

Office of Academic Affairs  
Tarleton State University  
Date Prepared: 12/1/08  
Dates Revised:

### Master Course Syllabus Outline

Department: Management, Marketing & Administrative Systems  
Course Prefix/Number: MGMT 421  
Course Title: Productions and Operations Management  
Master Syllabus Approved by Department on: 12/1/08

- I. Catalog Description: Topics covered include:  
Operations Management concepts and techniques, e-business, supply chain managements, and information technology. Study will include business strategy, manufacturing processes, quality controls, forecasting, facility location and layout.
- II. Prerequisites: MGMT 3013, FIN 3013, G B 3113
- III. Expanded Course Description: This course will introduce students to the management of an organization's operations, as the organization achieves its objectives, whether the objectives are to make profit or provide service to the public. Techniques for optimizing how an organization operates will be studied. Inventory management optimization methods will be introduced. A basic introduction to total quality management (TQM) will be presented. As part of the TQM introduction, this course will also include a study of the basic underlying concepts involved in statistical process control (SPC). Other optimization methods used in managing organization operations, such as location and layout and information technology theory, will be touched upon. Course is required for management majors. The course will also serve other COBA majors needing or desiring the course. This course would be a good elective for any student having achieved junior level status desiring an understanding of the management of an organization's operations.
- IV. Intended Student Outcomes: At the conclusion of the course the student will achieve the following:
  - A. Knowledge outcomes:
    - 1) Describe the role Operation Management (OM) plays in business.
    - 2) Understand and describe differences between manufacturers and service organizations.
    - 3) Describe role of strategic versus tactical decisions/operations in Operations Management.
    - 4) Understand role of information technology in Operations Management.

5) Discuss the role of Operations Management across the organization and relationship to accounting, finance, human resource, marketing and information technology.

B. Skill Outcomes:

- 1) Perform an analysis of company's manufacturing process setup.
- 2) Analyze quality control methods being utilized in OM.
- 3) Utilize basic statistical process control tools.
- 4) Analyze forecasting methods used as part of Operations Management.
- 5) Compare and contrast method for capacity planning, facility location/layout, and inventory control.

V. Unless otherwise stipulated in this master syllabus by the department, the following items are subject to faculty discretion as described in each faculty member's individual course outline/syllabus:

- a) Course Requirements
- b) Required Text(s)
- c) Bibliography

VI. Academic Honesty: Cheating, plagiarism (submitting another person's materials or ideas as one's own), or doing work for another person who will receive academic credit are all-impermissible. This includes the use of unauthorized books, notebooks, or other sources in order to secure or give help during an examination, the unauthorized copying of examinations, assignments, reports, or term papers, or the presentation of unacknowledged material as if it were the student's own work. Disciplinary action may be taken beyond the academic discipline administered by the faculty member who teaches the course in which the cheating took place.

VII. Students With Disabilities Policy: It is the policy of Tarleton State University to comply with the Americans with Disabilities Act (ADA) and other federal, state, and local laws relative to the provision of disability services. Students with disabilities attending Tarleton State University may contact the Office of Disability Services at (254) 968-9478 to request appropriate accommodation. Furthermore, formal accommodation requests cannot be made until the student has been officially admitted to Tarleton State University.

Department Head Signature/Date:

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Signature

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Date