



OPERATIONS MANAGEMENT

Business Studies Department Mission Statement

Aligning with the Lakewood University mission, our innovative business programs will prepare learners to work as valuable managers and leaders in their respective workplaces, facilitating change for the benefit of the organization, its stakeholders, and society.

OPMG200 — Operations Management, 3.0 hours

PROFESSOR

Cindy received her Ph.D. in Technology Management at Indiana State University, her Masters in Technical & Professional Communication from East Carolina University, and she earned her Baccalaureate Degree in English from Hilbert College.

Cindy has over 25 years of higher education teaching experience in management, project management, operations management, technology management, communication, and more. She has also developed over 30 new business courses, and she works extensively with prior learning assessment, as well as ePortfolio development and assessment.

For several years Cindy was a Technical Writer for Prentice Hall on a contractual basis, planning, writing and editing technical manuals and computer textbooks. She also worked periodically as a training consultant developing, planning and implementing specific software training seminars, leadership training, and planning facilitated meetings. She is a member of AAEEBL (The Association for Authentic, Experiential, and Evidence-Based Learning). As an association member, she is an Executive Co-Editor of The AAEEBL Review (AePR) Journal. She is also a member of Project Management Institute (PMI) and International Facilities Management Association (IFMA).

CONTACT INFORMATION

E-mail: cstevens@lakewood.edu
Cell Phone: 800-517-0857

ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Collier, David A. and Evans, James Operations and Supply Chain Management, 3rd ed. Cengage Learning, 2024.

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.
Course Requirement Summary

- Assignments - Total of 60 Points
- Weekly discussion forums-Total of 80 Points

- Midterm Essay - 20 points
- Final Exam - 50 Points

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 190. To determine the final grade, the student's earned points are divided by 190.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)
B = (80% - 89%)
C = (70% - 79%)
D = (60% - 69%)
F < (Below 60%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #1	<ul style="list-style-type: none">Operations Management and the Value ChainsMeasuring the Performance in Operations and Value Chains	Study Course Syllabus Read Chapters 1 & 2 Review PowerPoints Participate in the Discussion Forum Complete Assignment 1	Assignment 1 upon completion of the lesson
Lesson #2	<ul style="list-style-type: none">Operations StrategyTechnology and Operations ManagementGoods and Service Design	Read Chapters 3, 4 & 5 Review PowerPoints Participate in 2 Discussion Forums	
Lesson #3	<ul style="list-style-type: none">Supply Chain DesignProcess Selection, Design, and Analysis	Read Chapters 6 & 7 Review PowerPoints Participate in the Discussion Forum Complete Assignment 2	Assignment 2 upon completion of the lesson

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #4	<ul style="list-style-type: none"> Facility and Work Design Forecasting and Demand Planning 	Read Chapters 8 & 9 Review PowerPoints Midterm - Conduct an Interview	Midterm upon completion of the lesson
Lesson #5	<ul style="list-style-type: none"> Capacity Management Managing Inventories in Supply Chains Supply Chain Management and Logistics 	Read Chapters 10, 11 & 12 Review PowerPoints Participate in 2 Discussion Forums	
Lesson #6	<ul style="list-style-type: none"> Resource Management Operations Scheduling and Sequencing 	Read Chapters 13 & 14 Review PowerPoints Complete Assignment 3	Assignment 3 upon completion of the lesson
Lesson #7	<ul style="list-style-type: none"> Quality Management Project Management 	Read Chapters 15 & 18 Review PowerPoints Participate in 2 Discussion Forums	Assignment 4 upon completion of the lesson
Lesson #8		Review the PowerPoint Complete the Final Exam Request the Next Course Course Evaluation THANKS FOR A GREAT CLASS	Final exam upon completion of the lesson

DESCRIPTION

Operations Management (OM) is the science and art of ensuring that goods and services are created and delivered successfully to customers. This course focuses on what OM managers do, their functions, and their challenges. The course will also highlight concepts, trends, and issues related to the field such as operations strategy, managing the design process, leveraging the use of technology to deliver product or service, quality assurance, and project management.

Program Objectives

1. Explain what operations managers do.
2. Summarize types of performance measures and how they are used in decision-making
3. Explain how organizations seek competitive advantage
4. Examine the role of technology in operations management
5. Infer that managers are designers (of goods, services, processes)
6. Interpret statistical forecasting models
7. Evaluate the concepts of quality
8. Explain the key issues associated with project management

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