

# MGT 3501 - Operations Management

Summer 2026 (O)

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**Class Times:** Class is fully remote  
**Office Hours:** Tues/Thur 8:30 – 9:30 or By Appointment

**Course Text:** *Operations and Supply Chain Management*, 15<sup>th</sup> Edition, by Chase, Jacobs, and Aquilano, 2005: McGraw-Hill/Irwin, New York, NY.

Note: While we use the latest edition, you have the opportunity to buy a used text if you prefer. The 12<sup>th</sup>, 13<sup>th</sup>, and 14<sup>th</sup> editions are sufficient.

**Prerequisite:** MGT 2250- Management Statistics

## **Course Description:**

Operations management (OM) is defined as the design, operation, and improvement of the systems that create and deliver the firm's primary products and services. Understanding the role of the operations function and its impact on the competitiveness of the firm is an important part of any manager's training. Operational issues include designing, acquiring, operating, and maintaining facilities, employees and processes; purchasing raw materials or component parts; developing new products and services; controlling and maintaining inventories; and providing the labor needed to produce a product or service so that customer expectations are met.

This course in OM is intended to be a survey of operating practices and models in both manufacturing and service-oriented firms. It is intended to provide managers in all functional areas with sufficient knowledge to make informed, "total business decisions" and to introduce standard terms and concepts for communications with operations personnel. In such a course, it should be recognized that breadth of subject matter, not depth of topic, is the goal.

## **Course Objectives:**

- Able to describe how OM is vital to an organization
- Build both quantitative and qualitative analysis skills, especially those needed for managing important business tradeoffs
- Provide real world case studies, which can be used to help learners evaluate various problems that arise in practice
- Enable students to understand why the principals discussed are important to a business and how they are to be implemented using best practice techniques.

**Grading Policy:**

Final course grades will be assigned according to the following weights:

(3) Exams:	45% (15% each)
Current Event Post:	5%
Quizzes/Assignments:	25%
Final Exam:	25%

If you have an issue or a concern with your grade in an exam, quiz or assignment, please provide a detailed, written request for re-grade within one week of receiving your grade. I will reserve the right to re-grade the entire exam or assignment (and not only the specific question you are contesting).

Grade distribution is as follows: A – 90 to 100. B – 80 to 89. C – 70 to 79. D – 60 – 69. F – 59 & below.

**Quizzes:**

Short quizzes will be assigned ~once per week and should take no longer than 5-7 minutes to complete pertaining to prior lectures. The quizzes are designed to be a low-stakes learning opportunity. All quizzes will be completed in Canvas. Students will get to drop their lowest quiz at the end of the semester, based on % of grade earned.

**Assignments Exercises:**

Short assignments will be given throughout the course. Topics and types of assignments will vary. Please read the weekly announcements to stay up to date on when assignments are due.

**Current Event Post**

Each student is required to submit one current event discussion post before the end of the semester. The post will relate a current event to a topic we have discussed in class. In Canvas Discussion, the student will attach the article, link, etc. of the current event, then write a description of how the current event relates to a topic using the following as a guide:

- Demonstrate a thorough understanding of the topic and current event
- Provide insightful analysis (in other words, use your own thoughts)
- What questions came to mind after reading the current event?
- Was it a successful application of Operations Management? Why or why not? Do you have any recommendations on what could have been done differently?

**Exam Policies:**

Exams will be given this semester to test the student's knowledge. Topics covered on the exam will be lectures, documentaries, and articles (if posted). All exams are cumulative. Lockdown browser or Honorlock may be required in order to take the exam. Make sure it is installed and works properly before starting the exam. Per Georgia Tech's policy, any cheating will result in, at minimum, a penalty of twice the potential advantage from cheating. All cases of alleged cheating will be referred to the Dean of Student Affairs for disciplinary action. I strongly encourage all students to visit the website of the Office of Student Integrity at <http://www.osi.gatech.edu/index.php/>.

### **Lectures:**

This class is 100% asynchronous, meaning that all lectures are recorded and available for students to watch. There are no live sessions for students to attend. Each week certain recordings will be released in Canvas for students to watch. It is critical for students to keep up with the schedule and not get behind on the recordings! To supplement the recorded lectures, there are (4) documentaries for students to watch.

- The Founder
- Why Global Supply Chains May Never be the Same ([https://www.wsj.com/video/series/chain-reaction/why-global-supply-chains-may-never-be-the-same-a-wsj-documentary/4EFE56B6-8A1D-4478-9F88-8F055AFBF675?mod=trending\\_now\\_video\\_1](https://www.wsj.com/video/series/chain-reaction/why-global-supply-chains-may-never-be-the-same-a-wsj-documentary/4EFE56B6-8A1D-4478-9F88-8F055AFBF675?mod=trending_now_video_1))
- Challenger: The Final Flight
- The Last Blockbuster

### **Late Policy**

Students missing an assessment due to an official Georgia Institute of Technology event must prearrange an alternative time to submit the assessment. All other cases will follow the following policy:

*Quizzes:* There are no makeups available for missed quizzes.

*Current Event Post:* There is no makeup available for missing the current event discussion post.

*Assignment Exercises:* Students can submit assignment exercises late, with the following penalty applied to their grade. 0 to 6 hrs late → Max grade of 95%. 6 hrs to 24 hrs late → Max grade of 90%. 24 hrs to 48 hrs late → Max grade of 80%. After 48 hours, no late submissions will be accepted.

*Exams:* Students must contact the professor before the exam starts to be eligible for the late submission policy. The professor may allow a make-up exam, if the time frame does not give the student an unfair advantage of additional study time. Alternatively, the missed exam score will be replaced by the student's final exam score. If a student fails to notify the professor prior to the exam, the student will receive a grade of zero for the missed exam.

### **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. Review [Georgia Tech's Honor Code](#) and the student [Code of Conduct](#).

Any student suspected of cheating or plagiarism 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.

### **Official Communications:**

Both Canvas and the class email distribution list are used to post information on class changes, upcoming assignments, grades, etc. Communications will be sent to the Georgia Tech student email that is assigned to you by the Institute. It is your responsibility to have the Georgia Tech email account active and to receive and regularly read messages written to that address.

### **Accommodations for Disabilities:**

If you are a student with learning needs that require special accommodation, [contact the Office of Disability Services](#) (404-894-2563) 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.

**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. [The Student-Faculty Expectations](#) articulate some basic expectations 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.