

 <b>FLORIDA ATLANTIC UNIVERSITY</b>	<b>COURSE CHANGE REQUEST</b> <b>Undergraduate Programs</b>		UUPC Approval <u>9-9-24</u> UFS Approval _____ SCNS Submittal _____ Confirmed _____ Banner Posted _____ Catalog _____
	<b>Department</b> ITOM  <b>College</b> College of Business		
<b>Current Course Prefix and Number</b> MAN 3506	<b>Current Course Title</b> Operations Management		
<i>Syllabus must be attached for ANY changes to current course details. See <u>Template</u>. Please consult and list departments that may be affected by the changes; attach documentation.</i>			
<b>Change title to:</b>  <b>Change prefix</b> From: _____ To: _____ <b>Change course number</b> From: _____ To: _____ <b>Change credits*</b> From: _____ To: _____ <b>Change grading</b> From: _____ To: _____ <b>Change WAC/Gordon Rule status**</b> Add <input type="checkbox"/> Remove <input type="checkbox"/> <b>Change General Education Requirements***</b> Add <input type="checkbox"/> Remove <input type="checkbox"/> <small>*See <u>Definition of a Credit Hour</u>.</small> <small>**WAC/Gordon Rule criteria must be indicated in syllabus and approval attached to this form. See <u>WAC Guidelines</u>.</small> <small>***GE criteria must be indicated in syllabus and approval attached to this form. See <u>Intellectual Foundations Guidelines</u>.</small>		<b>Change description to:</b>    <b>Change prerequisites/minimum grades to:</b> MAN 3025 with grade of "C" or better  <b>Change corequisites to:</b>  <b>Change registration controls to:</b> Please list existing and new pre/corequisites, specify AND or OR and include minimum passing grade (default is D-).	
<b>Effective Term/Year for Changes:</b> Fall 2025		<b>Terminate course? Effective Term/Year for Termination:</b>	
<b>Faculty Contact/Email/Phone</b> Dr. Ravi Behara / rbehara@fau.edu / 561-297-2778			
<b>Approved by</b> Department Chair _____ College Curriculum Chair _____ College Dean _____ UUPC Chair _____ Undergraduate Studies Dean _____ UFS President _____ Provost _____		<b>Date</b> <u>8/23/2024</u> <u>8/28/24</u> <u>9-9-24</u> <u>9-9-24</u> _____ _____	

Email this form and syllabus to [mjenning@fau.edu](mailto:mjenning@fau.edu) seven business days before the UUPC meeting.

# MAN3506 - XXX

## OPERATIONS MANAGEMENT

CRN XXXXX

3 credits

Prof.: XXXXX

Office: XXXXX

Office Hours: XXXXX

Telephone: XXXXX

Email: X

*Teaching Assistant information (as applicable)*

### Course Description

An introductory course in operations management. Covers basic operations concepts and techniques in services and manufacturing. Includes service and product design, process analysis, project management, quality, supply chain, capacity and inventory management. Ethics, international aspects and the interdisciplinary nature of operations management are highlighted where appropriate. The course will highlight current and emerging Industry 4.0 technologies (including but not limited to AI/ML) and their implementation in improving existing and creating new goods and services, throughout the course.

### Instructional Method

This class is designated as an in-person/online/hybrid /LCVS lecture course

### Pre-requisites/Co-requisites

This course is 3-credit and serves as a core/required course for the BBA programs. The prerequisite is MAN3025, Introduction to Management & Organizational Behavior, with a grade of “C” or better.

### Required Materials

Operations Management: Processes and Supply Chain, 13e (Pearson)

by Lee J. Krajewski / Manoj K. Malhotra

### Course Objectives /Student Learning Outcomes

CO1: Understand how an organization creates and maintains competitive advantage through the systematic design, production, and delivery of goods and services, that includes the adoption of advanced and emerging technologies, to attract and retain customers locally and globally. Students will demonstrate the proficiency of their knowledge in this area through assignments and by taking exams.

CO2: Understand key areas of Operations Management including operations strategy, product and service design, process management, service operations, quality management, project management, and supply chain management. Students will demonstrate the proficiency of their knowledge in this area through assignments and by taking exams.

CO2: Analyze data by applying mathematical and statistical techniques to support operational decisions in decision making under uncertainty, process analysis, quality management, capacity planning, project management, forecasting, and inventory management. Students will demonstrate the proficiency of their knowledge in this area through assignments and by taking exams.

CO4: Reinforce operational thinking by analyzing short case studies and/or exercises, through data-driven analytics, and/or short answer/essay questions on exams. Students will demonstrate the proficiency of their knowledge in this area through assignments and by taking exams.

## **BBA Program Learning Outcomes Covered in This Course**

- PLO 1: Students will identify and apply legal and ethical principles to the operation of businesses (Supported by CO 1, CO 2, CO 4)
- PLO 2: Students will demonstrate and apply general knowledge of business processes. (Supported by CO 1, CO 2, CO 4)
- PLO 3: Students will select and utilize appropriate technologies for business practices. (Supported by CO 3, CO 4)
- PLO 4: Students will apply statistics and data analytical skills in the analysis and interpretation of business data. (Supported by CO 3, CO 4)
- PLO 8: Students will use critical thinking to make business decisions by identifying, evaluating, researching, and proposing solutions. (Supported by CO 1, CO 2, CO 3, CO 4)
- PLO 9: Students will make business decisions using knowledge of local and international environments (CO 1, CO 2, CO 4)

## **Course Evaluation Method**

Exam 2-3	75-90%
Assignments	10-25%
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	100
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There are two/three exams which are all equally weighted. Each exam will consist of both conceptual questions and data-driven analysis. All University rules regarding academic integrity will be strictly applied.

## Course Grading Scale

Letter grades will be assigned to final averages only. The grade curve is given below.

Below 60	F	77-79	C+
60-62	D-	80-82	B-
63-66	D	83-86	B
67-69	D+	87-89	B+
70-72	C-	90-92	A-
73-76	C	93-100	A

This course is a Business Core and has a minimum requirement of C. All re-grading requests should be submitted to the professor on the day the graded paper is returned to the class.

## Policy on Makeup Exams and Late Homework

Makeup Exams: All exams cover appropriate material as indicated on the schedule. All exams are required. If students miss an exam due to any personal difficulty:

1. For a pre-scheduled situation: Students have to submit (1) a detailed written and signed statement explaining the situation, AND (2) provide sufficient written official documentation supporting their claim. This has to be submitted electronically via email *at least 24 hours before* the exam start time AND get the professor's approval with a confirmation number.
2. For an emergency situation: Students have to submit (1) a detailed written and signed statement explaining the situation, AND (2) provide sufficient written official documentation supporting their claim. This has to be submitted electronically via email *within 24 hours after* the exam start time AND get the professor's approval with a confirmation number.

In either of these options are followed completely, students will be allowed to make up the missed exam. If students do not make up the missed exam on the given dates/times, they will be considered absent and given a zero score for that specific missed exam. If none of the above approvals for absence are obtained by the student, she/he will be considered absent from the missed exam and given a zero score for that exam, and the above makeup will NOT be permitted.

Late Homework: Late Homework assignments will not be accepted except in the cases of documented personal/health emergencies.

## Course Structure

This course is offered in multiple modes including online, hybrid/lecture capture, or in-person. Fully online/lecture capture courses allow students flexibility by allowing them to complete some work around their schedule while having the opportunity to contact the instructor when needed. Such modes require students to exercise self-organization to complete required reading and assignments in a timely manner by following the course instructions.

## **Attendance Policy**

Students are expected to attend all of their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such absence.

Students are strongly advised to strictly follow the class schedule in-person or online. There are no grade points assigned for attendance. However, timely completion of exams and assignments is required.

## **Code of Academic Integrity Policy Statement**

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high-quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see [University Regulation 4.001](#)

*A note on Plagiarism:* Plagiarism takes many forms, including but not limited to:

Direct copying (including 3 words in a row) without using quotations.

Failure to use citations when an idea is not yours

Copying material without quotation marks is always plagiarism, even if you cite the source.

Providing references in the reference section without using citations is still plagiarism.

As a student you are required to be aware of all types of plagiarism. For example, you must cite the textbook where you paraphrase a definition or concept from it. Failure to paraphrase and/or cite correctly your sources can result in dismissal from the class and the University. Saying you worked on a project together and used the same references is not an excuse. Everyone must turn in their own individual paper which follows the correct APA formatting including proper referencing. If you are unsure about correct ways to paraphrase concepts and definitions, contact the campus academic advisor, or the Business Communications Department on the Boca Raton campus, for further assistance.

*Anti-plagiarism Software:* Written components of any assignment or project may be submitted to anti-plagiarism software to evaluate the originality of the work. Any students found to be submitting work that is not their own will be deemed in violation of the University's honor code discussed above. Even those sharing their work with others (for whatever reason) will be considered in violation of the academic integrity rules.

## **Disability / Accessibility Policy Statement**

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with *Student Accessibility Services* (SAS) and follow all SAS procedures. SAS has offices across three of FAU's campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at <http://www.fau.edu/sas/>

## **Counseling and Psychological Services (CAPS) Center**

Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to achieve academic or personal goals may wish to consider utilizing FAU's Counseling and Psychological Services (CAPS) Center. CAPS provides FAU students a range of services – individual counseling, support meetings, and psychiatric services, to name a few – offered to help improve and maintain emotional well-being. For more information, go to <http://www.fau.edu/counseling/>

### **Religious Accommodation Policy Statement**

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices, observances, and beliefs with regard to admissions, registration, class attendance and the scheduling of examinations and work assignments. For further information, please see FAU Regulation 2.007 at: [FAU Regulation 2.007](#).

## **University Approved Absence Policy Statement**

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in university approved activities, including athletic or scholastics teams, musical and theatrical performances and debate activities. It is the student's responsibility to notify the course instructor at least one week prior to missing any course assignment.

Students are expected to attend all of their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in university-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a

reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a university-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such absence.

## **Incomplete Grade Policy Statement**

A student who is passing a course but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete ("I"). The assignment of the "I" grade is at the discretion of the instructor but is allowed only if the student is passing the course.

The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required to satisfy an incomplete ("I") grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing ("F") grade.

## **Withdrawals**

Any student who decides to drop is responsible for completing the proper process required to withdraw from the course.

## **Grade Appeal Process**

A student may request a review of the final course grade when s/he believes that one of the following conditions apply:

There was a computational or recording error in the grading.

Non-academic criteria were applied in the grading process.

There was a gross violation of the instructor's own grading system.

The procedures for a grade appeal may be found in [FAU Regulation 4.002](#).

## **Student Recordings**

Students enrolled in this course may record video or audio of class lectures for their own personal educational use. A class lecture is defined as a formal or methodical oral presentation as part of a university course intended to present information or teach students about a particular subject. Recording class activities other than class lectures, including but not limited to student presentations (whether individually or as part of a group), class discussion (except when incidental to and incorporated within a class lecture), office hours, labs, clinical presentations such as patient history, academic exercises involving student participation, test or examination administrations, field trips, and private conversations between students in the class or between a student and the lecturer, is prohibited. Recordings may not be used as a substitute for class participation or class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the University's Student Code of Conduct and/or the Code of Academic Integrity.

One of the objectives of this course is to facilitate critical thinking and debate around topics, theories, and concepts where disagreement is not only anticipated, but encouraged. The ability to think critically, express your ideas clearly, and respond to the professor and other students civilly is the keystone of the academic experience. In this course, the professor may articulate positions and make statements for the purpose of accomplishing this objective and enhancing the learning environment. As a result, students should keep in mind that, at times, the ideas conveyed during class may not necessarily reflect the professor’s personal beliefs or opinions on the subject matter.

## **Disruptive Behavior Policy Statement**

Disruptive behavior is defined in the FAU Student Code of Conduct as “... activities which interfere with the educational mission within classroom.” Students who behave in the classroom such that the educational experiences of other students and/or the instructor’s course objectives are disrupted are subject to disciplinary action. Such behavior impedes students’ ability to learn or an instructor’s ability to teach. Disruptive behavior may include but is not limited to non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or other violations of an instructor’s expectations for classroom conduct.

## **Faculty Rights and Responsibilities**

Florida Atlantic University respects the right of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions which do not impede their exercise. To ensure these rights, faculty members have the prerogative: To establish and implement academic standards; To establish and enforce reasonable behavior standards in each class; To refer disciplinary action to those students whose behavior may be judged to be disruptive under the Student Code of Conduct.

## **Appendix: Tentative Course Topic Outline**

### ***Lectures and Data-driven Analysis (CO1, CO2, CO3, CO4)***

Module	Topic	Chapter
Module 1: Introduction	Using Operations to Create Value (CO1, CO2, CO4)	1
	The Fourth Industrial Revolution (CO1, CO2, CO4)	1
	Decision Making (CO1, CO2, CO3, CO4)	1
Module 2: Managing Processes	Process Strategy and Analysis (CO1, CO2, CO3, CO4)	2
	Quality and Performance (CO1, CO2, CO3, CO4)	3
	Lean Systems (CO1, CO2, CO4)	4
	Capacity Planning (CO1, CO2, CO3, CO4)	5
	Constraint Management (CO1, CO2, CO3, CO4)	6
	Project Management (CO1, CO2, CO3, CO4)	7
Module 3: Managing Customer Demand	Forecasting (CO1, CO2, CO3, CO4)	8
	Inventory Management (CO1, CO2, CO3, CO4)	9



Module 4: Managing Supply Chains	Supply Chain Design (CO1, CO2, CO4)	12
	Supply Chain Logistics Networks (CO1, CO2, CO4)	13
	Supply Chain Integration (CO1, CO2, CO4)	14
	Supply Chain Sustainability (CO1, CO2, CO4)	15

Note: This syllabus is subject to change at the professor's discretion. All revisions will be announced in class. Students are responsible for being familiar with any revisions even if they were absent from the class on the day changes were announced.

xxx is the last day to Drop/Add without consequences.

xxx is the last day to withdraw with a "W".