

## MGT 3501 – Operations Management Course Syllabus

Fall 2026

**Delivery:** 100% Web-Based, Asynchronous

**Dates course will run:** August 18 – December 07

### Instructor Information

Morvarid Rahmani, Associate Professor

**Office Hours:** Weekly office hours via Teams on Wednesdays 2-3pm EST. Attendance is optional but highly encouraged.

### General Course Information

#### Description

This course introduces you to the strategic and operating issues and decisions involved in managing the business and operational processes within an enterprise. Operations management consists of business functions that guide and control value-adding transformation processes in which resources are transformed into goods or services. Operations management tools help business organizations improve their transformation processes in order to better match supply with demand and gain a competitive advantage.

The course is designed to introduce you to what every general manager or consultant should know about the field. Therefore, an important goal of this course is that you understand the fundamental concepts, opportunities and challenges in the area so that, as a manager or consultant, you can act wisely and to the best advantage.

#### Pre- &/or Co-Requisites

MGT 2250: Management Statistics

#### Course Goals and Learning Outcomes

This course discusses a wide range of Operations Management concepts, such as operations strategy, process analysis, service management, supply chain management, inventory planning, sustainable operations, and quality management.

#### Course Learning Outcomes

By the end of the course, students will be able to:

1. Connect the operations concepts of operations strategy, process analysis, inventory planning, and supply chain management to real industry situations.
2. Map, analyze, and identify opportunities to improve service and manufacturing processes.
3. Apply managerial principles and analytic methods to manage variability in processes.
4. Identify opportunities and apply operational tools to improve supply chain coordination.

## Course Materials

### Required Text:

The Goal (any edition) by Eliyahu M. Goldratt & Jeff Cox, North River Press.

### Optional Reference Text:

*Matching Supply with Demand: An Introduction to Operations Management* (3<sup>rd</sup> Edition or later), by Gérard Cachon & Christian Terwiesch, McGraw-Hill/Irwin (ISBN: 978-0-07-352520-4).

### Additional Materials/Resources

Cases to be purchased from Harvard Business Publishing. See the link on Canvas.

### Course Website and Other Classroom Management Tools

Additional course materials are posted on Canvas. Locate the course by logging in at <https://canvas.gatech.edu/>

## Course Requirements, Assignments & Grading

The course assignments will assess your understanding of the tools and concepts covered, your ability to integrate and apply those concepts, and your contribution to the learning experience of the class. To do this, we shall weigh these various activities in the following manner.

- |                       |     |              |
|-----------------------|-----|--------------|
| 1. 4 Quizzes          | 30% | (individual) |
| 2. Assignments        | 20% | (individual) |
| 3. Insight Activities | 20% | (individual) |
| 4. Final Examination  | 30% | (individual) |

### Grading Scale

Your final grade will be assigned as a letter grade according to the following scale:

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	0-59%

Final cumulated scores of the class will be analyzed to determine if an adjustment or curve is necessary. However, a curve will only help you. Therefore, if you have a 90% or more you will get an A in the class. I won't curve to raise the minimum requirements for grades, only lower them if necessary.

### Description of Graded Components

#### 1. Quizzes (30%)

There will be four quizzes to help you check your understanding of the material covered. The quizzes are handled on Canvas and are closed book and closed notes. You will need a calculator

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for the exam, use of cellphones and tablets are not permitted during the exam at any time. You may use one two-sided (8 ½ x 11 inches) original hand-written or typed note and formula sheet to each exam. You can take quizzes any time during their specified time window on Canvas (which is about a week). However, it is important to prepare and review materials before taking each quiz, because from the time you start, **you will have 55 minutes to complete each quiz**. The lowest quiz score will be dropped from the calculation. You will require a calculator for all quizzes.

## **2. Assignments (20%)**

We will have several assignments on Canvas. Please thoroughly review readings and respond to specific questions. It is required that each of you individually respond to all questions posted and by the due date. One assignment will be dropped from the final grade calculation.

## **3. Insight Activities (20%)**

There will be several engagement activity assignments to help you better understand the context and relate it to real-world situations. Insight activity submissions will be handled through Canvas, and late submissions will not be accepted. However, one lowest score will be dropped from the final grade calculation.

## **4. Final Examination (30%)**

The final exam is comprehensive (covers the entire course), will be given during the Final Exam week, and be conducted on Canvas. The final exam is closed book and closed notes and will require a basic calculator. Use of cellphones and tablets are not permitted during the exam at any time. You may use one two-sided (8 ½ x 11 inches) original hand-written or typed note and formula sheet to each exam. Sharing of course material and notes is not allowed during the exam. The exam will be open for three days. However, from the time you start, **you will have three hours to complete it**.

## **Extra Credit Opportunities (optional)**

### **Course Instructor Survey (CIOS) Bonus Points**

If we reach above 85% response rate, the whole class will receive a bonus of 1 point for the final grade. If we reach above 90% response rate, the whole class will receive a bonus of 2 points for the final grade.

## **Submitting Assignments**

All assignments (homework, knowledge checks, exams etc.) must be completed and submitted in Canvas. Sending assignments (homework, knowledge checks, exams etc.), whether early, on time, or late to the professors is not permitted and will not be accepted. If there are technical issues, please notify the help desk, as well as the professor immediately.

## **Assignment Due Dates**

All assignments will be due at the times listed on Canvas. These times are subject to change so please check back often. Please convert from UTC to your local time zone using a [Time Zone Converter](#).

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## **Late and Make-up Work Policy**

Late submissions will not be accepted. Requests for make-up exams or assignments will only be considered with documented, excused reasons (e.g., health-related issues).

## **Timing Policy**

The Modules follow a logical sequence that includes knowledge-building and experience-building. You will have access to the course content for the scheduled duration of the course.

## **Grading and Feedback**

All assignments will be graded within one week of their due dates. Please make re-grading requests for an evaluation component within one week of your receipt of the evaluation.

## **Technology Requirements and Skills**

### **Computer Hardware and Software**

- High-speed Internet connection
- Laptop or desktop computer with a minimum of a 2 GHz processor and 2 GB of RAM
- Windows for PC computers OR Mac iOS for Apple computers.
- Complete Microsoft Office Suite or comparable and ability to use Adobe PDF software (install, download, open and convert)
- Mozilla Firefox, Chrome and/or Safari browsers

### **Technology Skills**

Basic technology skills are needed, such as navigating a computer operating system, launching and quitting applications, connecting to the Internet, using a web browser to search the World Wide Web, downloading, saving, and uploading files, and sending and replying to email. It might also include basic skills in MS Word, MS PowerPoint, MS Excel and any other software applications that the course will be using.

### **Canvas**

This class will use Canvas to deliver course materials to online students. ALL course materials and activities will take place on Canvas.

### **Onboarding Quiz and Proctoring Information**

All Georgia Tech degree and certificate students are required to complete the Onboarding Quiz with Honorlock in the first week of the course. Honorlock is utilized for student identity verification and to ensure academic integrity. Honorlock provides student identity verification via facial and ID photos. You may also be asked to scan the room around you. The Onboarding Quiz is needed to help make sure that your identity is verified and that your system is set up to work with Honorlock online proctoring tool. You are required to complete this quiz early in the semester to avoid problems when taking proctored exams.

## Technology Help Guidelines

**30-Minute Rule:** When you encounter struggles with technology, give yourself 30 minutes to 'figure it out.' If you cannot, then post a message to the discussion board; your peers may have suggestions to assist you. You are also directed to contact the Helpdesk 24/7.

When posting or sending email requesting help with technology issues, whether to the Helpdesk, message board, or me use the following guidelines:

- Include a descriptive title for the subject field that includes 1) the name of course 2) the issue. Do NOT just simply type "Help" into the subject field or leave it blank.
- List the steps or describe the circumstance that preceded the technical issue or error. Include the exact wording of the error message.
- When possible, always include a screenshot(s) demonstrating the technical issue or error message.
- Also include what you have already tried to remedy the issue (rebooting, trying a different browser, etc.).

## Course Policies, Expectations & Guidelines

### Communication Policy

- Email course questions and personal concerns, including grading questions, to me privately using... Do NOT submit posts of a personal nature to the discussion board unless it is a private post on Ed Discussions.
- Email will be checked at least twice per day Monday through Friday; Saturday and Sunday, email is checked once per day. During the week, I will respond to all emails within 24 hours; on weekends and holidays, allow up to 48 hours. If there are special circumstances that will delay my response, I will make an announcement to the class.
- Student Forum/Q&A discussion boards will be checked twice per day Monday through Friday; Saturday and Sunday, these discussion boards will be checked once per day.
- Virtual office hours will be held using the Teams. I will hold Virtual Office Hours every week, as well as special office hours for dedicated topics, such as a large, upcoming assignment. Special topic hours will be announced in advance. I am also happy to schedule one-on-one office hours in person, via...
- For questions related to technology, [Digital Learning Support](#) for assistance. You can also reach the Canvas Hotline by phone at 1(877) 259-8498 or email at [support@instructure.com](mailto:support@instructure.com).

### Online Student Conduct and (N)etiquette

Communicating appropriately in the online classroom can be challenging. In order to minimize this challenge, it is important to remember several points of "**internet etiquette**"

that will smooth communication for both students and instructors:

1. **Read first, Write later.** Read the ENTIRE set of posts/comments on a discussion board before posting your reply, in order to prevent repeating commentary or asking questions that have already been answered.
2. **Avoid language that may come across as strong or offensive.** Language can be easily misinterpreted in written electronic communication. Review email and discussion board posts BEFORE submitting. Humor and sarcasm may be easily misinterpreted by your reader(s). Try to be as matter-of-fact and professional as possible.

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3. **Follow the language rules of the Internet.** Do not write using all capital letters, because it will appear as shouting. Also, the use of emoticons can be helpful when used to convey nonverbal feelings. ☺
4. **Consider the privacy of others.** Ask permission prior to giving out a classmate's email address or other information.
5. **Keep attachments small.** If it is necessary to send pictures, change the size to an acceptable 250kb or less (one free, web-based tool to try is [picesize.com](http://picesize.com)).
6. **No inappropriate material.** Do not forward virus warnings, chain letters, jokes, etc. to classmates or instructors. The sharing of pornographic material is forbidden.

**NOTE:** *The instructor reserves the right to remove posts that are not collegial in nature and/or do not meet the Online Student Conduct and Etiquette guidelines listed above.*

## University Use of Electronic Email

A university-assigned student e-mail account is the official university means of communication with all students at Georgia Institute of Technology. Students are responsible for all information sent to them via their university-assigned e-mail account. If a student chooses to forward information in their university e-mail account, he or she is responsible for all information, including attachments, sent to any other e-mail account. To stay current with university information, students are expected to check their official university e-mail account and other electronic communications on a frequent and consistent basis. Recognizing that some communications may be time-critical, the university recommends that electronic communications be checked minimally twice a week.

## Plagiarism & Academic Integrity

Georgia Tech aims to cultivate a community based on trust, academic integrity, and honor. Students are expected to act according to the highest ethical standards. All students enrolled at Georgia Tech, and all its campuses, are to perform their academic work according to standards set by faculty members, departments, schools and colleges of the university; and cheating and plagiarism constitute fraudulent misrepresentation for which no credit can be given and for which appropriate sanctions are warranted and will be applied. For information on Georgia Tech's Academic Honor Code, please visit <http://www.catalog.gatech.edu/policies/honor-code/> or <http://www.catalog.gatech.edu/rules/18/>.

Any student suspected of cheating or plagiarizing on a quiz, exam, or assignment will be reported to the Office of Student Integrity, who will investigate the incident and identify the appropriate penalty for violations.

## Copyright

You are explicitly forbidden from sharing any of the course materials including the slides, the video recordings (or their audio, screenshots, or transcripts), any assignment or exam questions and answers with anyone. You are not allowed to upload them to any websites, servers or social media at any time.

## Accommodation for Students with Disabilities

If you are a student with learning needs that require special accommodation, contact the Office of Disability Services at (404)894-2563 or <http://disabilityservices.gatech.edu/>, as soon as possible, to make an appointment to discuss your special needs and to obtain an accommodations letter. Please also e-mail me as soon as possible in order to set up a time to discuss your learning needs.

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## **Student-Faculty Expectations Agreement**

At Georgia Tech we believe that it is important to strive for an atmosphere of mutual respect, acknowledgement, and responsibility between faculty members and the student body. See <http://www.catalog.gatech.edu/rules/22/> for an articulation of some basic expectation that you can have of me and that I have of you. In the end, simple respect for knowledge, hard work, and cordial interactions will help build the environment we seek. Therefore, I encourage you to remain committed to the ideals of Georgia Tech while in this class.

## **Subject to Change Statement**

The syllabus and course schedule may be subject to change. Changes will be communicated via Canvas announcement tool. It is the responsibility of students to check email messages and course announcements to stay current in their online courses.

## Course Schedule

Please see modules related to each week on Canvas. All assignments, quizzes, and readings are posted on the corresponding modules. The exact due dates are available on Canvas.

A tentative course schedule is shown below. This is an approximate schedule, and the pacing may vary during the term. In general, even if the specific date of coverage may change slightly, the order of coverage should remain as presented below. Modifications may be made as the semester progresses, and the appropriate changes will be announced in class and on Canvas.

Week	Topic	Case Study	Due
Week 1	Strategic Role of Operations		Assignment 1- Aug 24 Insight activity (a)- Aug 24
Week 2	Process View	Kristen's Cookie	Assignment 2- Aug 31 Insight activity (b)- Aug 31
Week 3	Process Analysis		Quiz #1- Sep 7
Week 4	Forecasting		Assignment 3 – Sep 14 Insight activity (c)- Sep 14
Week 5	Inventory Management		Assignment 4- Sep 21
Week 6	Inventory Management		Assignment 5- Sep 28
Week 7	Inventory Management	HP Deskjet	Quiz #2- Oct 5 Assignment 6- Oct 5
Week 8	Fall Break		
Week 9	Newsvendor model	Sport Obermeyer	Assignment 7 - Oct 19
Week 10	Supply chain Management		Assignment 8 - Oct 26
Week 11	Supply chain Coordination		Quiz #3 - Nov 2
Week 12	Revenue Management		Quiz #4 - Nov 9
Week 13	Quality Management		Assignment 9– Nov 16 Insight activity (d) – Nov 16
Week 14	Innovation Management		Assignment 10- Nov 23
Week 15	Thanksgiving Break		
Week 16	Guest Interviews		
Exam	Final Exam		