



Course Syllabus

Operations Management

MAN2500 / 84568 / Fall 2026

Credit Hours: 3 cr.

Pre-requisites/Co-requisites: N/A

Contact Information

Instructor

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Office: Virtual
Office Hours: Appointment Only
Response Time: 48 hours

Division Chair

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Course Information

Catalog Description:

This course introduces students to operations management techniques including their application to functional areas of the business enterprise and operations control. Topics include the design and management of production operations, including productivity, strategy, capacity planning, location, layout, resource management, just-in-time systems, materials requirement planning, and project management. Upon completion, students should be able to demonstrate the ability to make decisions and resolve problems in an operations management environment.

Course Learning Objectives:

- Gain factual knowledge (terminology, classifications, methods, trends).
- Learn fundamental principles, generalizations, or theories.
- Develop specific skills, competencies, and points of views need by professionals in the field most closely related to this course.

Student Learning Outcomes:

Upon completion of MAN2500, students will be able to:

- Examine and explain the concept of operations management relating to value chains, supply chains, approaches for understanding customer wants and needs, and competitive priorities.
- Analyze and evaluate operations and productivity strategies relating to project management and forecasting. Using practice scenarios, make recommendations for critical path management, time/cost decisions, and forecasting models
- Examine capacity management and aggregate planning to determine capacity measures, scheduling and sequencing, human resources and job design through real-world problems assessment.
- Examine location and layout strategies and determine best productivity solutions for real-world problems.
- Examine quality management and the tools utilized to develop a complete understanding of total cost concepts through real-world problems assessment.
- Identify optimal process strategies utilizing the tools of process analysis in real-world problems assessment.
- Evaluate the importance of managing inventory and the tools utilized, as well as the basic concepts of supply chain issues and opportunities through analysis and application in real-world problems assessment.
- Analyze operation management tools and techniques used for decision-making and problem solving such as lean operations, just-in-time, Taguchi loss function, reliability, and quality function deployment.

Course Materials & Resources:

Textbook: *Operations and Supply Chain Management, 2nd Edition, Collier and Evans, Copyright 2021*
eText only with MindTap using Cengage Unlimited

ISBN: 978-0-357-13169-5

STUDENTS MUST HAVE ACCESS TO MINDTAP FOR THIS COURSE.

What Is MindTap: This is the online component used in connection with the textbook.

What is Cengage Unlimited: If you have multiple courses using a Cengage textbook, there is a single \$120 fee you pay and it includes ALL eTexts and MindTap access for all courses for that semester. If you want a printed textbook, there is an additional \$7.99 shipping fee to rent this. One price for ALL eTexts and MindTap access.

Delivery Method:

This is a web-based course. All online courses at GCSC utilize the Canvas Learning System. Students should read all information presented in the Canvas course site and should periodically check for updates—at least every 48 hours.

Remember: This course is not one in which students may work at their own pace. Each week there are learning modules, assignments, online lectures, online discussions, and/or online exams with due dates. Refer to the schedule within this syllabus and within Canvas for more information.

Along with Canvas, each student will use an online companion website, MindTap, which accompanies the Cengage e-text and/or textbook. Course activities will include online communication and interactive participation in the resolution of problems and exercises. Instructions will include reading, individual practice, exploring operations, Excel activities, homework problems, quizzes and exams.

In MindTap, there are a variety of learning tools such as quizzes to check understanding, algorithmic problems with full solutions, feedback for practice, chapter review summaries, problem walk-through videos showing step-by-step how to solve quantitative problems, and Excel-based problems to perform what-if analyses.

Student Expectations

In this course, communication and feedback will occur through various channels, including GCSC email, Canvas Inbox, Canvas Announcements, Canvas Discussions, Microsoft Teams or Zoom, assignment feedback, and instructor office hours. Review the statements below so that you understand the expectations for communication.

As a student at Gulf Coast State College, you are expected to:

- **Adhere to Course Guidelines:** Follow the guidelines detailed in the course syllabus, along with any additional instructions provided by the instructor. This includes understanding and complying with the course objectives, grading criteria, and academic policies.
- **Maintain Regular Contact:** Keep in touch with your instructor and classmates via your GCSC email or other designated communication channels. Regular contact helps clarify doubts, share ideas, and foster a collaborative learning environment.
- **Active Participation:** Engage actively in class discussions and submit assignments on time. Your active participation is crucial for your academic success and contributes to a vibrant learning community.

As your instructor, my commitment to you is to:

- **Provide Timely Feedback:** I will review and provide feedback on your assignments and submissions promptly. My goal is to help you understand your strengths and areas for improvement, which is crucial for your academic growth.
- **Respond Via Canvas Inbox:** I will respond to your emails or messages within 24-48 hours (excluding weekends), unless otherwise noted. I understand the importance of clear and timely communication in addressing your questions and concerns.
- **Post Regular Announcements:** To keep you updated and help you manage your time effectively, I will send out weekly reminders via announcements. These reminders will include important dates, upcoming assignments, and any changes to the course schedule.
- **Maintain Weekly Office Hours:** I will maintain regular weekly office hours, but I can also be available by appointment. This is to ensure I'm available for any questions or concerns that may come up during the week.

Course Schedule

This course schedule is tentative and may be adjusted at the instructor's discretion or due to unforeseen circumstances. Any changes will be communicated in a timely manner. For information about Due Dates and Deadlines, please see the Canvas Calendar

Dates	Module	Description
August 17- August 31	1	Chapter 1 Operations Management and Value Chains Chapter 2 Measuring Performance in Operations and Value Chains Chapter Quizzes, Chapter homework assignments
Sep 1 – Sept 21	2	Chapter 3 Operations Strategy Chapter 4 Technology and Operations Management Chapter 5. Goods and Service Design Chapter Quizzes, Chapter homework assignments
Sep 22 – Oct 9	3	Chapter 6. Supply Chain Design Chapter 7. Process Selection, Design, and Improvement Chapter 8. Facility and Work Design: Chapter Quizzes, Chapter homework assignments Mid-term Exam
Oct 10 – Nov 2	4	Chapter 9. Forecasting and Demand Planning Chapter 10. Capacity Management Chapter 11. Process Analysis and Resource Chapter Quizzes and Homework Assignments
Nov 3 – Nov 16	5	Chapter 12. Managing Inventories in Supply Chains Chapter 13. Supply Chain Management and Logistics Chapter 14. Resource Management Chapter 15. Operations Scheduling and Sequencing Chapter Quizzes and Homework Assignments

Nov 17- Dec 11	6	Chapter 16. Quality Management Chapter 17. Quality Control and SPC Chapter 18. Lean Operating Systems Chapter 19. Project Management Chapter Quizzes and Homework Assignments Final Exam
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Grading

GCSC Grading Scale

Final grades will be assigned based on the following scale:

A = 90 – 100%

B = 80 – 89%

C = 70 – 79%

D = 60 – 69%

F = Below 60%

Calculation of Grades

Grades are calculated using the following approximate breakdown:

Exploring Excel 10%

Homework 30%

Quizzes 20%

Exams 40%

Incomplete Grades

Grades of Incomplete in any course can only be assigned to students who have an emergency arise during the last two weeks of the course. To receive an Incomplete, students must:

- Submit a written request to the instructor prior to the last face-to-face class meeting. For online courses, a written Incomplete request must be received no later than the week before the Final Exam period begins.
- Have completed no less than 60 percent of the course requirements and be passing the course at the time the request for an Incomplete is submitted.

Important Note: The Incomplete option provides 30 days from the date grades are due to make up any missing work; if work is not submitted during this period, the grade will automatically change to an “F” in Lighthouse.

Course Policies

Accessibility Statement

Gulf Coast State College supports an inclusive learning environment for all students. If there are aspects of the instruction or design of this course that hinder your full participation, reasonable accommodations can be arranged. Prior to receiving accommodations, you must register with Student Accessibility Resources. Appropriate academic accommodations will be determined based on the documented needs of the student. Please visit [GCSC's Student Accessibility Resource \(SAR\) webpage](#) to learn more. For information regarding the registration process, email sar@gulfcoast.edu or call 850-747-3243.

Attendance Policy

Regular class attendance and participation are significant factors that help to promote success in college. Students are expected to attend all class meetings of all courses for which they are registered.

You are expected to know the instructor's specific attendance policy, as stated in the syllabus for each course. In the event of absence, you should contact your instructor as soon as possible to indicate the reason and to inquire whether make-up work is possible. (Make-up work is offered solely at the discretion of your professor.)

If your absences in a class become excessive, as stated in the course syllabus, your professor may contact you, indicating that further absence may result in your withdrawal from the course. Your professor can withdraw you from a course for excessive absences without your permission.

Instructors will monitor attendance at the beginning of each semester. If you are not in attendance during this period, you may be withdrawn from the course. You will be financially responsible for the course and a "W or NS" will appear on your transcript. Withdrawal from a course may also have implications for financial aid.

Make-Up Work Policy

Class assignments are due by the assigned date and time found on the Course Schedule and in MindTap. Late assignments will NOT be accepted and deadlines will NOT be extended. Note: You will not see assignment due dates reflected in Canvas or on the Canvas calendar. MindTap and the Course Schedule indicate dates and times assignments are to be submitted.

Students must take exams as scheduled. Missed exams due to an unexcused absence will result in a grade of "0" for that exam. Notification must be provided to the instructor prior to the scheduled exam for extenuating circumstances (where possible).

Withdrawal Policy

Two withdrawals are permitted per credit course. After that, a grade will be assigned. Please be concerned about withdrawals. When admitting students into certain programs, universities may

calculate withdrawals as grades. It is your responsibility to verify the effects of enrollment and/or withdrawal upon your financial assistance (financial aid, scholarships, grants, etc.). There are two kinds of withdrawals---student and administrative.

- *Student Withdrawal (W1)* - Students wishing to withdraw must complete the online Student Withdrawal Form before the scheduled withdrawal deadline as published in the College catalog. Student withdrawals initiated prior to the scheduled withdrawal deadline will be recorded as a grade of "W." The withdrawal deadline for an off-term or condensed term is one week after midterm.
- *Administrative Withdrawal (W2)* – A faculty member may withdraw a student up to the published withdrawal deadline for violation of the class attendance policy in which case the student will receive a grade of "W." The withdrawal deadline for an off-term or condensed term is one week after midterm.

Students cannot withdraw from developmental studies courses (college-preparatory classes) after the drop/add period without written permission from their instructor and/or their academic advisor.

Academic Integrity

Honest participation in academic endeavors fosters an environment in which optimal learning can take place and is consistent with the college's mission. Academic misconduct, including cheating or plagiarism, is destructive to the spirit of an educational environment. GCSC professors report every instance of student academic misconduct to the college for inclusion on the student's records. Most course syllabi include an academic honesty policy and the consequences for violating this policy. Familiarize yourself with course policies regarding authorized or unauthorized use of AI to avoid the pitfalls of academic dishonesty.

The following definitions will apply:

"Cheating"

includes but is not limited to use of any unauthorized assistance in taking quizzes, tests, or examinations; dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; the acquisition without permission of tests or other academic materials belonging to a member of the College's faculty.

"Plagiarism"

includes, but is not limited to, the use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment as well as the purchase of papers or projects. It can also include overuse of an editing program like Grammarly or submitting work written by an Artificial Intelligence (AI) generator like ChatGPT. Make certain to consult your course syllabi for your instructor's guidelines of AI material.

"Self-plagiarism"

occurs when a student submits the same or considerably similar document to fulfill requirements in different classes. For example, if a student submits a term paper in Religion they originally wrote for an English class, this is self-plagiarism. Once a paper receives a grade in one class, it cannot be submitted again for another class.

"Generative Artificial Intelligence (AI)"

is technology that uses machine learning to create new content, such as text, images or code, based on user input. These systems are trained on vast amounts of data, including large language models and image or code generators. Common examples include ChatGPT, GitHub, Copilot, Google Gemini, Perplexity, and the Grammarly AI function.

Sanctions for incidences of academic misconduct, depending on the severity of the incidence and/or its repetition, may range from receiving an F grade (or 0) for the test, assignment, or activity, to failure of the course, to suspension or dismissal from the college.

Classroom Recording

In accordance with federal and state privacy laws, students may record class lectures for their own personal educational use, in connection with a complaint to the college, or as evidence in internal or external legal proceedings. Students may not publish or upload the recordings or any components thereof without the knowledge and written permission of the faculty member. Failure to obtain permission to publish could lead to the students' having to pay damages, attorney fees, and court costs. For more information about what can be recorded, please see the guidelines in the GCSC Student Handbook.

Generative Artificial Intelligence (AI) Policy

The use of generative AI tools in academic work requires clear guidelines to maintain academic integrity. Please review the policy selected for this course regarding the use of AI tools such as ChatGPT, Copilot, Grammarly's AI features, and similar platforms for assignments, research, and other coursework.

See the student handbook for further information. Students with questions about acceptable use should consult their instructor.

Generative AI Use with Permission and Disclosure

Students may use basic assistive technologies for spelling, grammar, and formatting (e.g., PaperRater or SpellCheckPlus). Generative AI tools (e.g., ChatGPT, Copilot, Grammarly's AI function, etc.) may also be used for classes and/or assignments where instructors have given explicit permission. Students must clearly disclose and properly cite any AI-generated content used in their work, following course guidelines. Students are permitted to use AI only in the manner and means described by the instructor. Unacknowledged or unauthorized AI use will be treated as a violation of academic integrity and may result in penalties, including a zero on the assignment and additional disciplinary actions as outlined in the college's academic integrity policy.

Anti-Discrimination Policy

Gulf Coast State College does not discriminate against any person in its programs, activities, policies or procedures on the basis of race, ethnicity, color, national origin, marital status, religion, age, gender, sex, pregnancy, sexual orientation, gender identity, genetic information, disability, or veteran status. All questions or inquiries regarding compliance with laws relating to non-discrimination and all complaints regarding sexual misconduct or discrimination may be directed to Amanda Reed, Executive Director of

Human Resources/Title II/504/Title IX Coordinator and Employment Equity Officer, Gulf Coast State College, 5230 W. US Highway 98, Panama City, FL 32401; 850-769-1551, ext. 3516. Rules, policies, fees, and courses described in this catalog are subject to change without notice.

Syllabus Policy

For any syllabus posted prior to the beginning of the term, the instructor reserves the right to make minor changes prior to or during the term. The instructor will notify students via e-mail or Canvas announcement when changes are made in the requirements and/or grading of the course.

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Remember: This course is not one in which students may work at their own pace. Each week there are learning modules, assignments, online lectures, online discussions, and/or online exams with due dates. Refer to the schedule within this syllabus for more information.

Student Support Resources

Gulf Coast State College is committed to providing you with the resources you need for success as a student and beyond. View all the academic and student support resources provided at GCSC on the [Student Services web page](#).

Course Technology & Support

To successfully participate in this online course, students must have basic computer and digital information literacy skills and meet the following technology requirements:

- **Computer:** Up-to-date web browser that supports the Canvas learning management system; please refer to the system requirements for compatibility and information on using the Canvas app on mobile devices.
- **Internet Speed:** Minimum bandwidth of 8 Mbps upload/download speed to effectively engage in online activities and access multimedia.
- **Office 365 software:** Available for free download through GCSC Information Technology Services (ITS).

If you need technical support, contact the ITS Help Desk, available 24/7 at (850) 913-3303.