

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

Master Course Syllabus Outline

Department: Management, Marketing, and Administrative Systems
Course Prefix/Number: MGMT 511
Course Title: Managing Operations and Services
Master Syllabus Approved by Department on: 12/1/08

- I. Catalog Description: A study of concepts, models and methods used to effectively manage the manufacturing and/or service operations of for-profit and not-for-profit organizations. Emphasis will be placed on the design and use of cross-functional operations planning, control, and support systems. Topics of contemporary relevance will be examined to include supply chain management, enterprise resource planning, time-based competition, and quality improvement.
- II. Prerequisites: None
- III. Expanded Course Description: Managing Operations and Services introduces students to the management of operations as a strategic competitive advantage. It includes an examination of how an organization achieves its objectives whether for profit or not for profit. Techniques for operation optimization and improvement will be studied. Topics include inventory management, total quality management (TQM), statistical process control (SPC), continuous improvement, value chain management and other operations management techniques used to optimize organizational productivity. This is a required course in MS Management and Leadership; it also serves as an elective for other graduate programs.
- IV. Intended Student Outcomes: (Must include outcomes of knowledge and skills, and may also include behavioral).

At the conclusion of the course the student will:

- Describe how organizational operations can result in a strategic competitive advantage for an organization.
- Describe the methods of improving productivity and optimizing operations in a private or public sector organization.
- Apply qualitative and quantitative methods in operations decision making and problem solving.
- Apply the principles of operations management such as inventory management, TQM, SPC, and value chain management to organization problems.
- Discuss the importance of continuous improvement in sustaining strategic competitive advantage.

- 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:

Signature

_____/_____/_____
Date