



Master Course Syllabus

For additional course information, including prerequisites, corequisites, and course fees, please refer to the Catalog: <https://catalog.uvu.edu/>

Semester: Spring

Year: 2025

Course Prefix: MGMT

Course and Section #: 3450-002

Course Title: Operations Management

Credits: 3

Course Description

Focuses on the management of resources for products, production, or services within an organization. Covers project management, supply chain, facility location and layout, forecasting, scheduling, planning, and operational processes. Emphasizes product/service development, supply chain, forecasting, inventory control, quality assurance, and research techniques.

Course Attributes

This course has the following attributes:

- General Education Requirements
- Global/Intercultural Graduation Requirements
- Writing Enriched Graduation Requirements
- Discipline Core Requirements in Program
- Elective Core Requirements in Program
- Open Elective

Other: *Click here to enter text.*

Instructor Information

Instructor Name: Phil Witt Associate Professor

Student Learning Outcomes

1. Demonstrate a working knowledge of the main fields within operations management.
 2. Appraise the strengths and weaknesses in existing operations and select or create solutions to solve weaknesses in those organizations.
 3. Solve mathematical operations problems using statistical methods, marginal analysis, algebra and heuristics.
 4. Analyze and document the processes for existing processes in real companies.
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Course Materials and Texts

- *Operations and Supply Chain Management*, Stevenson, 14th Edition
 - *The Goal: A Process of Ongoing Improvement*, Goldratt/Cox, 3rd Edition
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Course Requirements

Course Assignments, Assessments, and Grading Policy

Homework: Weekly practice problems related to topics under study (30% of overall grade)

Midterm Exam: Exam similar to problems from homework (20% of overall grade)

Quizzes: Short assessments on course reading material *The Goal* (10% of overall grade)

Discussion Boards: Weekly discussion related to topic of study in real world context, discussion with other students (10% of overall grade)

Participation and attendance: Assesses students and attending and participating in the class lecture (10% of overall grade)

Final Exam: Exam similar to problems from homework, chapters covered after Midterm (20% of overall grade)

Required or Recommended Reading Assignments

All required readings use chapters from the course text that align with the lectures below.

General Description of the Subject Matter of Each Lecture or Discussion

Chapter 2: Competitiveness, Strategy and Productivity

- Examines how organizations compete, different strategies and how to measure productivity

Chapter 3: Forecasting

- Evaluates different forecasting techniques and how to measure forecast accuracy

Chapter 4: Product and Service Design

- The strategic importance and considerations of product and service design, life cycle assessment

Chapter 5: Capacity Planning

- Discuss ways of defining and measuring capacity and capacity alternatives

Chapter 6: Process Selection and Facility Layout

- Compare different processing types, facility layout and redesign, solve line balancing problems

Chapter 9: Management of Quality

- Understand quality as it relates to products and services, Total Quality Management, costs of quality, problem solving processes and quality tools

Chapter 12: Inventory Management

- Define requirements and methods for effective inventory management, solve problems

Chapter 14: Just In Time and Lean Operations

- Understand goals and benefits of a lean system and contrast with a traditional system, solve problems

Chapter 15: Supply Chain Management

- Discuss effective supply chain management, supplier relationships, outsourcing, evaluate shipping alternatives

Chapter 16: Scheduling

- Compare scheduling needs in different environments, understand theory of constraints and commonly used priority rules

Chapter 17: Project Management

- Understand the role of a project manager, compare different project management tools and techniques
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Required Course Syllabus Statements

Generative AI

The following guidelines outline the use of AI in this course:

Purely Yours: All submitted work should be entirely your own, with no input or assistance from AI tools.

Detection Mechanisms: Be aware that sophisticated tools can detect AI-generated content. Integrity in submissions is essential.

Consequences: Any detected use of AI tools against this policy may lead to grade deductions or further academic repercussions. Stay genuine and stay safe.

Using Remote Testing Software

This course does not use remote testing software.

This course uses remote testing software. Remote test-takers may choose their remote testing locations. Please note, however, that the testing software used for this may conduct a brief scan of remote test-takers' immediate surroundings, may require use of a webcam while taking an exam, may require the microphone be on while taking an exam, or may require other practices to confirm academic honesty. Test-takers therefore shall have no expectation of privacy in their test-taking location during, or immediately preceding, remote testing. If a student strongly objects to using test-taking software, the student should contact the instructor at the beginning of the semester to determine whether alternative testing arrangements are feasible. Alternatives are not guaranteed.

Required University Syllabus Statements

Accommodations/Students with Disabilities

Students needing accommodations due to a permanent or temporary disability, pregnancy or pregnancy-related conditions may contact UVU [Accessibility Services](#) at accessibilityservices@uvu.edu or 801-863-8747.

Accessibility Services is located on the Orem Campus in BA 110.

Deaf/Hard of Hearing students requesting ASL interpreters or transcribers can contact Accessibility Services to set up accommodations. Deaf/Hard of Hearing services can be contacted at DHHservices@uvu.edu

DHH is located on the Orem Campus in BA 112.

Academic Integrity

At Utah Valley University, faculty and students operate in an atmosphere of mutual trust. Maintaining an atmosphere of academic integrity allows for free exchange of ideas and enables all members of the community to achieve their highest potential. Our goal is to foster an intellectual atmosphere that produces scholars of integrity and imaginative thought. In all academic work, the ideas and contributions of others must be appropriately acknowledged and UVU students are expected to produce their own original academic work.

Faculty and students share the responsibility of ensuring the honesty and fairness of the intellectual environment at UVU. Students have a responsibility to promote academic integrity at the university by not participating in or facilitating others' participation in any act of academic dishonesty. As members of the academic community, students must become familiar with their [rights and responsibilities](#). In each course, they are responsible for knowing the requirements and restrictions regarding research and writing, assessments, collaborative work, the use of study aids, the appropriateness of assistance, and other issues. Likewise, instructors are responsible to clearly state expectations and model best practices.

Further information on what constitutes academic dishonesty is detailed in [UVU Policy 541: Student Code of Conduct](#).

Equity and Title IX

Utah Valley University does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, age (40 and over), disability, veteran status, pregnancy, childbirth, or pregnancy-related conditions, citizenship, genetic information, or other basis protected by applicable law, including Title IX and 34 C.F.R. Part 106, in employment, treatment, admission, access to educational programs and activities, or other University benefits or services. Inquiries about nondiscrimination at UVU may be directed to the U.S. Department of Education's Office for Civil Rights or UVU's Title IX Coordinator at 801-863-7999 – TitleIX@uvu.edu – 800 W University Pkwy, Orem, 84058, Suite BA 203.

Religious Accommodation

UVU values and acknowledges the array of worldviews, faiths, and religions represented in our student body, and as such provides supportive accommodations for students. Religious belief or conscience broadly includes religious, non-religious, theistic, or non-theistic moral or ethical beliefs as well as participation in religious holidays, observances, or activities. Accommodations may include scheduling or due-date modifications or make-up assignments for missed class work.

To seek a religious accommodation, a student must provide written notice to the instructor and the Director of Accessibility Services at accessibilityservices@uvu.edu. If the accommodation relates to a scheduling conflict, the notice should include the date, time, and brief description of the difficulty posed by the conflict. Such requests should be made as soon as the student is aware of the prospective scheduling conflict.

While religious expression is welcome throughout campus, UVU also has a [specially dedicated space](#) for meditation, prayer, reflection, or other forms of religious expression.