

Eastern Illinois University
New Course Proposal Format
(Approved by CAA on 4/3/14 and CGS on 4/15/14, Effective Fall 2014)

CGS Agenda Item: 17-45
Effective Fall 2017

Banner/Catalog Information (Coversheet)

1. ☒ **New Course** or ☐ **Revision of Existing Course**
2. **Course prefix and number:** MBA 5660A
3. **Short title:** Operations Management
4. **Long title:** Operations Management
5. **Hours per week:** 3 Class 0 Lab 3 Credit
6. **Terms:** ☐ Fall ☐ Spring ☐ Summer ☒ On demand
7. **Initial term:** ☒ Fall ☐ Spring ☐ Summer Year: 2017
8. **Catalog course description:** An integrative course that is concerned with the production and distribution of goods and services. Topics that are covered in depth are operations strategy, service and product design, quality, lean manufacturing management, supply chain management and integrative technologies in operations. Cases are used to analyze situations, and to understand the impact of operations on other functional areas. This course is available only to students in the MBA Online program or by permission of the Coordinator, Graduate Business Studies.
9. **Course attributes:**

General education component: N/A

☐ Cultural diversity ☐ Honors ☐ Writing centered ☐ Writing intensive ☐ Writing active
10. **Instructional delivery**
Type of Course:

☒ Lecture ☐ Lab ☐ Lecture/lab combined ☐ Independent study/research
☐ Internship ☐ Performance ☐ Practicum/clinical ☐ Other, specify:
Mode(s) of Delivery:

☐ Face to Face ☒ Online ☐ Study Abroad
☐ Hybrid, specify approximate amount of on-line and face-to-face instruction
11. Course(s) to be deleted from the catalog once this course is approved. NONE
12. **Equivalent course(s):** MBA 5660
 - a. Are students allowed to take equivalent course(s) for credit? ☐ Yes ☒ No
13. **Prerequisite(s):** BUS 3950
 - a. Can prerequisite be taken concurrently? ☐ Yes ☒ No
 - b. Minimum grade required for the prerequisite course(s)? C

c. Use Banner coding to enforce prerequisite course(s)? ☐ Yes ☒ No

d. Who may waive prerequisite(s)?

☐ No one ☐ Chair ☐ Instructor ☐ Advisor ☒ Other (specify) Coordinator,
Graduate Business Studies

14. Co-requisite(s): ☐ NONE _____

15. Enrollment restrictions

a. Degrees, colleges, majors, levels, classes which may take the course: ☐ MBA, Graduate Students

b. Degrees, colleges, majors, levels, classes which may not take the course:

☐ Undergraduates _____

16. Repeat status: ☒ May not be repeated ☐ May be repeated once with credit

17. Enter the limit, if any, on hours which may be applied to a major or minor: _____

18. Grading methods: ☒ Standard ☐ CR/NC ☐ Audit ☐ ABC/NC

19. Special grading provisions:

☐ Grade for course will not count in a student's grade point average.

☐ Grade for course will not count in hours toward graduation.

☐ Grade for course will be removed from GPA if student already has credit for or is registered in:

☐ Credit hours for course will be removed from student's hours toward graduation if student
already has credit for or is registered in: _____

20. Additional costs to students:

Supplemental Materials or Software ☐ included in Course Fee _____

Course Fee ☐ No ☒ Yes, Explain if yes \$100 course fee for program simulations, software and
supplemental materials that will be purchased in bulk and distributed online in the course materials

21. Community college transfer:

☐ A community college course may be judged equivalent.

☒ A community college may not be judged equivalent.

Note: Upper division credit (3000+) will not be granted for a community college course, even if the
content is judged to be equivalent.

Rationale, Justifications, and Assurances (Part I)

1. x Course is required for the major(s) of Master of Business Administration
 Course is required for the minor(s) of _____
 Course is required for the certificate program(s) of _____
 Course is used as an elective
2. **Rationale for proposal:** This course is a required course in the MBA Online program. The course objectives and content are the same as MBA 5660; the MBA 5xxxA courses are being added to address differential tuition rates and separate course fees that are unique to the MBA Online program courses.
3. **Justifications for (answer N/A if not applicable)**
Similarity to other courses: Intentionally the same course, same degree program, but is needed to address administrative differences between degree program designs (online versus face-to-face).
Prerequisites: Material in MBA level course requires undergraduate level of knowledge in operations management for terminology, concepts, theories and practices that will be applied in the MBA course.
Co-requisites: NONE
Enrollment restrictions: Due to the specificity of the research and content examined, and the specialized MBA Online program structure, enrollment in this course will be restricted to MBA Online students or those with permission of the Coordinator, Graduate Business Studies.
Writing active, intensive, centered: N/A
4. **General education assurances (answer N/A if not applicable)**
General education component: N/A
Curriculum: N/A
Instruction: N/A
Assessment: N/A
5. **Online/Hybrid delivery justification & assurances (answer N/A if not applicable)**
Online or hybrid delivery justification: Offering and instructing this course through an online model allows and increases the enrollment probability of alumni and other interested students who have moved away from campus, are currently employed, or live outside the East Central Illinois area. Online delivery of this course provides the opportunity to market to these potential students through the MBA online program offered by the School of Business at EIU.
Instruction: Lectures equivalent to those from the face-to-face courses may be recorded & posted online. All faculty who will deliver this course online are/will be OCDi (or appropriate equivalent) trained.
Integrity: Students will take quizzes and exams through an online test taking monitoring system, or they will take them at a proctored facility such as a community college in their area.
Interaction: At the discretion of the faculty, provisions and requirements would vary but generally will utilize Email, Web-Based Discussions, and Web-conferencing. Email will be utilized in addressing individual student questions/communication. The web-based discussions (via a LMS-type environment) will be used to gauge student understanding of the materials presented via web-based video delivery and to provide clarification from the instructor. Web-based conferencing will be used to provide students with the opportunity to present their work to all members of the class, receive real-time feedback in the form of questions and discussion of their presentation and interact in real time with the faculty member and classmates.

Model Syllabus (Part II)

Please include the following information:

1. Course number and title: MBA 5660A Operations Management
2. Catalog description: An integrative course that is concerned with the production and distribution of goods and services. Topics that are covered in depth are operations strategy, service and product design, quality, lean manufacturing management, supply chain management and integrative technologies in operations. Cases are used to analyze situations, and to understand the impact of operations on other functional areas. This course is available only to students in the MBA Online program or by permission of the Coordinator, Graduate Business Studies. __
3. Learning objectives (Graduate School Learning Goals being met):
 1. Investigate the functions of production systems, technology, management processes, and decision making in operations (Content, Critical thinking & problem solving skills).
 2. Evaluate the role of management in product development and product design (Content, Critical thinking & problem solving skills).
 3. Examine the functions of independent and dependent demand inventories and some techniques for their control (Content, Critical thinking & problem solving skills, Oral and written communication skills).
 4. Evaluate capacity planning techniques and formulate operations strategy (Content, Critical thinking & problem solving skills).
 5. Analyze the importance of operations to all organizations providing services and producing goods in a modern economy (Content, Critical thinking & problem solving skills, Oral and written communication skills).
 6. Examine the importance of quality management, statistical process control, lean systems, supply chain management, job design and work measurement in organizations (Content, Critical thinking & problem solving skills, Oral and written communication skills).
4. Course materials:

Krajewski,L., Ritzman,L., & Malhotra, M. (2012). *Operations Management: Process and Supply Chains*. Prentice Hall, 10th Edition. Upper Saddle River, NJ.
5. Weekly outline of content:

| TOPICS | APPROXIMATE CLASS HOURS |
|---|-------------------------|
| Introduction to Operations Management | 2.5 |
| Operations Strategy and Competitiveness | 2 |
| Project Management | 2.5 |
| Product Design and Process Selection - Manufacturing | 2.5 |
| Product Design and Process Selection - Services | 2.5 |
| Quality Management; Statistical Quality Control Methods | 3.5 |
| Strategic Capacity Management | 2.5 |
| Lean Systems | 2.5 |
| Facility Layout | 2 |
| Job Design and Work Measurement | 2 |
| Supply Chain Design/Implementation | 3.5 |
| Cases | 2.5 |
| Inventory Systems for Independent Demand | 2.5 |
| Inventory Systems for Dependent Demand | 2.5 |
| Mid-Term and Final exams | 4.0 |
| TOTAL HOURS, including Final Exam | 39.5 |

6. Assignments and evaluation, including weights for final course grade:

Homework: 30% of total grade
Case Study Preparations: 20% of total grade
Case Study Presentations: 10 % of total grade
Midterm: 20% of total grade
Final: 20% of total grade
Total: 100%

7. Grading scale:

A: 90% – 100%
B: 80% – 89.9%
C: 70% – 79.9%
D: 60% – 69.9%
F: Below 60%

8. Correlation of learning objectives to assignments and evaluation:

| Objective | | Home work | Case Study Prep | Case Study Present | Midterm | Final |
|-----------|--|-----------|-----------------|--------------------|---------|-------|
| 1 | Investigate the functions of production systems, technology, management processes, and decision making in operations | X | | | X | X |
| 2 | Evaluate the role of management in product development and product design | X | | | X | |
| 3 | Examine the functions of independent and dependent demand inventories and some techniques for their control | X | X | X | X | |
| 4 | Evaluate capacity planning techniques and formulate operations strategy | X | | | | X |
| 5 | Analyze the importance of operations to all organizations providing services and producing goods in a modern economy | X | X | X | | X |
| 6 | Examine the importance of quality management, statistical process control, lean systems, supply chain management, job design and work measurement in organizations | X | X | X | | X |

Date approved by the department or school: MIS/OM Discipline 4/7/17, SoB Graduate Committee 4/11/2017

Date approved by the college curriculum committee: 4/14/2017

Date approved by the Honors Council (if this is an honors course): N/A

Date approved by CAA: N/A CGS: 4/18/2017