

**University of North Texas at Dallas  
School of Business**

**Spring 2016  
Syllabus**

**MGMT 5070: Management Issues (1.5 Hrs)  
100 % Online**

**Instructor Name:** *Dr. Banu Goktan*  
**Office Location:** *Bldg. #2 334*  
**Office Phone:** *972 338 1810*  
**Email Address:** [banu.goktan@untdallas.edu](mailto:banu.goktan@untdallas.edu)  
**Office Hours:** *Tuesday 9:30 am – 1:30 pm; Thursday 8:00 to 10:00 pm (online)*

**Course Catalog Description:** The basic concepts in managing the complete flow of materials that represent a supply chain from suppliers to customers. Emphases within the module are placed on production concepts with business wide applications, determining demand, transformation processes used to satisfy demand, and finally managing the supply activity supporting the transformation processes.

**Prerequisite:** *None*

**Co-requisites:** *None*

**Required Text:** Swink, Morgan, Melnyk, S., Cooper, M. B., Hartley, J. L. (2014). *Managing Operations Across the Supply Chain, 2nd Edition*

ISBN-13: 978-0077726317

ISBN-10: 0077726316

Additional materials will be provided through Blackboard. It is the students' responsibility to follow updates to Blackboard.

**Access to Learning Resources:** UNT Dallas Library:  
phone: (972) 780-3625;  
web: <http://www.unt.edu/unt-dallas/library.htm>  
UNT Dallas Bookstore:  
phone: (972) 780-3652;  
e-mail: [1012mgr@fhg.follett.com](mailto:1012mgr@fhg.follett.com)

**Course Goals or Overview:**

This course is structured to help students understand the relationships between different functional areas of business and to make strategic decisions.

**Learning Objectives/Outcomes:**

At the end of this course, the student will:

1. Explain the role of operations management in the firm.
2. Explain the need for operations to coordinate with other functions.
3. State and explain in your own words the importance of bottlenecks, sequence dependence and variance on operations.
4. Use operations management tools to analyze bottlenecks, variance and sequence dependence.
5. State and explain in your own words basic principles of manufacturing strategy, facility design and layout, and production planning and control.
6. State the importance of quality management and use the basic quality tools.
7. Differentiate service operations from goods producing operations.
8. Use the concepts of operations management to understand unstructured problems and produce feasible solutions using OM tools.

## Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated by Blackboard e-mail.

TOPICS	TIMELINE
Chp. 1: Introduction to Managing Operations Across the Supply Chain	Week of March 21
Chp. 2: Operations and Supply Chain Strategy	Week of March 28
Chp. 3: Managing Processes and Capacity	Week of April 4
Chp. 4: Product/Process Innovation	Week of April 11
Chp. 5: Manufacturing and Service Process Structures Chp. 6: Managing Quality	Week of April 18
Chp. 7: Managing Inventories	Week of April 25
Chp. 8: Lean Systems Chp. 9: Customer Service Management	Week of May 2
Chp. 10: Sourcing and Supply Management Chp. 16: Project Management	Week of May 9

### Course Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

**Quizzes** – Students will take the quizzes on Blackboard. It is the student's responsibility to become proficient at Blackboard. The quiz for each chapter is due on the Friday of the week that the chapter is assigned by 11:59 pm.

You will have 1.5 minutes per question on multiple choice questions.

No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

**Discussions** – Discussion topics are available on Blackboard. Students are expected to post an original posting answering the discussion question and respond to two other posts on the discussion board. The corresponding discussion for each week is due on Friday of each week at 11:59 pm.

### Grading Matrix:

Instrument	Value (points or percentages)	Total
Quizzes	11* 10 points each	110
Discussions	8*5 points each	40
<b>Total:</b>		<b>150</b>

### Grade Determination:

- A = 90% or better
- B = 80 – 89 %
- C = 70 – 79 %
- D = 60 – 69 %
- F = 60%

## **University Policies and Procedures**

### **Students with Disabilities (ADA Compliance):**

The University of North Texas Dallas faculty is committed to complying with the Americans with Disabilities Act (ADA). Students' with documented disabilities are responsible for informing faculty of their needs for reasonable accommodations and providing written authorized documentation. For more information, you may visit the Office of Disability Accommodation/Student Development Office, Suite 115 or call Laura Smith at 972-780-3632.

### **Student Evaluation of Teaching Effectiveness Policy:**

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

### **Exam Policy:**

Exams will be on Blackboard due on Friday of each week at 11:59 pm. No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

### **Academic Integrity:**

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of conduct and Academic Dishonesty policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Conduct at [http://www.unt.edu/csrr/student\\_conduct/index.html](http://www.unt.edu/csrr/student_conduct/index.html) for complete provisions of this code.

### **Bad Weather Policy:**

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website [www.unt.edu/dallas](http://www.unt.edu/dallas). Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

### **Diversity/Tolerance Policy:**

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Center for Student Rights and Responsibilities as the instructor deems appropriate.

### **Other Policies:**

Students are expected to use proper written and oral communication.

**E-mail:** Please follow the guidelines listed below:

- Give message a subject/title
- Start the message with a greeting. (ex. Dear Dr. Goktan)
- Make sure your message is clear and free of spelling and grammar mistakes
- Make sure your message has an ending (ex. Sincerely, regards, best wishes)

- Include your name at the end of the message. If you are sending an e-mail to [banu.goktan@unt.edu](mailto:banu.goktan@unt.edu), include the course and section number for the course as well.

**Communication:**

I use blackboard extensively. You are required to check blackboard and UNT e-mail account every day and follow the announcements and materials that are uploaded as needed. I check my Blackboard e-mail at least once a day during the week and at least once during the weekend. If it is an urgent issue, send a copy of your e-mail to [banu.goktan@untdallas.edu](mailto:banu.goktan@untdallas.edu). It is your responsibility to follow the course outline, know the test and submission dates, and come to class prepared.