

Updated 08/03/2023



WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

PRODUCTION & OPERATIONS MANAGEMENT

BMGT - 1331 – O080

DR. TOMMY “T-LOW” LOWRANCE

NOTE: This is an Online course.

PRODUCTION & OPERATIONS MANAGEMENT

BMGT 1331 0080

Course Description:

Fundamentals of techniques used in the practice of production and operations management. This course includes the study of location, design, and resource allocation.

Prerequisites and/or Corequisites:

There are no prerequisites and or corequisites required.

Course Notes and Instructor Recommendations:

This course will address the third major business function—Operations Management. We will study a variety of areas of business that will benefit you whether you are working in QA, logistics, inventory, purchasing, etc. This class, perhaps more than most, will provide you with information that will improve your management decision making.

Instructor Information:

Instructor Name: Dr. Tommy “T-Low” Lowrance

MCC Email: tlowrance@mclennan.edu

Office Phone Number: 254-299-8059

Cell Phone Number (best option): 254-744-1873

Office Location: BTB 210

Office/Teacher Conference Hours:

Face-to-Face Office Hours T/TH 12:30 – 1:30 pm

Online Office Hours M/W 1:00 – 3:00 pm

T 5:30 pm – 6:30 pm

Zoom—Appointment Only Zoom ID: 254 299 8059 Password: leader

Correspondence Policy:

Email is the preferred method of communication. Emails are returned within 24 hours of receipt except when received over the weekend or during holidays. Emails received during weekends or holidays will be returned the first business day that the College is open. Students are to include the course and section number in the subject of their emails. Failure to include the course and section number in the email’s subject line will result in a delayed response.

Required Text & Materials:

*****INSTRUCTOR NOTE:*****

This course is an inclusive access course. This means that the cost of your e-book has been included in your tuition. You will receive Orientation Video instructions on how to access your textbook and other materials in the Week 1 folder and your syllabus. Please follow these instructions closely to access your e-book. Your Operations Management text utilizes McGraw- Hill Connect, which is an interactive tool linked to your Brightspace shell.

Title: Operations and Supply Chain Management: The Core

Author: Jacobs and Chase

Edition: 2025 Release

Publisher: McGraw Hill Education

ISBN: 978-1-264-09835-8 (Connect will be used)

Title: The Goal: A Process of Ongoing Improvement

Author: Eliyahu Goldratt and Jeff Cox

Edition: 25th Anniversary Edition (older editions will be fine too)

Publisher: North River Press

ISBN: 9780884271956

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

1. This is an online course and will require a lot of self-discipline from students! **You are expected to log into Brightspace each day to check the course, and to check your student email everyday as well.** Since we do not have formal classroom meetings, I will act more as a facilitator for learning than a traditional professor. You will be expected to read the required chapters and complete the required assignments on time. I am here to make sure you understand and are learning the objectives set in this course. Students are expected to be self-disciplined, use time management skills effectively, and to be accountable for their actions in this course.
2. This course utilizes textbook reading, online quizzes and assignments, written exercises, online research, and exams to teach toward the course objectives. This online course represents the same course content and rigor of a face-to-face class. As such, you should expect to devote a comparable amount of time each week on reading, self-study, research,

and homework assignments. You should also understand that this is a tough course. Reading the textbook is not optional. You will likely need to read some of the text several times in order to gain an understanding of the material. This class requires that you think critically and in a far different way than you are likely used to. Be prepared to put in the necessary time and effort into this course!

3. Time is NOT your friend! For today's college student (and today's business professional), time is our most limited commodity. You must manage your time effectively to ensure that you complete all course requirements while maintaining your responsibilities at home, work, and in society.

Course Objectives and/or Competencies:

- Define Operations and Supply Chain Management and how to determine and measure value.
- Determine what Operations and Supply Chain strategies are as well as how to measure productivity.
- Learn various techniques used in forecasting Operations and Supply Chain Management.
- Gain a thorough understanding of capacity planning as it relates to Operations and Supply Chain Management for manufacturing and service industries.
- Address Project Management, the Critical Path Method, and information systems used to most effectively perform Project Management.
- Be able to design production processes for the best results.
- Understand the nature of services and how to best design service organizations.
- Be able to employ various aggregate planning techniques to address sales and operations planning issues.
- Understand Material Requirements Planning structures, systems, and calculations.
- Identify key Six Sigma tools used to manage quality in Operations and Supply Chain Management.
- Learn how to employ various inventory management approaches in order to maintain effective supply chains.
- Be able to recognize waste in the supply chain and lean practices to reduce waste.

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- Gain a thorough understanding of global sourcing and procurement.
- Identify the critical roles of location, logistics, and distribution for operating a highly-efficient supply chain.

Course Attendance/Participation Guidelines:

If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly and the student will only receive funding for those courses attended as of the course census date.

Definitions

The terminology we use is important.

Drops occur BEFORE the census date and do not count against the student's maximum withdrawal count of 6 classes, as defined by state law.

Withdrawals occur AFTER the census date and count in the student's maximum withdrawal count of 6 classes.

Faculty/Instructors process instructor-led class drops and withdrawals for their classes. Students who desire to be reinstated into a course must contact the course instructor to determine whether the student is eligible for reinstatement. The decision of the course instructor regarding whether or not a student will be reinstated is final.

Online & Hyflex Course Attendance Policy (Business Division)

To be counted as attending BEFORE the census date, a student must complete and submit at least ONE assignment. Discussion boards, syllabus quizzes, the first set of homework, etc. are considered as meeting the criteria for an assignment. An email to the instructor does NOT count. Logging into Brightspace and accessing content does NOT count. Any student who fails to complete and submit at least one assignment prior to the census date will be dropped from the course.

Past the census date, students who fail to submit two consecutive weeks of work without notification of an excused absence as per MCC policy prior to the 60% point of the term will be withdrawn from the course. If a student completes any part of a work module, they have

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“attended” and will not be withdrawn. If a student fails to submit two consecutive weeks of work without notification of an excused absence as per MCC policy and the class is past the 60% point of the term, the instructor will NOT withdraw the student. The student will be assigned the grade earned at the end of the term.

Course Outline or Schedule:

The instructor reserves the right to change course policies, deadlines, assignments, or exams at their discretion with the proper notice.

Week	Due Date	Assigned Reading	Assignments Due
1	8/31	Connect Orientation Videos SmartBook 2.0 – Student Orientation Application-Based Activity Video Succeeding in Your Online Course	Connect Orientation Activities
2	9/7	Ch. 1 SmartBook and Text	Ch. 1 Quiz ABA: Key Components of the Supply Chain Chapter 1 Written Discussion Board
3	9/14	Ch. 2 SmartBook and Text	Ch. 2 Quiz ABA: Competitiveness Strategy Chapter 2 Oral Discussion Board
4	9/21	Ch. 3 SmartBook and Text	Ch. 3 Quiz ABA: Forecast and Demand Coordination and Inventory Management Ch. 3 Assignment
5	9/28	Ch. 4 SmartBook and Text	Ch. 4 Quiz ABA: The Decision-Making Approach Unit 1 Exam (Ch. 1-4) Chapter 4 Oral Discussion Board
6	10/5	Ch. 5 SmartBook and Text	Ch. 5 Quiz Ch. 5 Assignment Chapter 5 Written Discussion Board
7	10/12	Ch. 6 SmartBook and Text	Ch. 6 Quiz ABA: Facility Design and Layout Consideration Book Review Due Chapter 6 Oral Discussion Board
8	10/19	Ch. 7 SmartBook and Text	Ch. 7 Quiz ABA: Master Plan Scheduling with OJT Training and Tight Delivery

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9	10/26	Ch. 8 SmartBook and Text	Ch. 8 Quiz ABA: Strategic Staffing Plans Unit 2 Exam (Ch. 5-8) Chapter 8 Written Discussion Board
10	11/2	Ch. 9 SmartBook and Text	Ch. 9 Quiz ABA: Aggregate Planning and Master Scheduling Ch. 9 Assignment Chapter 9 Oral Discussion Board
11	11/9	Ch. 10 SmartBook and Text	Ch. 10 Quiz ABA: Quality Planning
12	11/16	Ch. 11 SmartBook and Text	Ch. 11 Quiz Ch. 11 Assignment Unit 3 Exam (Ch. 9-11) Chapter 11 Oral Discussion Board
13	11/23	Ch. 12 SmartBook and Text	Ch. 12 Quiz ABA: Management Planning
14	11/30	Ch. 13 SmartBook and Text	Ch. 13 Quiz
15	12/7	Ch. 14 SmartBook and Text	Ch. 14 Quiz ABA: Strategic Importance of Geographic Location Unit 4 Exam (Ch. 12-14)
16	12/8	Final Exam	Comprehensive Final Exam

Course Grading Information:

Week 1 Orientation Activities	x	5%	=	_____
Chapter Quizzes	x	15%	=	_____
SmartBooks	x	15%	=	_____
Unit Exams	x	20%	=	_____
ABA Exercises	x	10%	=	_____
MATH Exercises	x	5%	=	_____
Comprehensive Final Exam	x	10%	=	_____
Book Review	x	10%	=	_____
Discussions (Written & Oral)	x	10%	=	_____
Total		100%	=	_____

Week 1 Orientation Activities—5%

Unlike some of your courses, this class utilizes Brightspace and Connect. Week 1 Orientation will help you learn about how to successfully gain access to and use Connect in order to best navigate this course. You should do this as soon as possible to avoid falling behind.

Chapter Quizzes—15%

For each chapter covered, you will be required to complete a chapter quiz. You will have 3 attempts to complete the quiz, each timed at 30 minutes. If you have accommodations on file with MCC, those accommodations will be made accordingly. The highest grade of your 3 attempts will be recorded in the gradebook.

ABA Assignments—10%

Throughout the semester, you will complete several assignments that correlate to the materials covered in the course. These assignments are very practical and focus on tasks and skills that are necessary in the business environment. All assignments should help prepare you for success on the quizzes and exams.

SmartBook Exercises—15%

SmartBook Chapter Exercises are a tool used by the publisher to address key topics in a fun, interactive way. These exercises utilize an artificial intelligence that recognizes how well a student is answering questions and adjusts the difficulty level based on responses. The key here is to finish the exercise for credit.

Unit Exams—20%

Periodically, you will be required to complete an exam that covers several chapters. You will have 1 attempt to complete each exam, and you will be given 60 minutes to answer 50 questions. If you have accommodations on file with MCC, those accommodations will be made accordingly. Do not start and stop during an exam—once you begin, you must finish.

Comprehensive Final Exam—10%

A 50 question comprehensive final exam will be given. Students will be given 2 hours to complete the final and only 1 attempt will be given. Students cannot stop during this test. Please know that stopping for any reason may count as an attempt.

Book Review —10%

During the semester, each student will be required to obtain or get access to a copy of the book *The Goal*, by Eliyahu M. Goldratt. After reading this insightful book that provides business strategies and wonderful examples of how to manage at a manufacturing company, a Book Review will be completed by each student. The review should be a detailed analysis of the authors' work. Included in the review should be an introduction, a thorough examination of the authors' main points, how they support their thoughts and ideas regarding manufacturing

processes, the strengths and weaknesses of the authors' work, ***and a major emphasis on your thoughts, opinions, and ideas regarding the book.*** Put yourself in the shoes of a critic...provide commentary regarding what you liked and disliked, how you have observed or practiced what the authors discuss, etc. The review should be 4-5 QUALITY typewritten pages, double-spaced. NO MONSTER fonts should be used (12 point font and 1 inch margins are preferred). When grading this assignment, content, clarity, and acceptable business writing style will be evaluated. Please don't make this a chapter-by-chapter summary!

The due date for the book review will be October 12th, 2025; however, earlier submissions are always welcome.

Math Exercises—5%

There are a few chapters that require extra math practice. These assignments are to help with that.

Discussion Boards—Written & Oral—10%

Several chapters will include a discussion board component. Students are expected to respond to a topic either in writing or video recording. Additionally, the students are also expected to respond to at least 2 classmates' posts. This will allow students to practice in written and oral communication while also learning from one another.

Course assignments, activities, and discussion board participation will be graded and a grade released within two (2) calendar weeks of the assignment's due date. Any student without a submission on the due date will be assigned a zero (0) grade. The late work policy below establishes whether late work for unexcused absences will be accepted, any penalization that occurs due to the submission of late work, and how/when the grade will be updated.

Late Work and Make Up Work Policies:

Assignment due dates can be found on your schedule, within this syllabus, and associated with each assignment and exam on Brightspace. All work is due on or before the assigned Due Date and time! If you miss the assigned due date for assignments, there will be a 10% penalty assessed for each day late. Late work will not be accepted beyond 1 week from the due date. Students will NOT be allowed to make up missed coursework unless there is a documented reason (family death/significant medical reason) as to why the work was missed. If there is something that you believe may hinder the completion of an exam on time, it is your responsibility to contact the instructor to inform him BEFORE the deadline to take the exam has expired.

During the semester, students think they have plenty of time to work on their assignments, and you do, but do not procrastinate. This is not a self-paced course where everything is due at the end of the semester.

A grade of Incomplete (I) will only be issued for students who need only to take the final exam and have an extenuating circumstance that resulted in an excused absence (documentation must be provided) for the day of the final exam.

Student Behavioral Expectations or Conduct Policy:

Students are expected to maintain classroom decorum that includes respect for other students and the professor, prompt and regular attendance—even virtual, and an attitude that seeks to take full advantage of the educational opportunity. That means please demonstrate respect to all who participate in this learning environment at all times and in each interaction.

Please know that I read my email several times during the day; however, if you send me an email at 11 PM with a question you need answered before the class tomorrow I might not see it. I do not always read email on the weekends. Do not expect instantaneous responses from me via email. Additionally, although I provide you with my personal cell phone number, I am not always immediately able to respond. Please be kind and patient.

Lastly, integrity is critical in the business world and in academia. Cheating of any kind will not be tolerated. A zero will be given for the first instance of cheating; failure in the course will result from any additional instance. I will also escalate the matter on the second instance of cheating. This is particularly true with plagiarism. Plagiarism.org (2017) defined plagiarism this way:

1. turning in someone else's work as your own
2. copying words or ideas from someone else without giving credit
3. failing to put a quotation in quotation marks
4. giving incorrect information about the source of a quotation
5. changing words but copying the sentence structure of a source without giving credit
6. copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Artificial Intelligence (AI) Statement: Any work written, developed, produced, or created using artificial intelligence (AI) is considered plagiarism and is not tolerated. Certainly, there is a time and place for its use; however, in terms of learning and education it circumvents the learning process by artificially creating work that robs the learner from the opportunity to do so.

If you have any questions as to what qualifies as artificial intelligence, then please direct your questions to your instructor. For this class, the use of AI is NOT permitted.

Use of Turn-It-In for Ensuring Academic Integrity

Turnitin (<https://www.turnitin.com/>): In order to help students learn proper composition skills and to promote academic honesty, this class may use the services provided by Turnitin (hereinafter, the “Service”). The above URL contains information about the capabilities, services, terms and conditions, and privacy policy of the Service. Faculty may use the Service to review all submitted assignments.

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin reference database solely for the purpose of detecting plagiarism of such papers. Students further understand that if the results of the review support an allegation of academic dishonesty, the students’ work will be investigated and the student is subject to discipline according to policy.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

06/24/2025



ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact Accommodations (Disability Services) as soon as possible to begin the steps for requesting accommodations. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by Accommodations (Disability Services). For additional information, please visit www.mclennan.edu/disability

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu (254)299-8122
Room 319, Student Services

Title IX:

Title IX of the Education Amendments of 1972 is a Federal civil rights law that prohibits discrimination on the basis of sex in educational programs and activities that receive Federal funds. We care about your safety and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report a Title IX incident are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465.

Additionally, Title IX provides rights and protections for pregnant and newly parenting students which can include educational accommodations such as excused absences

and the opportunity to make up assignments and tests. Lactation spaces are also available on campus. Please email titleix@mclennan.edu for more information.

MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Faculty and Staff may email titleix@mclennan.edu to submit a report.

Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student may report sexual harassment anonymously by visiting <https://www.lighthouse-services.com>

Visit McLennan's Title IX webpage at <https://www.mclennan.edu/titleix/> to learn more about Title IX protections, reporting, and resources.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to <https://calendly.com/paulannespantry-mcc/15min>.

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email (ast@mclennan.edu) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>)

Success Coaching Services is here for you.

We know life can be overwhelming sometimes—and that challenges outside the classroom can impact your success inside it. That's why our Success Coaches provide personalized support to help you navigate it all.

Success Coaching is available to every MCC student, no matter where you're starting from. Whether you're looking for direction, need quick advice, or just want someone to talk to, our coaches are here to listen, celebrate your strengths, and help you move forward with confidence. At Success Coaching Services, your voice is heard, your goals matter, and your future is our focus.

To learn more or schedule an appointment, visit www.mclennan.edu/successcoaching, call 254-299-8226, or email success@mclennan.edu.

College personnel also recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources and other essential resources, we encourage you to contact the CREW - Campus Resources Education Web by calling 254-299-8561 or emailing crew@mclennan.edu.

Success Coaching Services, the CREW, and Paulanne's Pantry are located on the second floor of the Student Services building in Success Coaching Services, suite 249.

The Student Counseling Center offers confidential mental health counseling to currently enrolled students at no charge. Counselors are trained to help students with problems related to personal, social, and emotional concerns. Sessions focus on short-term goals in order to facilitate students college success and adjustment. This service is available to students in person or through Zoom.

Make an appointment to meet with a counselor by visiting the center in the Wellness & Fitness building, room 101, calling 254-299-8210, or emailing counseling@mclennan.edu.

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html>

MCC Academic Integrity Statement:

Please view our [Academic Integrity statement](#) for more information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

For online and blended/hybrid courses, students must have access to a reliable computer and internet. For more information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system go to: <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-StaffCommons/requirements.html>

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication

method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.