you will be receiving the following feedback from me every week. There will be a summary and also detailed grading feedback for every module. These feedbacks will be sent to you personally via e-mail so it is imperative that you check your e-mail everyday for better communicate with me.

If you like to dispute on a participation grade, you need to do it within 3 days after you receive your feedback. Other disputes will not be considered, just because we need to focus on the next module’s work.
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<th>Due Date</th>
<th>Participation Grade</th>
<th>Points Possible</th>
<th>Points Possible in %</th>
<th>Your Score</th>
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TOTAL: 200 25 200 25
## Module 1

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<td><strong>Good (5 points)</strong></td>
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<td>Participated in all discussions with at least one response to each question by Wednesday midnight and two other students' postings per each discussion question by Sunday midnight.</td>
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<td><strong>Fair (3 points)</strong></td>
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<td>Participated in all discussions with at least one response to each question and two other students' postings but participation was held to last possible timeframe (Saturday and Sunday).</td>
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<td><strong>Poor (1 point)</strong></td>
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<td>Participation did not meet the minimum guidelines in number of responses and timeframe.</td>
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<td>b. Knowledge:</td>
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<td><strong>Good (5 points)</strong></td>
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<td>All postings demonstrate knowledge of the subject and provide examples.</td>
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<td><strong>Fair (3 points)</strong></td>
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<td>Majority of postings include knowledge of subject.</td>
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<td>Postings lack demonstration of knowledge.</td>
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<td>c. Quality:</td>
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<td><strong>Good (5 points)</strong></td>
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<td>Statements demonstrate knowledge using text information, provides examples from industry and work experience.</td>
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<td><strong>Fair (3 points)</strong></td>
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<td>Statements demonstrate minimal knowledge.</td>
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<td><strong>Poor (1 point)</strong></td>
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<td>Statements lack clarity and demonstration of knowledge.</td>
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### COMMENTS
ACADEMIC HONESTY

Students, faculty, and staff are expected to follow established standards of academic integrity and honesty. Academic misconduct entails dishonesty or deception in fulfilling academic requirements and includes but is not limited to cheating, plagiarism, or the furnishing of false information to the University or a University affiliate in matters related to academics. An affiliate of the University is any person, organization, or company who works in conjunction with Lawrence Technological University for the purposes of assisting students in fulfilling their academic requirements. It is therefore this institution’s stated policy that no form of dishonesty among its faculty or students will be tolerated. Although all members of the University community have an obligation to report occurrences of dishonesty, each individual is principally responsible for his or her own conduct. Violation of any of the following standards subjects any student to disciplinary action:

1. Plagiarism

   The term “PLAGIARISM” includes but is not limited to (a) the use, by paraphrase or direct quotation, of the published or unpublished work or creative and/or intellectual property in print, product, or digital media of another person without full and clear acknowledgment; (b) the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers, reports, or other academic materials; or (c) the appropriating, buying, receiving as a gift, or obtaining by any other means another person’s work and the unacknowledged submission or incorporation of it in one’s own work. Plagiarism is unethical, since it deprives the true author of his/her rightful credit and then gives that credit to someone to whom it is not due.

   Examples include:
   - Quoting, paraphrasing, or summarizing written material, even a few phrases, without acknowledgment.
   - Failing to acknowledge the source of either a major idea or an ordering principle central to one’s own paper.
   - Relying on another person’s data, evidence, or critical method without credit or permission.
   - Submitting another person’s work as one’s own.
   - Using unacknowledged research sources gathered by someone else.
   - Copying portions or outcomes of two- or three-dimensional creative property of previously published work.
   - Copying items from Internet websites without acknowledgment of the source.

2. Bribery

   The term “BRIBERY” includes the offering, giving, receiving, or soliciting of any consideration in order to obtain a grade or other treatment not otherwise earned by the student through his/her own academic performance.

3. Cheating

   The term “CHEATING” includes but is not limited to (a) use of or giving to others any unauthorized assistance in taking quizzes or examinations; (b) dependence upon aids beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; (c) the acquisition, without permission, of tests or other academic material belonging to a member of the University faculty or staff; or (d) the unauthorized use of any electronic or mechanical device during any program, course, quiz, or examination or in connection with laboratory reports or other materials related to academic performance.

4. Misrepresentation

   The term “MISREPRESENTATION” includes any act or omission undertaken with intent to deceive an instructor for academic advantage. Examples include:
   - Using a computer program generated by another and handing it in as one’s own work unless expressly allowed by the instructor.
   - Lying to an instructor to increase one’s grade.
   - Lying or misrepresenting facts when confronted with an allegation of academic dishonesty.
5. Conspiracy
The term "CONSPIRACY" means planning or acting with one or more persons to commit any form of academic dishonesty in order to gain academic advantage for oneself or another.

6. Fabrication
The term "FABRICATION" means the use of invented information or the falsification of research or other findings with the intent to deceive and thereby gain academic or professional advantage.

7. Multiple Submissions
The term "MULTIPLE SUBMISSIONS" means submitting substantial portions of the same work for credit more than once, unless there is prior explicit consent by the instructor(s) to whom the material is being or has been submitted.

8. Unauthorized Collaboration
The term "UNAUTHORIZED COLLABORATION" means collaborating on projects, papers, computer programs, lab reports, or other academic assignments where the instructor has prohibited such collaboration.

9. Sabotage
The term "SABOTAGE" means deliberately impairing, destroying, damaging, or stealing another's work or working material. Examples include:
- Destroying, stealing, or damaging another's lab experiment, computer program, term paper, exam, or project.
- Removing uncharged library materials with the effect that others cannot use them.
- Defacing or damaging library materials with the effect that others cannot use them.
- Hoarding or displacing materials within the library with the effect that others have undue difficulty using them.
- Interfering with the operation of a computer system so as to have an adverse effect on the academic performance of others.

Note: For more information check http://www.ltu.edu/currentstudents.

Privacy and Confidentiality
One of the highlights of LTU academic experience is that students can draw on the wealth of examples from their organizations in class discussions and in their written work. However, it is imperative that students not share information that is confidential, privileged, or proprietary in nature. Students must be mindful of any contracts they have agreed to with their companies.

GRADING CRITERIA

Point Values for the Course Assignments

<table>
<thead>
<tr>
<th>ASSIGNMENTS</th>
<th>Due</th>
<th># of Assignments</th>
<th>Points (%) for Each Assignment</th>
<th>Total Points (%)</th>
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<td>Orientation Quiz</td>
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<td>Learning Team Homework Exercise</td>
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How points and percentages equate to grades:

<table>
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<tr>
<td>95-90</td>
<td>A-</td>
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<tr>
<td>89-87</td>
<td>B+</td>
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<tr>
<td>86-83</td>
<td>B</td>
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<tr>
<td>72-70</td>
<td>C-</td>
</tr>
<tr>
<td>69 or &lt;</td>
<td>F</td>
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</table>

Note: Grades lower than “B” fall below the LTU graduate standard

FINAL PROJECTS

There will be three subjects available for the final project. The subjects are:
1. Six Sigma (DMAIC)
2. Lean Manufacturing
3. Design for Six Sigma (DFSS)

In case of more than three teams in class, the following subjects will be also added for the final project:
4. Forecasting
5. Project Management

Guideline for Final Project

The following must be included in the final project:
1. Introduction about the subject such as history, what industry it is being used, and some success stories from reliable sources.
2. Detailed information about each subject such as phases and their definitions. For example, DMAIC has 5 phases such as Define, Measure, Analyze, Improve, and Control. Each phase should be explained in detail along with the tools used in each phase. Examples are always great ways to secure better points.
3. Find 5 articles or case studies from reliable sources where this subject is IMPLEMENTED. Provide a summary of each article or the case studies. Make sure to include what savings were by comparing before and after states. Attach your articles along with the final project for submission.
4. Provide your thoughts of this subject in the conclusion section of this project. If you had a chance, would you be willing to implement it in your operations? Why or why not? Include your reasoning to prove your thoughts.
5. Make sure to include references with your paper.

PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS

A three-credit graduate course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:
1. A 14-week semester (the Summer “E” semester is compressed into 10 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
2. You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through online quizzes. This effort will total at least 84 hours over the course of the semester.
3. You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
   - 8-9 hours preparing your case study review;
   - 24-40 hours working with your group on the three parts of your semester-long project; and
   - 8-9 hours working on the various components of your reflective consolidation (final exam).
These guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your academic, work, and personal time effectively. The following graphic can be used to guide you in planning your weekly course work to remain on schedule:

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read Textbook Chapter(s)</td>
<td>Participate in Weekly Discussion Forums by interacting with your classmates</td>
<td>Answer all Discussion Questions in Weekly Discussion Forums</td>
<td>Team Project Work- Coordinate with Teammates</td>
<td>Instructor Communication- As Needed</td>
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</tr>
</tbody>
</table>

**COURSE ASSIGNMENTS**

All course assignments (homework, case study, and final project) are to be submitted to Blackboard via link created under Assignments tab for each module.

**Module 0**
1- Get familiar with Blackboard
2- Make sure you have correct Textbook
3- Post your biography in the Cyber Café forum in Blackboard
4- Read the course syllabus very carefully then take the Orientation Quiz. You must have 100% in order to move to Module 1. Orientation Quiz can be taken multiple times, so just retake it when you do not score 100%.
5- Interact with your teammates after your instructor forms the teams. Each team will have at least 4 but not more than 5 people. Then one of the team members will have to create the team log for each team and post the team log in the team’s forum which will be provided by your instructor.

**Module 1**
1- Read Chapters 1 and 2
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Homework Exercise 1

Chapter #1: Review Questions on Page 19: 1, 2, 3, & 4
Chapter #2: Problems on Pages 31-32: 1, 2, 3, & 4

**Module 2**
1- Read Chapters 3 and 4
2- Participate in discussions and post weekly lessons learned in Blackboard

**Module 3**
1- Read Chapter 6
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Case Study 1

Chapter #6: Case on Pages 183-184: Analyzing Casino Money- Handling Processes
You must answer 3 questions at the end of the case study.
Module 4
1- Read Chapter 7
2- Participate in discussions and post weekly lessons learned in Blackboard

Module 5
1- Read Chapter 8
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Homework Exercise 2
   - Chapter #3: Problems on Pages 85 & 86: 14 & 16
   - Chapter #6: Review Questions on Pages 180 & 181: 1 & 4
   - Chapter #7: Problems on Pages 216-217: 8 & 10

Module 6
1- Read Chapters 9 & 10
2- Participate in discussions and post weekly lessons learned in Blackboard

Module 7
1- Read Chapters 5 & 12
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Case Study 2
   - Chapter #10: Case on Pages 380-381: Pepe Jeans - You must answer 2 questions at the end of the case study.

Module 8
1- Read Chapters 14 & 15
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Complete and submit the End-of-Term Course Evaluation Survey

Module 9
1- Read Chapter 16
2- Participate in discussions and post weekly lessons learned in Blackboard
3- Homework Exercise 3
   - Chapter #12: Review Questions on Pages 419-420: 1, 4, & 10
   - Chapter #12: Problems on Page 420: 2, 3, & 4
   - Chapter #15: Review Questions on Page 505: 14 & 16
   - Chapter #15: Problems on Pages 506-507: 2 & 6

Module 10
1- Read Chapter 17
2- Participate in discussions and post weekly lessons learned in Blackboard

Module 11: NO CLASS- THANKSGIVING BREAK

Module 12
1- Read Chapter 18
2- Case Study 3
   - Chapter #17: Case on Pages 584-586: Hewlett-Packard - Supplying the Deskjet Printer in Europe. You must answer 4 questions at the end of the case study.

Module 13
1- Read Chapters 19 & 20
2- Final Project Report
3- Complete and submit the End-of-Term Course Evaluation Survey
Module 14
1- Take the Final Examination:

Final Exam will be open notes and open books and it will be timed. See below for more details:

There will be 2 parts in the final exam. Each part of the exam will be available in Blackboard starting from 8:00am on Monday, July 20 until 12:00am (midnight) on Friday, July 24. Each part is independent of each other. You can take whichever part you want first. Once you start taking either part of the exam, you must finish it within allocated time.

Questions will appear on your screen one at a time. You will not have an option to go back once you clicked next button. Read the questions very carefully and select your answer. Please double-check your answers before submitting it.

Some sample questions will be provided in assignments tab under Module 10. I will provide the correct answers for multiple choice questions only. It is your responsibility to find the correct answers for them.

SUMMARY OF COURSE ASSIGNMENTS & AGENDA

<table>
<thead>
<tr>
<th>Module</th>
<th>Topic Outline</th>
<th>“Theory”</th>
<th>“Practice”</th>
<th>Assessment</th>
</tr>
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</table>
| 0 (course orientation) | 1. Blackboard  
2. Orientation Quiz  
3. Syllabus  
4. Textbook  
5. Biography  
2. Read Syllabus  
3. Check textbook’s ISBN#  
| 1 | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Hw Exercise | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Solve Hw Exercises | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Solve | 1. Discussion board grader  
2. Papers for Hw Exercises |
| 2 | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Synthesize | 1. Discussion board grader |
| 3 | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Case Study | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Read Case Study | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Synthesize | 1. Discussion board grader  
2. Papers for case study |
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<tr>
<th>Module</th>
<th>Topic Outline</th>
<th>“Theory”</th>
<th>“Practice”</th>
<th>Assessment</th>
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</thead>
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| 4      | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts | 1. Discussion board grader |
| 5      | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Hw Exercise | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Solve Exercises | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Solve | 1. Discussion board grader  
2. Papers for Hw Exercises |
| 6      | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts | 1. Discussion board grader |
| 7      | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Case study | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Read case study | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Synthesize | 1. Discussion board grader  
2. Papers for case study |
| 8      | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze | 1. Discussion board grader |
|        | 1. Discussion | 1. Interact with others | 1. Respond to discussion board | 1. Discussion |

**Syllabus**
<table>
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<tr>
<th>Module</th>
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<th>“Theory”</th>
<th>“Practice”</th>
<th>Assessment</th>
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| 9      | board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Hw Exercise | 2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Solve Exercises | discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Solve | board grader  
2. Papers for Hw Exercises |
| 10     | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. | 1. Discussion board grader |
| 11     | **NO CLASS- THANKSGIVING BREAK** | | | |
| 12     | 1. Discussion board readings & participation  
2. Weekly Lessons Learned  
3. Textbook  
4. PowerPoint presentation  
5. Streaming video  
6. Case Study | 1. Interact with others  
2. Post Lessons Learned  
3. Read textbook  
4. Play PowerPoint presentation  
5. Watch video  
6. Read case study | 1. Respond to discussion board  
2. Ask questions  
3. Share your thoughts  
4. Analyze  
5. Synthesize | 1. Discussion board grader  
2. Papers for case study |
| 13     | 1. Textbook  
2. PowerPoint presentation  
3. Streaming video  
4. Final Project | 1. Read textbook  
2. Play PowerPoint presentation  
3. Watch video  
4. Web site research  
5. Read library material | 1. Analyze  
2. Synthesize  
3. Term paper | 1. Projects  
2. Final report |
| 14     | **FINAL EXAMINATION** | | | |
| COURSE AGENDA  
<p>| OPM 6633/ CRN 1885 – OPERATIONS MANAGEMENT |</p>
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<td>Read Chapters: 3 &amp; 4</td>
<td>ALL WEEK</td>
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<td><strong>MODULE 6: Oct 19 - Oct 25</strong></td>
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<td><strong>CASE STUDY: 3</strong></td>
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<td><strong>MODULE 11: Nov 23 - Nov 29</strong></td>
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**TOTAL POINTS: 100.0**
SYLLABUS ADDENDA

Please see the LTU Online “Current Students” web site [http://www.ltu.edu/ltuonline/currentonline.asp](http://www.ltu.edu/ltuonline/currentonline.asp) for comprehensive information about Lawrence Tech’s academic services, library services, student services, and academic integrity standards. The contents of this web site are explicitly included as syllabus requirements.

The LTU Online “Current Students” web site also includes grading rubrics used by your instructor to evaluate written assignments, discussion forum participation, and group assignments. Please note that the SafeAssignment anti-plagiarism product will be used for written assignments submitted for this course. Please see the instructions included on the LTU Online web site regarding the use of the SafeAssignment product.