



Course Syllabus
SEMESTER
The School of Business, Hospitality Management, and Public Safety

Course Name:	Operations Management
Course & Section Number:	BUS 242-XXX
Meeting Day(s) & Time(s):	
Credits:	3
Contact Hours:	3
Text:	See below under Course Materials
Instructor's Name:*	
Office Hours & Location:	
OCC Phone:	
OCC Email:**	
Additional Contact Information:	

*Please call me NAME; it is my preferred name. If you have a preferred name, please let me know so I can use it.

**Please use only Owens email for course communications.

Catalog description:

Examines production planning and control, master scheduling, material requirements, capacity planning, shop floor control, lean manufacturing, just-in-time, and exposure to currently developed control systems.

Prerequisite/Corequisites:

Co-requisite: None

Prerequisite: IST 235

Course Materials:



**MYLAB OPERATIONS MANAGEMENT WITH
PEARSON ETEXT -- ACCESS CARD -- FOR
PRINCIPLES OF OPERATIONS MANGEMENT
SUSTAINABILITY AND SUPPLY CHAIN
MANAGEMENT**

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Additional handouts will be provided (4)

What You Will Learn in the Course

Course Objectives:

Understand the role of technology and it's impacts on competitiveness.

Comprehend the challenges facing professionals involved with Operational Management roles.

Recognize Operations Management's role in the framework of entire organization.

Ability to incorporate key quality programs into operational programs (lean, six sigma, etc...).

Comprehend and utilize various shop floor control systems (scheduling, material movements.

Effective operational data analysis (systems build, use, collection, output, decision making).

Ability to perform high value internal and external audits.

Recognition of value added and wasteful activities.

Student Learning Outcomes:

Outcome	Where Assessed
(1) Students will identify the basic operating practices and principles of operations and supply chain management, including appropriate strategies for customer service, manufacturing, procurement, distribution operations, facility design, and quality.	Chapter assignments 1-17.
(2) Students will demonstrate effective oral and written communication skills.	Case studies oral presentations 1-4. Term paper.
(3) Students will produce and process quantitative information and demonstrate effective critical thinking and problem-solving skills.	Chapters 1-17. Case study paper submissions 1-4.

Program Outcomes:

The following program outcomes are assessed in this course

Outcome	Where Assessed
Students will demonstrate effective oral and written communication skills.	Term paper, Case studies 1-4.

Institutional General Education Competencies:

Competency	Where Assessed
Communicate effectively.	Case studies 1-4, oral/written.
Act with professional responsibility.	Case studies 1-4, team assignment portions.
Think analytically, critically, and creatively.	Chapter assignments 1-17.

Technology, Lab, and File Requirements:

Use and proficiency with Owens Blackboard system and Microsoft Excel are required.

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's Student Code of Conduct, which includes academic honesty, encompassing plagiarism. See the Board Policy for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's Anti-Discrimination and Harassment Policy and the College's Title IX Policy/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing Your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu. The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy.

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or prospective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphrasers, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.
- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible. Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use

of AI tools, please consult with the instructor **before** submitting your work.

NOTE: Some instructors will also list specific acceptable and unacceptable uses or include a statement like “All written assignments, projects, and exams must be completed independently.”

Student Responsibilities & Instructor Expectations

Make-Up Policy:

I will allow a four-day “late” allowance on all time-sensitive assignments. If you submit late, you will incur a 10% late penalty. After the allowance, you will not receive points for that activity. **If you let me know you’ll be late submitting an assignment, I will work with you. But do not tell me weeks or months after a due date has passed. I will not be accommodating.**

Contact the Owens Help Desk **(567) 661-7120** if you are experiencing technical issues with your username and/or password or having navigational issues in Blackboard.

NOTE: DATW is the last day students can drop the course without receiving an official letter grade. Please consult with your academic advisor prior to end of semester to review options.

Instructor Expectations:

Grading Timeline

All assignments and tests will be graded within **one week** of the posted due date.

E-mail Communication

I aim to respond to emails **within 24 hours Monday through Friday**. Emails received over the weekend may take **48 hours** for a response. When emailing, please **include your course name and section number** to help me respond efficiently.

Classroom Environment:

Independent study environment requires students to manage deadlines and due dates.

How Grades are Determined and Major Assignments

Grading Criteria	Maximum Points
Assignments (17@100 points each)	1700
Case studies (submission & presentation) (4@100 points each)	400
Term Paper	400
Total Possible Points	2500

Evaluation Measure The grade points for the areas of work are as follows.	Student Learning Outcomes Assessed	Value
Assignments Chapter 1-17	1	1700 points
Case Studies 1-4	2,3	400 points
Term Paper	2,3	400 points

Grading Scale

Grade	Points
A	2250-2500
B	2000-2249
C	1750-1999
D	1500-1749
F	0-1499

Important Dates to Remember

Important Dates to Remember (for 16-week classes): SEMESTER	
DATE	Semester Begins
DATE	Last day to ADD 16-week classes (w/o faculty signature)
DATE	Last day to DROP (100% refund)
DATE	Last day to DROP (60% refund)
DATE	Last day to DROP (50% refund)
DATE	Exam Week
DATE	Last Day of Classes
DATE	Last Day to Drop Course Without a Letter Grade
DATE	Commencement

Tentative Class Assignments:
All assignments can be submitted early.

BUS 242 SEMESTER Assignment Calendar

Weeks/Dates	Chapters	Assignments Due
Weeks 1-4	Chapter 1 Chapter 2 Chapter 3 Chapter 4	Assignment Set 1 – Due DATE, TIME • Chapter assignments 1-4 • Case Study 1
Weeks 5-8	Chapter 5 Chapter 6 Chapter 7 Chapter 8	• Assignment Set 2 – Due DATE, TIME • Chapter assignments 5-8 • Case Study 2
Weeks 9-12	Chapter 9 Chapter 10 Chapter 11 Chapter 12	Assignment Set 3 – Due DATE, TIME • Chapter assignments 9-12 • Case Study 3
Weeks 13-16	Chapter 13 Chapter 14 Chapter 15 Chapter 16 Chapter 17	Assignment Set 4 – DUE DATE, TIME • Chapter assignments 13-17 • Case Study 4 • Term Paper

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.