

ABILENE CHRISTIAN UNIVERSITY
COLLEGE OF BUSINESS ADMINISTRATION
MGMT 331 PRODUCTION AND PROCESS MANAGEMENT
2017 FALL
MWF SECTION 1: 9:00-9:50 AM; SECTION 2: 10:00- 10:50 AM



ACU mission statement

"To educate students for Christian service and leadership throughout the world"

COBA Mission Statement

*"To create a distinctively Christian environment in which
excellent teaching, combined with scholarship,
promotes the intellectual, personal, and spiritual growth of business students,
and educates them for Christian service and leadership
throughout the world."*

Instructor:	Orneita Burton, PhD	Office Location: MBB 243
Phone (Office):	(325) 674-2759	Office Hours: MW 1:30 – 5:00 PM;
(COBA):	(325) 674-2565 messages only	Other times virtually or by appointment
Email:	orneita.Burton@coba.acu.edu	
Classroom:	Mabee Business Building (COBA) 216	

Course Description: MGMT 331 involves a study of the operations and supply chain functions in business including the creation of both goods and services. The course addresses product design, planning, resource provisioning, and execution of the production operations system and its interrelationships with all other organizational systems.

Contribution of Course to Overall Business Perspective: The operations processes in an organization generate the value for which the organization exists. This course addresses the entire cycle from understanding customer requirements through design, implementation, and execution of the operations value chain.

Contribution of Course to Christian Ethics, Service and Leadership: In addition to discussion of ethics and values issues within the context of the various topics discussed, students will see and discuss examples with the objective of understanding that business majors have unique skills and knowledge required to make significant contributions in planning and executing both for-profit and non-profit operations to make a difference in the world economy.

Overall Goals for Student Competency:

- Learn the major steps in product realization: conceptualization, design, plan for manufacture, provide resources, execute manufacturing, deliver to the customer, and provide product support.
- Learn the "language" of production management terminology.
- Learn use of selected software tools to address operations management issues.
- Understand sustainable Biblical principles applied in business operations, such as integrity, treating people with respect, and cultivating the spirit of individual employees and the organization as a whole

B. Competencies and Measurements

	Competency	Measurement Instrument	Performance Indicator
1	Faith and Ethics BBA 1.1 Students will apply the elements of an ethical decision-making framework from a Christian perspective. BBA 1.2 Students will identify and evaluate personal and corporate values and behaviors in comparison to biblical principles and ethical frameworks.	Tests over in-class discussions and reading content from textbook, case studies, and related articles.	Test grades
2	Discipline Knowledge and Skills BBA 2.1 Students will demonstrate broad knowledge and skills in core business disciplines, including: <ul style="list-style-type: none"> • Accounting • Finance • Information Systems • Management (Organizational Behavior, Operations, Strategy) • Marketing BBA 2.2 Students will understand the legal and economic environment of business. BBA 2.3 Students will demonstrate their ability to integrate numerous functional areas.	Tests over in-class discussions and reading content from textbook, case studies, and related articles.	Test grades
3	Professional Skills BBA 3.1 Students will apply statistical and other analytical concepts in evaluating data and making decisions. BBA 3.2 Students will demonstrate an ability to communicate in writing and in oral presentations. BBA 3.3 Students will utilize technology effectively to accomplish specific discipline-related business objectives. BBA 3.4 Students will demonstrate career readiness.	Software assignments completed on student's personal laptops and mobile devices to gather and analyze data. Software assignments include Microsoft Excel investment discounted cash flow (DCF) models, business process flow models using process modeling software, business Intelligence using database and visualization software, and project plans using cloud-based or related project management application.	Performance is graded based on compliance with specific instructions given with each assignment rubric.
4	Leadership and Teamwork BBA 4.1 Students will be able to work effectively as leaders and team members in a diverse team environment.	Performance outcomes from a team-based activities and projects. Generate a team report articulating the issues and proposing possible solutions to real-life business problems identified using the simulation.	Performance is graded based on compliance with specific instructions given with each assignment.
5	Overall Required Outcome Analysis, Synthesis and Evaluation - Students will analyze and investigate business information integration challenges as presented in a simulation and identify possible	Performance outcomes from the simulation. Generate individual and team reports articulating the issues and proposing possible solutions to	Grade based on simulation performance outcomes.

solutions to better understand and manage the business outcomes.	real-life business problems identified using the simulation.	Clarity and content of the report.
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Format: Class will meet in room MBB 216 on Mondays, Wednesdays, and Fridays. On Fridays, there are times when we will schedule either an exam or meet virtually through WebEx or similar teleconferencing application. The class will include discussion, in-class activities, participation in a business simulation and the use of enterprise software.

Prerequisites: ACCT 210 and MGMT 330. (IS 322 added as a prerequisite in the 2010 catalog.)

Required Text, Computer and Software Supplements:

Technology: A computer is required to participate in class. Plan to bring computers to each class period. Students will be provided access a Virtual Computer (VMWare) to use additional software as needed.

Software: Purchase access to electronic course notes and to the ERP Simulation at a cost of \$75 per student. Purchase access card from the bookstore and turn in to me by the end of Week 2.

Grading Agreement:

Test 1	10%
Test 2	10%
Test 3	10%
Test 4 (Simulation Project)	10%
Midterm Exam	15%
Final Exam	15%
Software Assignments (weighted)	20%
Attendance and Participation	10%

Course grades can also be adjusted based on the following expected actions:

- Attending class
- Being on time to class
- Not talking with classmates during class
- Active participation with teams during the business simulations
- Being professional in class; i.e., not practicing disruptive or disrespectful behavior towards classmates or instructor; providing team support on assignments and during the simulation
- Taking the tests on time unless you have a University approved excuse
- Not using phones in class
- Not using computers and iPads in class for non-course related activity

Grading Scale:

90-100	A
80-89	B
70-79	C
60-69	D
Below 60	NC or F

The university academic calendar indicates the last day to drop the course. To drop a course, you must complete the required paperwork with your advisor. You must earn a grade of C or better in this course to satisfy COBA requirements.

Course Policies:

Classroom Participation

- Please ask questions about the class discussion, **but do not talk with other students during class.**
- When using computers or iPads, **do not have software applications (such as email accounts, Facebook, Twitter, games, etc.) active other than the software needed for the class. Note: Phone use is not allowed in class.**

Makeup tests

- Makeup tests will be given only for ACU excused absences. One week is allowed for the makeup test to be taken. After that, a grade of zero will be recorded. Makeup tests may be different from the test given at the regular time, and therefore could be more difficult.

Grading Questions

- Assignment grades can be discussed within 3 days of being posted. I will notify the class when grades are available. **Note: Grade adjustments will not be considered after this time.**
- **Canvas is a Learning Management System, not a grade calculating system. Therefore, Canvas totals do not represent your cumulative course grade. Only individual assignment grades are accurate in Canvas. If you are concerned about your course grade to date, plan to schedule a meeting with me to review your semester course work.**

Assignments

- Not accepted late unless you have approval from me in advance of the due date.

Attendance:

- If you are not in class, I expect an email from you THAT DAY. You only receive credit if you were in class and I record your attendance on Canvas, or you have received prior approval for an absence such as job interviews, ACU sponsored events and sports. However, I still want to know where you are if you are not in class, regardless of the reason.
- Attendance will be confirmed by your presence in your assigned seat as recorded in Canvas. The daily Canvas record will serve as the official record of student attendance. **Students with more than five unexcused absences will be dropped from the class.**

Academic Needs

- If you have a documented special academic support exception, please discuss your needs with me at the beginning of the semester. If you require academic assistance that is not documented through an ACU program, plan to meet with me early in the semester or when the need occurs.

Academic Integrity:

- Cheating in any form, including copying another student's homework, exam, or project, will result in a zero for that assignment or test, and may be grounds for failing or dismissal from the class. More extreme measures, per COBA and university policy, may also be enforced.

- Signing course documents for another student is considered cheating.
- Not participating in a team assignment and requesting credit or higher grades for work not performed is unethical and considered cheating.
- Turning in an assignment which is substantially the same as examples provided in class or another student's work, even from prior semesters, is unethical and considered cheating. You may NOT receive any computer file from another student to assist you in completing an assignment.
- The full university policy is available for review at the Provost website:

<http://www.acu.edu/community/offices/administrative/office-of-the-provost/academic-integrity-policy.html>

Note: This syllabus and the course schedule can be amended as needed; changes will be updated on Canvas and announced in class.

Week	Monday	Wednesday	Friday
1	8/28/2017	8/30/2017	9/1/2017
	Introduction to Class – Opening Chapel - early dismissal both sections	Introduction to Class Business Processes	Syllabus Review Manufacturing Revisited
2	9/4/2017	9/6/2017	9/8/2017
	Technology Check Day - Flow Charting in Class Assignment	<i>Product Launch Video</i>	Product/Process Design Last day to turn in Access Cards and report planned absences
3	9/11/2017	9/13/2017	9/15/2017
	Investment Analysis	Investment Analysis – continued Exam 1 Review	Exam 1
4	9/18/2017	9/20/2017	9/22/2017
	Project Management (Summit Week)	Project Management	Outsourcing; People's Republic of Capitalism
5	9/25/2017	9/27/2017	9/29/2017
	Supply Chain Management	Logistics	Logistics & Supply Chain Management
6	10/2/2017	10/4/2017	10/6/2017
	Introduction – Phase I ERP Simulation	ERP Simulation Exam 2 Review	Exam 2
7	10/9/2017	10/11/2017	10/13/2017
	ERP Simulation Setup – continued	ERP Simulation Round 1	ERP Simulation Round 2
8	10/16/2017	10/18/2017	10/20/2017
	ERP Simulation Round 3	Simulation Summary Midterm Exam Review	Midterm Exam - Team Videos due (Homecoming Weekend)
9	10/23/2017	10/25/2017	10/27/2017
	Social Responsibility, Stewardship, & Ethical Issues &	Ethical Issues in SCM, Fire in the Blood video	Fall Break – No Classes
10	10/30/2017	11/1/2017	11/3/2017
	Logistics & Inventory Management	Inventory Management & MRP	MRP/ERP
11	11/6/2017	11/8/2017	11/10/2017
	MRP Calculations	MRP Calculations Exam 3 Review	Exam 3
12	11/13/2017	11/15/2017	11/17/2017
	ERPsim Phase II Setup Analytics	ERPsim Phase II Setup Analytics, Exam 4 Project Assigned	ERPsim Phase II Setup - Quiz & Review
13	11/20/2017	11/22/2017	11/24/2017
	ERPsim Phase II Round 1	Thanksgiving Holiday	Thanksgiving Holiday
14	11/27/2017	11/29/2017	12/1/2017
	ERPsim Phase II Setup - Round 2	ERPsim Phase II Round 3	ERPsim Phase II Round 4, Discussions
15	12/4/2017	12/6/2017	12/8/2017
	Exam 4 – ERPsim Phase II Projects Due - Presentations	Project Presentations Final Exam Review	Course Summary Final Exam Review
16	12/11/2017	12/12/2017	12/14/2017
	No Class - Dead Day	Final Exam Week 10 AM Section 2, Tuesday, 12/12, 10-11:45 AM	Final Exam Week 9 AM Section 1, Thursday, 12/14, 2-3:45 PM

