George Mason School of Management  
Course Syllabus  
MSOM 306: Operations and Project Management  

Spring Semester, 2012  
Section 001 – Class meets Wednesday 7:20 – 10:00pm; class location Engineering (ENGR) Building 1101  

Instructor: Jim Murray  
Office: Johnson Center, Second floor,  
Office Hours: 5:00-7:00 Wednesday Johnson center 3rd floor (Table area) (before class), or by appointment  
Office Phone: (703) 407-7393 cell  
Email: Jmurray8@gmu.edu  

Class web page:  
The URL for this section of MSOM 306 is available on Blackboard. (http://courses.gmu.edu)  

Prerequisite: Sophomore Standing  

NOTE: The text is a required reading but it is not a substitute or replacement for classroom instruction.  

Operations Management is a core business activity concerned with the design, production and delivery of goods and services to the customer. Operations decisions are central to achieving competitive advantage; as such, managers must strive to master key OM proficiency by exposing students to a wide array of issues in management, with an emphasis on particular tools and methods.  

Successful students will become familiar with important considerations in operations management theory and practice. Topics covered may include operations strategy, project management, product/service design, business process management, quality management, project planning, project cost estimating and project team management. The course will consist of lectures, course project(s) and exams.
Learning Goals for the ISOM Major

Learning Goals for the ISOM Major, students will be able to:

(Note: Goals addresses in this course are highlighted in Bold Text)

1. **Apply knowledge of information technology and business functions to understand its application in assessing, designing, and improving business processes.**
2. Develop data organization, storage, and processing solutions to support organizational needs for information management. They will also have the option of developing skills in the area of supporting decision making through business intelligence solutions.
3. Use knowledge of computer networks as part of the IT solutions for improving business processes. They will also have the option of developing more advanced skills in areas of network and security.
4. **Effectively manage information technology projects.**
5. Understand the overall systems development lifecycle and be able to recommend IT system solutions accordingly. They will also have the option of learning appropriate development tools to develop prototype of IT solutions for business management.

Course requirements and grading:

- Students must be officially registered in this section to receive a grade. It is the sole responsibility of the students to verify their own registration status. (I will not verify your registration.) Specifically, you will not receive a grade if your name does not appear on the official class list. (Do not wait until the end of the semester to be surprised.) Registration problems should be directed to either of the SOM Office of Student Services or the registrar’s office.
- This course requires a minimum grade of C to satisfy SOM degree requirements, and students will not be permitted to make more than three attempts to achieve a C or higher grade in this course. Effective fall 2010, registration in this course will be prohibited beyond three attempts that resulted in a grade lower than C. If you have questions about this policy, please see an academic advisor in ENT 008.
- Grading of the course will be based on total points earned by the end of the course. Points will be derived from two Mid-Term Exams, final Exam, class participation and homework. Whole letters will be assigned as the final course grade.
- Final course letter grade assignments:
  - A 90% and above
  - B 80% - 89.9%
  - C 70%-79.9%
  - D 60%- 69.9%
  - F below 60%
Two Exams = 45%
Final Exam = 20%
Homework/Class Participation/Blackboard / Other = 35%
Total = 100%

**Learning Tools of the Course**

Primary learning tools of the course include the following:

- **Lectures** – My teaching philosophy is dominated by the adage that ‘learning is an active process’. Lectures are ‘interactive’ in the sense that a constant questioning process takes place with responses expected. To be successful in learning the concepts, you must be actively engaged in the material.

- **Exams** - Two (2) mandatory exams and a Final Exam will be given, as announced. The exams will be comprehensive of the topics they cover. Exams are based upon the class lectures, textbook material, and discussion of material covered during the classes. All examinations are to be by individual effort as they will be graded. No collaboration of any kind is permitted. See honor code paragraph below. Any collaboration will be treated as an Honor Code Violation.

- **Homework** – To be successful in this course, homework will be an integral part of learning the course material. Homework is for the student’s benefit; it is a diagnostic tool by which the student may assess their understanding and performance. Failure to do so will adversely affect performance and will negatively impact exam and course grades. Avoid falling behind. Homework assignments will be posted on the website. Homework problems, both their assignment and solutions, are the sole responsibility of the individual student.
  - Homework will only be accepted through Blackboard submission. Scanned, hand written work will not be accepted.
  - All graphs must be done in Excel or similar spreadsheet program. No hand drawn graphs will be accepted. If a student needs more time, simply request an extension for that assignment. The request must be made prior to the start of the class period in which the assignment is due. I usually limit a student to 1 extension per term.
  - Blackboard discussion items are reviewed for content as well as quantity.
  - Group work is allowed only in groups of two (2). Each student must submit an assignment and note the other group member in Blackboard of on the assignment.

**Connectivity and Computer Skills:**
Every GMU student is provided with an email account. I will email course announcements to the class list. It is the student’s responsibility to activate and routinely check their GMU email account.

Most of the course material is available on-line from my course website and is accessible for download over the Internet. It is the student’s responsibility to have reliable and adequate Internet connectivity and access. This includes the use of the GMU computers available on campus. Further, the student must be familiar with Internet browsers and navigation.

For technical help with your personal computing systems, call the GMU support center at 703-993-8870 or email to support@gmu.edu. However, it is the student’s responsibility to work with their ISP or personal consultant to determine and resolve connectivity and other problems.

The student must be familiar with the basics of the recent versions of MS Office products, especially MS Word, PowerPoint, and Excel.

The course website is an electronic medium to facilitate the transfer and dissemination of course content. It is not a replacement or substitute for attending class.

**Attendance Policy**

Attendance in this class is highly recommended in order to be successful in learning the course content. The study is solely responsible for all assignments and material presented in class even if missed due to absence. Attendance will be taken.

**Laptops and Tape Recorders**

Laptops are allowed in class. If you have special circumstances for recording devices, please see the instructor to discuss.

**Make up Exams**

Notice will be given before each exam; if you cannot take the exam at the designated time, you must make arrangements with the instructor before the exam is given. Exams may be made up only under extreme emergencies AND at the sole discretion of the instructor. A penalty for lateness may be assigned. Missed exams will be assigned a score of zero.

**Disability**

All academic accommodations due to a disability must be arranged through the Disability Resource Center (DRC). If you are a student with a disability and you require academic accommodations, please contact the DRC at 703-993-2472. I will cooperate fully with the DRC to accommodate a student’s special needs.

**Honor Code**

Students are obliged to strict adherence of the University honor system and code, as described in the 2011-2012 George Mason University catalog.
Topics and schedule

Some sections in the text chapters will be skipped, as announced. Some material not contained in the text may be presented in class, as noted. The exam dates and the specific material coverage for each exam will be announced in class. For other important dates, consult the fall 2011 Schedule of Classes for the Academic Calendar. The tentative list of topics is given below. The list is subject to change during the semester.

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<td>Break</td>
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<td>21 – March</td>
<td>Project Comm. (WBS &amp; SOW)</td>
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<td>28 - March</td>
<td>Project Comm. (Comm. Plan)</td>
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<td>04 – April</td>
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