POM 3310 - Production Operations Mgt

Fall 2026 Syllabus, Section 180, CRN 17797

Instructor Information

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Office Hours:
MTWR 10.00 to 11.00 a.m. and by appointment via Blackboard
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Messaging within Blackboard is the preferred mode of communication.

Times and Location

Does Not Meet Face-to-Face

Course Description

Introduces the student to planning, organizing, and controlling production and service systems. The impact of new product and process technologies will also be covered. Written and/or oral presentations are required. Prerequisite: DS 2310
Intnl Business&Tech Studies Department, Sanchez School of Business

Additional Course Information

Prerequisite: DS 2310. See at URL: http://catalog.tamiu.edu/course-descriptions/pom/

Program Learning Outcomes

Course Goals: To develop student's basic understanding of production and operations management principles, will **include both practical applications and integration** of various management tools, techniques and skills.

Student Learning Outcomes

Learning Objectives: Upon successful completion, students will be able to

1. demonstrate working knowledge of Operations Management terminology and technological trends.
2. develop certain quantitative skills, competencies, and points of view needed by organizations involved in the “Input Transformation and Output” process.
3. produce basic written reports adequately on Operations Management processes.

Important Dates

Visit the Academic Calendar (tamiu.edu) (https://www.tamiu.edu/academiccalendar/) page to view the term's important dates.

Textbooks

Group	Title	Author	ISBN
Required	Operations and Supply Chain Management – The Core, 6th edition (2025 release)	Jacobs and Chase (Pub: McGraw Hill Irwin).	978-1-264- 09837-8

Other Course Materials

To go to the bookstore, **click here (https://www.bkstr.com/texasaminternationalstore/home)**.

Certain learning aids may be required or suggested during the semester. When appropriate, these materials will be placed online or on reserve in the library.

Grading Criteria

GRADE	PERCENTAGE
A	90-100 (450 or more points from above)
B	80-89.9 (400 or more but less than 450)
C	70-79.9 (350 or more but less than 400)
D	60-69.9 (300 or more but less than 350).
F	Below 60 (less than 300 points)

Assignments and grade weights

ASSIGNMENT	VALUE
3 Tests	300 points
12 Quizzes	96 points
12 Discussion posts	48 points
Class Participation	6 points
Project Report	50 points
Grand Total	500 points

Schedule of Topics and Assignments

Week of	Agenda/Topic	Reading(s)	Due
8/24	Introduction: Operations and Supply Chain Management Blackboard Environment and class policies	Chapter 1 and related material from the Textbook Chapter 1 power points with instructor notes	Syllabus Acknowledgement : 8/26/2026 Meet & Greet Forum posts: 8/26/2026 Chapter 1 Quiz assignment: 8/28/2026 Chapter 1 Discussion posts: 8/29/2026
8/31	Strategy and Sustainability	Chapter 2 Power Points with instructor notes Chapter 2 and related material from the Textbook	Complete Chapter 2 Quiz assignments by 9/2/2026 Post your discussion notes by 9/4/2026
9/7	Forecasting	Chapter 3 and related material from the Textbook Chapter 3 Power Points with instructor notes	Complete Chapter 3 Quiz assignment by 9/9/2026 Post your discussion notes by 9/11/2026
9/14	Strategic Capacity Management Learning Curves	Chapter 4 and appendix 4A related material from the Textbook Chapter 4 and appendix 4A Power Points with instructor notes	Complete Chapter 4 Quiz assignment by 9/16/2026 Post your discussion notes by 9/18/2026

9/21	Test 1 over Chapters 1-4	Review all material of Chapters 1 to 4	Take Test 1 on 9/23/2026, WEDNESDAY: Test will be open from 10.00 a.m. 9/23/2026 to 10.00 a.m. next morning
9/28	Project Management	Chapter 5 and related material from the Textbook Chapter 5 Power Points with instructor notes	Complete Chapter 5 Quiz assignment by 9/30/2026 Post your discussion notes by 10/2/2026
10/5	Manufacturing Processes Break Even Analysis	Chapter 6 and appendix 6A related material from the Textbook Chapter 6 and appendix 6A Power Points with instructor notes	Complete Chapter 6 Quiz assignment by 10/7/2026 Post your discussion notes by 10/9/2026
10/12	Service Processes	Chapter 7 and related material from the Textbook Chapter 7 Power Points with instructor notes	Complete Chapter 7 Quiz assignment by 10/14/2026 Post your discussion notes by 10/16/2026
10/19	Sales and Operations Planning	Chapter 8 and related material from the Textbook Chapter 8 Power Points with instructor notes	Complete Chapter 8 Quiz assignment by 10/21/2026 Post your discussion notes by 10/23/2026
10/26	Test 2 over Chapters 5 to 8	Review all material of Chapters 5 to 8	Take Test 2 on 10/28/2026, WEDNESDAY: Test will be open from 10.00 a.m.10/28/2026 to 10.00 next morning
11/2	Materials Requirement Planning	Chapter 9 and related material from the Textbook Chapter 9 Power Points with instructor notes	Complete Chapter 9 Quiz assignment by 11/4/2026 Post your discussion notes by 11/6/2026
11/9	Quality Management and Six Sigma	Chapter 10 and related material from the Textbook Chapter 10 Power Points with instructor notes	Complete Chapter10 Quiz assignment by11/11/2026 Post your discussion notes by 11/13/2026
11/16	Inventory Management	Chapter 11 and related material from the Textbook Chapter 11 Power Points with instructor notes	Complete Chapter11 Quiz assignment by 11/18/2026 Post your discussion notes by 11/20/2026
11/23	Lean Supply Chain Project Report	Chapter 12 and related material from the Textbook Chapter 12 Power Points with instructor notes	Complete Chapter 12 Quiz assignment by 11/25/2026 Post your notes by 11/27/2026 Project Report Due by 11/27/2026 FRIDAY 11.59 p.m. (Late submissions accepted until 11/29/2026 with 10% penalty).
11/30	Final over Chapter 1 to12 (Comprehensive test)	Take Final Test on 12/2, Wednesday; Final will be open from 10.00 a.m. on 12/2 to 10.00 a.m. next morning 12/3.	Take Final Test on 12/2, Wednesday; Final will be open from 10.00 a.m. on 12/2 to 10.00 a.m. next morning 12/3.

University/College Policies

Please see the University Policies below.

COVID-19 Related Policies

If you have tested positive for COVID-19, please refer to the Student Handbook, Appendix A (Attendance Rule) for instructions.

Required Class Attendance

Students are expected to attend every class in person (or virtually, if the class is online) and to complete all assignments. If you cannot attend class, it is your responsibility to communicate absences with your professors. The faculty member will decide if your excuse is valid and thus may provide lecture materials of the class. According to University policy, acceptable reasons for an absence, which cannot affect a student's grade, include:

- Participation in an authorized University activity.
- Death or major illness in a student's immediate family.
- Illness of a dependent family member.
- Participation in legal proceedings or administrative procedures that require a student's presence.
- Religious holy day.
- Illness that is too severe or contagious for the student to attend class.
- Required participation in military duties.
- Mandatory admission interviews for professional or graduate school which cannot be rescheduled.

Students are responsible for providing satisfactory evidence to faculty members within seven calendar days of their absence and return to class. They must substantiate the reason for the absence. If the absence is excused, faculty members must either provide students with the opportunity to make up the exam or other work missed, or provide a satisfactory alternative to complete the exam or other work missed within 30 calendar days from the date of absence. Students who miss class due to a University-sponsored activity are responsible for identifying their absences to their instructors with as much advance notice as possible.

Classroom Behavior (applies to online or Face-to-Face Classes)

In the classroom, students are expected to listen attentively, participate respectfully, and adhere to established rules. Behavior that interferes with the class lecture may result in disciplinary action, ensuring a productive and respectful learning environment for everyone. Any disputes over academic matters should be addressed calmly and constructively, ideally during designated times such as office hours or after class. If a student does not agree with a decision, they can request a meeting with the instructor to discuss their concerns in more detail. Should further resolution be needed, the student may escalate the matter to the department head or use formal grievance procedures as outlined in the sections below. (please refer to Student Handbook Article 4 (https://www.tamiu.edu/handbook/article-04.shtml)).

TAMIU Honor Code: Plagiarism and Cheating

As a TAMIU student, you are bound by the TAMIU Honor Code to conduct yourself ethically in all your activities as a TAMIU student and to report violations of the Honor Code. Please read carefully the Student Handbook Article 7 and Article 10 available at Student Handbook (https://www.tamiu.edu/handbook/index.shtml).

We are committed to strict enforcement of the Honor Code. Violations of the Honor Code tend to involve claiming work that is not one's own, most commonly plagiarism in written assignments and any form of cheating on exams and other types of assignments.

Plagiarism is the presentation of someone else's work as your own. It occurs when you:

1. Borrow someone else's facts, ideas, or opinions and put them entirely in your own words. You must acknowledge that these thoughts are not your own by immediately citing the source in your paper. Failure to do this is plagiarism.
2. Borrow someone else's words (short phrases, clauses, or sentences), you must enclose the copied words in quotation marks as well as citing the source. Failure to do this is plagiarism.
3. Present someone else's paper or exam (stolen, borrowed, or bought) as your own. You have committed a clearly intentional form of intellectual theft and have put your academic future in jeopardy. This is the worst form of plagiarism.

Here is another explanation from the 2020, seventh edition of the Manual of The American Psychological Association (APA):

"Plagiarism is the act of presenting the words, idea, or images of another as your own; it denies authors or creators of content the credit they are due. Whether deliberate or unintentional, plagiarism violates ethical standards in scholarship" (p. 254). This same principle applies to the illicit use of AI.

Plagiarism: Researchers do not claim the words and ideas of another as their own; they give credit where credit is due. Quotations marks should be used to indicate the exact words of another. Each time you paraphrase another author (i.e., summarize a passage or rearrange the order of a sentence and change some of the words), you need to credit the source in the text. The key element of this principle is that authors do not present the work of another as if it were their own words. This can extend to ideas as well as written words. If authors model a study after one done by someone else, the originating author should be given credit. If the rationale for a study was suggested in the discussion section of someone else's article, the person should be given credit. Given the free exchange of ideas, which is very important for the health of intellectual discourse, authors may not know where an idea for a study originated. If authors do know, however, they should acknowledge the source; this includes personal communications (p. 11). For guidance on proper documentation, consult the Academic Success Center or a recommended guide to documentation and research such as the

Manual of the APA or the MLA Handbook for Writers of Research Papers. If you still have doubts concerning proper documentation, seek advice from your instructor prior to submitting a final draft.

TAMIU has penalties for plagiarism and cheating.

- **Penalties for Plagiarism**: Should a faculty member discover that a student has committed plagiarism, the student should receive a grade of 'F' in that course and the matter will be referred to the Honor Council for possible disciplinary action. The faculty member, however, may elect to give freshmen and sophomore students a "zero" for the assignment and to allow them to revise the assignment up to a grade of "F" (50%) if they believe that the student plagiarized out of ignorance or carelessness and not out of an attempt to deceive in order to earn an unmerited grade; the instructor must still report the offense to the Honor Council. This option should not be available to juniors, seniors, or graduate students, who cannot reasonably claim ignorance of documentation rules as an excuse. For repeat offenders in undergraduate courses or for an offender in any graduate course, the penalty for plagiarism is likely to include suspension or expulsion from the university.
  - *Caution*: Be very careful what you upload to Turnitin or send to your professor for evaluation. Whatever you upload for evaluation will be considered your final, approved draft. If it is plagiarized, you will be held responsible. The excuse that "it was only a draft" will not be accepted.
  - *Caution*: Also, do not share your electronic files with others. If you do, you are responsible for the possible consequences. If another student takes your file of a paper and changes the name to his or her name and submits it and you also submit the paper, we will hold both of you responsible for plagiarism. It is impossible for us to know with certainty who wrote the paper and who stole it. And, of course, we cannot know if there was collusion between you and the other student in the matter.
- **Penalties for Cheating**: Should a faculty member discover a student cheating on an exam or quiz or other class project, the student should receive a "zero" for the assignment and not be allowed to make the assignment up. The incident should be reported to the chair of the department and to the Honor Council. If the cheating is extensive, however, or if the assignment constitutes a major grade for the course (e.g., a final exam), or if the student has cheated in the past, the student should receive an "F" in the course, and the matter should be referred to the Honor Council. Additional penalties, including suspension or expulsion from the university may be imposed. Under no circumstances should a student who deserves an "F" in the course be allowed to withdraw from the course with a "W."
  - *Caution*: Chat groups that start off as "study groups" can easily devolve into "cheating groups." Be very careful not to join or remain any chat group if it begins to discuss specific information about exams or assignments that are meant to require individual work. If you are a member of such a group and it begins to cheat, you will be held responsible along with all the other members of the group. The TAMIU Honor Code requires that you report any such instances of cheating.
- **Student Right of Appeal**: Faculty will notify students immediately via the student's TAMIU e- mail account that they have submitted plagiarized work. Students have the right to appeal a faculty member's charge of academic dishonesty by notifying the TAMIU Honor Council of their intent to appeal as long as the notification of appeal comes within 10 business days of the faculty member's e-mail message to the student and/or the Office of Student Conduct and Community Engagement. The Student Handbook provides more details.

Use of Work in Two or More Courses

You may not submit work completed in one course for a grade in a second course unless you receive explicit permission to do so by the instructor of the second course. In general, you should get credit for a work product only once.

AI Policies

Your instructor will provide you with their personal policy on the use of AI in the classroom setting and associated coursework.

TAMIU E-Mail and SafeZone

Personal Announcements sent to students through TAMIU E-mail (tamiu.edu or dusty email) are the official means of communicating course and university business with students and faculty –not the U.S. Mail and no other e-mail addresses. Students and faculty must check their TAMIU e-mail accounts regularly, if not daily. Not having seen an important TAMIU e-mail or message from a faculty member, chair, or dean is not accepted as an excuse for failure to take important action.

Students, faculty, and staff are encouraged to download the SafeZone app, which is a free mobile app for all University faculty, staff, and students. SafeZone allows you to: report safety concerns (24/7), get connected with mental health professionals, activate location sharing with authorities, and anonymously report incidents. Go to SafeZone (https://www.tamiu.edu/adminis/police/safezone/index.shtml) for more information.

Copyright Restrictions

The Copyright Act of 1976 grants to copyright owners the exclusive right to reproduce their works and distribute copies of their work. Works that receive copyright protection include published works such as a textbook. Copying a textbook without permission from the owner of the copyright may constitute copyright infringement. Civil and criminal penalties may be assessed for copyright infringement. Civil penalties include damages up to $100,000; criminal penalties include a fine up to $250,000 and imprisonment. Copyright laws do not allow students and professors to make photocopies of copyrighted materials, but you may copy a limited portion of a work, such as article from a journal or a chapter from a book for your own personal academic use or, in the case of a professor, for personal, limited classroom use. In general, the extent of your copying should not suggest that the purpose or the effect of your copying is to avoid paying for the materials. And, of course, you may not sell these copies for a profit.

Thus, students who copy textbooks to avoid buying them or professors who provide photocopies of textbooks to enable students to save money are violating the law.

Students with Disabilities

Texas A&M International University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state, and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal education opportunity. It is the student's responsibility to register with the Office of Disability Services for Students located in Student Center 124. This office will contact the faculty member to recommend specific, reasonable accommodations. Faculty are prohibited from making accommodations based solely on communications from students. They may make accommodations only when provided documentation by the Office of Disability Services for Students.

For accommodations or assistance with disabilities, contact the Disability Coordinator, Karla Pedraza, at karla.pedraza@tamiu.edu, call 956.326.2763, or visit Student Center 124.

Student Attendance and Leave of Absence (LOA) Policy

As part of our efforts to assist and encourage all students towards graduation, TAMIU provides
LOA's for students, including pregnant/parenting students, in accordance with the Attendance Rule (Section 3.07) and the Student LOA Rule (Section 3.08), which includes the "Leave of Absence Request" form. Both rules can be found in the TAMIU Student Handbook (URL: Student Handbook (https://www.tamiu.edu/handbook/index.shtml)).

Pregnant and Parenting Students

Under Title IX of the Education Amendments of 1972, harassment based on sex, including harassment because of pregnancy or related conditions, is prohibited. A pregnant/parenting student must be granted an absence for as long as the student's physician deems the absence medically necessary. It is a violation of Title IX to ask for documentation relative to the pregnant/parenting student's status beyond what would be required for other medical conditions. Students who experience or observe alleged or suspected discrimination due to their pregnant/parenting status, should report to the TAMIU Title IX Coordinator (Lorissa M. Cortez, 5201 University Boulevard, KLM 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857) and/or the Office of Civil Rights (Dallas Office, U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600). You can also report it on TAMIU's anonymous electronic reporting site, *Report It*, at https://www.tamiu.edu/reportit (https://www.tamiu.edu/reportit/index.shtml).

TAMIU advises a pregnant/parenting student to notify their professor once the student is aware that accommodations for such will be necessary. It is recommended that the student and professor develop a reasonable plan for the student's completion of missed coursework or assignments. The Office of Compliance (Lorissa M. Cortez, lorissam.cortez@tamiu.edu) can assist the student and professor in working out the reasonable accommodation. For other questions or concerns regarding Title IX compliance related to pregnant/parenting students, contact the Title IX Coordinator. In the event that a student needs a leave of absence for a substantial period of time, TAMIU urges the student to consider a Leave of Absence (LOA) as outlined in the TAMIU *Student Handbook*.#As part of our efforts to assist and encourage all students towards graduation, TAMIU provides LOAs for students, including pregnant/parenting students, in accordance with the Attendance Rule and the Student LOA Rule.#Both rules can be found in the TAMIU *Student Handbook*.

For parenting-related rights, accommodations, and resources, contact the Parenting Liaison, Mayra Hernandez, at mghernandez@tamiu.edu, call 956.326.2265, or visit Student Center 226.

For pregnancy-related rights, accommodations, and resources, contact the TIX Coordinator, Lorissa Cortez, at lorissaM.cortez@tamiu.edu, call 956.326.2857, or visit Killam Library 159.

Anti-Discrimination/Title IX

TAMIU does not discriminate or permit harassment against any individual on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, educational programs, or employment. If you would like to file a complaint relative to Title IX or any civil rights violation, please contact the TAMIU Director of Equal Opportunity and Diversity/Title IX Coordinator, Lorissa M. Cortez, 5201 University Boulevard, Killam Library 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857, via the anonymous electronic reporting website, ReportIt (https://www.tamiu.edu/reportit) and/or the Office of Civil Rights (Dallas Office), U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600.

Incompletes

Students who are unable to complete a course should withdraw from the course before the final date for withdrawal and receive a "W." To qualify for an "incomplete" and thus have the opportunity to complete the course at a later date, a student must meet the following criteria:

1. The student must have completed 90% of the course work assigned before the final date for withdrawing from a course with a "W", and the student must be passing the course;

2. The student cannot complete the course because an accident, an illness, or a traumatic personal or family event occurred after the final date for withdrawal from a course;
3. The student must sign an "Incomplete Grade Contract" and secure signatures of approval from the professor and the college dean.
4. The student must agree to complete the missing course work before the end of the next long semester; failure to meet this deadline will cause the "I" to automatically be converted to an "F"; extensions to this deadline may be granted by the dean of the college. This is the general policy regarding the circumstances under which an "incomplete" may be granted, but under exceptional circumstances, a student may receive an incomplete who does not meet all of the criteria above if the faculty member, department chair, and dean recommend it.

WIN Contracts

The Department of Biology and Chemistry does not permit WIN contracts. For other departments within the college, WIN Contracts are offered only under exceptional circumstances and are limited to graduating seniors. Only courses offered by full-time TAMIU faculty or TAMIU instructors are eligible to be contracted for the WIN requirement. However, a WIN contract for a course taught by an adjunct may be approved, with special permission from the department chair and dean. Students must seek approval before beginning any work for the WIN Contract. No student will contract more than one course per semester. Summer WIN Contracts must continue through both summer sessions.

Student Responsibility for Dropping a Course

It is the responsibility of the student to drop the course before the final date for withdrawal from a course. Faculty members, in fact, may not drop a student from a course without getting the approval of their department chair and dean.

Independent Study Course

Independent Study (IS) courses are offered only under exceptional circumstances. Required courses intended to build academic skills may not be taken as IS (e.g., clinical supervision and internships). No student will take more than one IS course per semester. Moreover, IS courses are limited to seniors and graduate students. Summer IS course must continue through both summer sessions.

Grade Changes & Appeals

Faculty are authorized to change final grades only when they have committed a computational error or an error in recording a grade, and they must receive the approval of their department chairs and the dean to change the grade. As part of that approval, they must attach a detailed explanation of the reason for the mistake. Only in rare cases would another reason be entertained as legitimate for a grade change. A student who is unhappy with his or her grade on an assignment must discuss the situation with the faculty member teaching the course. If students believe that they have been graded unfairly, they have the right to appeal the grade using a grade appeal process in the Student Handbook and in the Faculty Handbook.

Final Examination

All courses in all colleges must include a comprehensive exam or performance and be given on the date and time specified by the Academic Calendar and the Final Exam schedule published by the Registrar's Office. In the College of Arts & Sciences all final exams must contain a written component. The written component should comprise at least 20% of the final exam grade. Exceptions to this policy must receive the approval of the department chair and the dean at the beginning of the semester.

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it. The Telus app is available to download directly from TELUS (tamiu.edu) (https://www.tamiu.edu/counseling/telus/) or from the Apple App Store and Google Play.

Distance Education Courses

IMPORTANT: Blackboard

This is an online course. A significant difference between online and more traditional lecture and face-to-face courses is that in an online course the student is much more responsible for carefully, thoroughly, and thoughtfully reading and reviewing the assigned material. Paying attention to detail is crucial. Furthermore, the style of communication in an online course is different than in a face-to-face class. While an online student can always use email to ask the instructor questions or request more information, this lacks the immediacy and richness of communication in a face-to-face class.

The course will be conducted via TAMIU's eLearning platform Blackboard. Students are expected to learn how to log on to and use Blackboard. Student can sign up for an orientation session at URL: https://oitprofessionaldevelopment.tamiu.edu/ or they can access Blackboard related videos under Student Support Tab inside of Blackboard.

Please review this information, including the guides, instructions, and videos for using Blackboard. If you have any questions, please feel free to contact me. The preferred method is via Blackboard's email service. If you have difficulty with that my TAMIU email address, office phone number, and office hours are at the top of this syllabus. All emails/communications received during working hours will be responded the same day except when the instructor is out of town to attend conferences or other events. Communications received after working hours will be responded to by the next working

day, if not sooner. Weekly discussion forum posts will be graded within a week from due date. Project report will be graded as soon as possible after they are submitted to facilitate determination of final grades before the due date.

You are required to participate in the discussion forum each week to ensure a better learning experience. Participation in the discussion forum counts towards the class participation points. Each of you after reading the chapter and submitting the assignment is required to post abrief note of 3 or 4 sentences (in any case not exceeding 100 words) on the related discussionforum to report, "What new knowledge did you gain from the chapter that you didn't know before reading the chapter, briefly describe it in your own words and explain how may this newknowledge be useful to you in your studies/work/life or otherwise". You are also required toreview others posts and reply to at least two other students posts to receive full credit for eachweek's discussion forum grade. Each of your replies to other students' posts should be polite, relevant to the topic under discussion and at least three sentences long.

This review and reply process helps you to recognize multiple perspectives of the material covered in the chapter from other students' points of view. Your post and replies will be graded using a rubric showing below under the rubrics section.

Example of a weekly post on Discussion Forum: after reading chapter 1, one may post: "I now know that, all firms/businesses are engaged in producing goods or providing services. Goods are tangible while services are intangible" (OR Operations and Supply Chain management is the design, operation and improvement of the systems that create and deliver a firm's primary goods and services / OR while many of the Operations Management basic concepts have been around for years, their application in new and innovative ways is exciting). And "Knowing this will help me - understand better the_____, _____ concepts and how they are applied in business to achieve better results in _____ or will help me understand discussions in my other business courses such as _____, _____ and help me see the interrelatedness of business functions" (OR relate what I see in daily life events to the goods/services discussed in the chapter / OR use this knowledge at work in writing my _____ (name) reports or planning for _____ (name) activities).

Online Courses and On-Campus Meetings

This is a 100-percent online course - A distance education course in which 100 percent of instructional activity takes place when the student(s) and instructor(s) are in separate physical locations.

Attendance Policy:

Typically, in an onsite class, students are expected to attend and be prepared for all classes. Missing classes without prior permission for valid and acceptable excuses (such as family emergencies/ doctor's appointments /interviews / representing the university at events) will result in loss of class participation points. But this is an online class and for an online course, you need to meet all assignment deadlines and submit necessary discussion forum posts periodically to demonstrate your attendance. Students are responsible to contact the instructor to request for extensions when they miss any deadlines for submission due to valid and acceptable excuses (such as family emergencies, doctor's appointments, interviews, representing the university at events) before the due date or within week after the due date.

Course Structure

Online vs. Traditional Course

First of all, let me emphasize that this is an online course. *A significant difference between online and more traditional lecture or face-to-face courses is that in an online course the student is much more responsible for carefully, thoroughly, and thoughtfully reading and reviewing the assigned material.* Paying attention to detail is crucial.

Furthermore, the style of communication in an online course is different than in a face-to-face class. While an online student can always use email to ask the instructor questions or request more information, this lacks the immediacy and richness of communication in a face-to-face class. *Depending upon their respective learning styles, an online student will likely have to work harder to learn the material than a student in a lecture-based class or vice-versa.*

The course will be conducted via TAMIU's eLearning facility (BLACKBOARD). Students are expected to learn how to log on to and use BLACKBOARD on their own. Information about BLACKBOARD is available at http://www.tamiu.edu/distance/students/elearning-orientation.shtml Please review this information, including the guides, instructions, and videos for using BLACKBOARD.

If you have any questions please feel free to contact me. The preferred method is via BLACKBOARD's email service. If you have difficulty with that my TAMIU email address, office phone number, and office hours are at the top of this syllabus.

Student-Instructor Communication Policy and Response Time

Announcements/Course Messages/Emails

All emails/communications received during working hours will be responded the same day except when the instructor is out of town to attend conferences or other events. Communications received after working hours will be responded to by the next working day, if not sooner.

Assignments and Assessments- Weekly discussion forum posts will be graded within a week from due date. Project report will be graded as soon as possible after they are submitted to facilitate determination of final grades before the due date for class grade.

Course Communication Guidelines (Netiquette)

There are course expectations concerning etiquette or how we should treat each other online. We must consider these values as we communicate with one another. Visit **Instructional Technology and Distance Education Services' web page on Netiquette (http://www.tamiu.edu/distance/students/netiquette.shtml)** for further instruction.

Accommodations/Accessibility Policy

Texas A&M International University seeks to provide reasonable accommodation for all qualified persons with disabilities. This University will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to register with the Director of Student Counseling and to contact the faculty member in a timely fashion to arrange for suitable accommodation. For more information, contact the online at **Office of Disability Services for Students (DSS)**, via phone at 956.326.3086 or by visiting the staff at the Student Center, room 118. A link to the Disabilities Services for Students site has also been included under the "Resources" tab inside the course.

Student Support Resources

The University wishes to have all students succeed in their courses. To provide support to our students, an array of services in the areas of technology support, academic support, student support, and accessibility support may be found at the University. For more information, visit the Instructional Technology and Distance Education Services page on **University Resources and Support Services**.

Computer/Technology Requirements

Online Testing Procedure

This course requires the use of LockDown Browser and Respondus Monitor (webcam) for online quizzes and exams. The webcam can be built into your computer or can be the type that plugs in with a USB cable. Watch this short video (http://www.respondus.com/products/lockdown-browser/student-movie.shtml) to get a basic understanding of LockDown Browser and Respondus Monitor (the webcam feature). A student's Quick Start Guide (PDF) (http://www.respondus.com/products/monitor/guides.shtml) is also

available.

To download and install LockDown Browser:

- Login to Blackboard. Click the Student Support tab. Scroll down to the Instructional Technologies section and click on the Respondus LockDown Browser icon.

To ensure LockDown Browser and the webcam are set up properly, do the following:

- Start LockDown Browser, log into Blackboard, and select this course.
- Locate and select the Help Center button on the LockDown Browser toolbar.
- Run the Webcam Check and, if necessary, resolve any issues.
- Run the System & Network Check. If a problem is indicated, see if a solution is provided in the Knowledge Base.

*If you have problems downloading, installing, or taking a test with Respondus LockDown Browser, email elearning@tamiu.edu. (elearning@tamiu.edu)

- Exit the Help Center.

Cost for Respondus Monitor

There is a one-time fee of $15per student, which covers the cost of all of the required quizzes and exams in the course. Payment for Respondus Monitor is made during the set-up process in the first Respondus Monitor enabled practice quiz/ quiz/test/exam in a course.

To pay for Respondus Monitor: a) Start Respondus LockDown Browser (http://www.jsu.edu/online/current-students/resp_lock_browser_students.html) b) Navigate to your test c) Complete the set-up process, which includes a payment screen for entering credit card information and d) make payment (credit card information is only necessary one- time per course).

When taking an online exam that requires LockDown Browser and a webcam, remember the following guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers)

- Clear your desk of all external materials not permitted — books, papers, other devices The only permitted material is the Text Book listed on page 1 of this syllabus.
- Remain at your computer for the duration of the test
- If the computer or networking environment is different than what was tested above, repeat the Webcam and System checks prior to starting the test

- To produce a good webcam video, do the following:
  - Avoid wearing baseball caps or hats with brims
  - Ensure your computer or tablet is on a firm surface (a desk or table) — not on your lap, a bed, or other surface that might move
  - If using a built-in webcam, avoid tilting the screen after the webcam setup is complete
  - Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window
- Remember that LockDown Browser will prevent you from accessing other websites or applications except the Textbook publisher's website; you will be unable to exit the test until all questions are completed and submitted.

Webcam Checkout for Personal Compute r (Please call e Learning for hours of operation) If students are unable to use personal or borrowed computers and equipment, students may stop by the Instructional Technology and Distance Education Services office to check out webcams (with built-in microphones). The office is located at **Cowart Hall 2nd floor** and is open **Monday through Friday from 8 a.m. to 7 p.m**. Checkout for a webcam is on a first-come, first-service basis. Speak with an eLearning staff member to checkout a camera. Students will sign an Equipment Loaner Agreement, making them responsible for the care of the camera. Webcams checked out must be returned within five business days of the checkout date. Plan to checkout a webcam in advance of your scheduled quiz/test.

Learning Management System (Blackboard)

Students are provided with an orientation (*eLearning (Blackboard) Student Orientation*) and access to guides on how to use the Blackboard LMS. Guides may be available at **Instructional Technology and Distance Education Services' Student eLearning Tutorial Videos page** or by contacting the eLearning team at **elearning@tamiu.edu**.

Minimum Technical Skills Expected

When participating in distance education courses, it is vital to consider the technology involved in order to have a successful course. Students in distance education should have knowledge of basic computer and Internet skills, as mentioned on the **Instructional Technology and Distance Education Services' webpage**.

Technical Support Services

Because of the nature of distance education courses, the Office of Information Technology (OIT) computing and information services are vital to the success of online students. This webpage covers contact information for Distance Education Services (Blackboard Support), the OIT Help Desk, and E-mail support: **Technical Support Services**.

Web Conferences/Synchronous sessions

Grading Scale/Schema (after Grade Breakdown section)

In determining the final course grade, the following scale is used in percentage or point value.
- Grades will be determined with the following weights for components:

3 Tests	300 points
12 Assignments	96 points
12 Discussion posts	48 points
Class participation	6 points
Final Project Report	50 points
Total	500 points

A letter grade of "**A**" will be given for a 90% score or higher (**450** or more points from above).

A letter grade of "**B**" will be given for an 80% score or higher (**400** or more but less than 450).

A letter grade of "**C**" will be given for a 70% score or higher (**350** or more but less than 400).

A letter grade of "**D**" will be given for a 60% or higher (**300** or more but less than 350).

A letter grade of "**F**" will be given for a less than 60% score (less than **300** points**).**

Rubrics (may be included here and in the Syllabus and Overview in the course)

Late Work Policy

Instructors should include the policy stating what may or may not be acceptable for late assignments.

Course Evaluation

At the end of this course, students are encouraged to complete a course evaluation that will be distributed to them via email and through a course link.

Turnitin Policy Or Other Types of Assignments in Other Systems

Project reports are required to be submitted to a Turnitin dropbox and will be subjected to plagiarism and AI usage checks.

Proctoring

In this class, we will require the use of Respondus Lockdown Browser Monitor.

Accessibility and Privacy Statements on Course Technologies

[Information on the accessibility and privacy policies of all course technologies must be provided to the students. At TAMIU, the eLearning team has compiled a list of accessibility and privacy statement links on their website. Link to these pages and contact eLearning if any new technologies should be listed on their pages. See the following example. Customize technologies to include those that pertain to your course:]

At Texas A&M International University, we believe that all students should have equal technology opportunities in the classroom. These technologies/ sites may also require user data, such as the creation of a username and password. You may find the accessibility and privacy policies of the technologies used in this class on the following pages: **Accessibility Statements and Privacy Statements**.

In this class, we will utilize: Blackboard Ultra LMS and Respondus Lockdown Browser Monitor.

Project Description (Objectives & Perspective)

Please read this document several times over the semester so that you have a very clear idea of what is required of you in this project.

The Objective : The objective of the project is to enhance your learning of the material in this course by applying theories, concepts, and tools learnt in class to a realistic business case. This purpose can be best achieved if you select a product early on and work on the selected project diligently and consistently throughout the semester as we go through the material of each chapter. You will be required to develop and submit a project report (about 15 pages plus any attachments) by the middle / end of 14th week of the semester.

The perspective: For your project report, you take the perspective of the promoters / owners of the business enterprise engaged in the manufacture of the product or provision of a service. Decision about the form of organization and region of operations etc. is a matter of your choice. Essentially, you will write the report assuming the reader to be your prospective investors and or customers, and try to address readers' interests, questions and concerns in a professional manner with meaningful and clear explanations.

In your project report you will first, outline the business and operations strategy, mission statement, core competencies, product and process design, and quality considerations in the manufacturing process for the product/service you have selected. Then you will proceed to analyze and select a production location or locations, forecast your production requirements, plan the capacity of your production facility, schedule considerations, and establish the necessary supply chain partnerships. Additionally, you will need to discuss what your inventory management policies will be, and your plans for implementing ERP and Lean management in your production facility. **You will ne ed to include the following sections specifically in your Proje ct Report:**

1. **Mission Statement** that addresses minimally, what business will the company is in, who the customers are, and how will the company's basic beliefs define the business.
2. **Strategy:** How do you plan to gain a competitive advantage in the market place, or in other words, **"what are your core competencies?"** Try to address the question, whether your company will compete on, cost, quality, time (speed), or flexibility? Or a combination of two or more of these dimensions, giving reasonable explanations.
3. Results of **environmental scanning** (government regulations, trends, opportunities, threats, etc.) and the factors influencing your choice of product, process etc.
4. A detailed **description of your product** (include complete details of the component parts, and the process of manufacture). You may also want to discuss, How did you pick your **product**? a)Idea development b) Product screening (alternate products considered etc.) c) Preliminary design and testing (pilot, samples, any market tests etc.) d) Final design (components, processes, material, machinery and other resources necessary to manufacture your product- including any outsourcing)

5. How will you ensure consistent **quality in your products and processes**? How do your company's standards compare with the industry standards? Any bench marking etc.
6. **Forecasting**: Decide what to **forecast**. Evaluate and analyze appropriate data (industry, regional, and national including demand data from a similar company). Select the **forecasting method** (quantitative, not qualitative) and justify your selection. Generate forecasts (please include as attachments). How will you check accuracy of your forecasts? Will you forecast for seasonality and if so, how? Explain.
7. **Operations planning:** Determine the necessary **"production capacity"** of your facility based on your demand forecasts. What productivity measurements will you use?
8. **Location Consideration**: Describe the steps/analysis that you followed to determine the best **location** for your facility. Discuss, a) Regional-national considerations, proximity to sources of supply, customers, or sources of labor. b) Community considerations (any use of break-even analysis or other technique), and c) Site considerations. Outline your **supply chain strate gy** and discuss how it influenced your facility location decision (from raw material to customer).
9. **Manufacturing:** Describe how you will **manufacture** your product (machines, labor, robotic s, etc.). What type of manufacturing process layout will you use and why? Keep in mind that you will most likely utilize just in time (JIT) to the extent possible. Also, recall the process of manufacture you chose, namely, continuous process, flow shop, cellular, job shop, project, or a hybrid (combination of two or more of the former)
10. Develop a diagram (attachment) of the **facility layout** and justify your layout choice. Show how the product flows through the facility from raw materials to finished product. Note: Diagrams should reflect space requirements for each function (machine, operator, and WIP, etc.). Discuss briefly, what happens at each station, and show ***output at each station*** (pieces per hour or similar measure).
11. How will you utilize **"just-in-time"** concepts in your facility? Discuss your **Inventory management** policies and **ERP** implementation, if any.

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Note: Instructor reserves the right to make suitable adjustments to this document to clarify/amplify any of the requirements above. For clarifications and comments contact instructor at bjanamanchi@tamiu.edu

Project Report- Formatting and Grading

The objective of the project is to enhance your learning of the material in this course by applying theories, concepts, and tools learnt in class to a realistic business case.

Please use MS Word to develop your report. Be sure to read project description (objectives and perspective) include at the end of the syllabus and follow the guidelines and instructions given. A good project report must include the following details/sections. Please note that your report will be graded using the rubrics appearing at the end of this document.

1. **Executive Summary:** provides a brief summary of the project highlighting key points and strengths included in the report. Such as, your product/service; organization type; scale of operations in terms of volume and financial outlay; regional, national, international reach; supply chain and logistics, key advantages over competition and any significant specialties.
2. **Sections:** Include all sections as listed in the project description document, such as.
   a. Mission Statement
   b. Strategy
   c. Environmental scanning
   d. Detailed description of product
   e. Quality management
   f. Forecasting
   g. Operations planning
   h. Location Consideration
   i. Manufacturing
   j. Facility Layout (diagram as attachment)
   k. Just-in-time
   l. Other pertinent details not included above
3. **References** (sources used / cited in the report)
4. **All appendices – charts- tables –image s** (not included in the main body of the report – please do not duplicate the material already included in main body of report)**.**

PROJECT REPORT FORMATTING GUIDELINES

Report format must adhere to the following guidelines:

1. Report must include a title page and table of contents.
2. **Report must not exceed fifteen (15) pages,** including the title page, table of contents excluding any appendices.
3. Pages must be standard 8 1/2" by 11" paper. Use Times New Roman font of 12-point size
4. Follow APA Guidelines for formatting the report and citing references.
5. You may use single, one and half or double-spaced format to suit your content.
6. Report format must follow the same sequence of sections shown above. If information is not available or a particular section is not applicable to your product/service, include a statement to that effect in the report.
7. Creativity through design and use of pertinent value adding, meaningful graphics is encouraged.
8. Please take help from Writing Center, Cowart Hall 203, for the project report. Find details at URL: http://www.tamiu.edu/uc/writingcenter/hoursold.shtml

Grading

Based upon the written documentation in the below rubric, the content of each report will be evaluated by the criteria identified in the rubric rating sheet.

PROJECT REPORT—RUBRIC

You may review the details in blackboard

You will find this rubric attached to turnitin dropbox

Syllabus Subject to Change

While information and assurances are provided in this course syllabus, it should be understood that content may change in keeping with new research and literature and that events beyond the control of the instructor could occur. Students will be informed of any substantive occurrences that will produce syllabus changes.