Welcome to Production/Operations Management! I look forward to working with you throughout the semester. This course will introduce you to operations management and help you be successful in business and graduate MBA studies. This course is for online delivery and allows you to take the course without having to travel to campus. However, as with classroom courses the responsibility for learning lies with you. I have attempted to provide all of the materials that you will need to be successful in the course. This class begins on January 8, 2018 and ends on or before May 4, 2018. It is a 16-week course. The last page of the syllabus provides a weekly schedule. Materials are posted to D2L prior to the beginning of each week so that all students are progressing through the course at the same pace. There are regular assignments and discussion board forums in addition to exams and a project to allow you to provide evidence of your mastery of the material.

If you have taken an online course through USD before, you are familiar with the format of online courses as well as some of skills required to succeed in an online learning environment. If you have not yet experienced an online course, I hope that this first experience will be a very productive learning opportunity for you. You will need a computer with an up-to-date browser. Microsoft Explorer is not supported, so use Firefox, Chrome, or Safari. Also, Mac users will occasionally have some difficulty with different commands/formulas than are demonstrated during lectures. You will also need a relatively fast Internet connection in order to avoid frustration with watching the lecture videos. This course is presented in D2L, an effective pedagogical tool utilized by many educational institutions worldwide and provided to you by USD. Students access the course web site using the URL: http://d2l.sdbor.edu. If you have not used D2L before, there is a tutorial available on USD’s Division of Continuing and Distance Education website at http://www.usd.edu/cde/upload/Online-Orientation-Guide.pdf. Once you have successfully logged into D2L, you will see a list of course links including one titled “Production/Operations Management.” Simply click on that link and you will find the home page for the course. Students will have access to many tools to assist in learning the material during the course including some taped lectures, lecture notes, homework problems and answers, class discussion, and virtual office hours.

Each week during the semester, there will be lecture videos to watch and workbook homework/activities to complete. The syllabus outlines the course specifics. You will have the opportunity for online office hours or telephone conversations with me on a one-on-one basis. Success in this type of instruction requires that you maintain a weekly schedule of course completion, and the course is designed around that philosophy. I will periodically check your progress and log ins to assess your class attendance. Online learning requires discipline. You must devote sufficient time to the course, and schedule that time wisely. In order to be successful I would estimate that you should expect to spend 5-10 hours per week on this course depending on the chapter subject. This consists of reading the workbook, watching the lecture videos, completing
Level 1, Level 2, and Level 3 assignments, and participating in discussion forums/office hours as needed.

During the "work week" – Monday through Friday – I will log onto the D2L course at least once a day to respond to e-mail and answer questions. I will make every effort to respond to your e-mails within 24 hours. For submitted homework I will typically grade and return work within 48 hours of receipt. You can always get in touch with me at my USD e-mail address (tom.martin@usd.edu). My USD telephone number is 605-658-6555, but I check e-mail much more frequently than voice mail.

Additional materials/files will be sent to you or announced as available on D2L or via e-mail. I look forward to the interactions that will become a regular feature of this course beginning the week of January 9th, 2017. Good luck in the pursuit of your degree!

Here is a list of a few items that you might want to take care of before class begins on January 8th:

1. **Text** - Obtain the workbook, *Lean Operations Management*, by Daniel L. Tracy and Thomas C. Martin, *(required)* - this contains prepared lecture notes, class examples, and homework. Textbook ordering information is available in the syllabus. The textbook is available through Barnes and Noble Bookstore at USD. They will ship it to you or you can pick it up if you live in the Vermillion, SD area. **You cannot buy a used copy of the text!** This is a combined workbook/textbook and is single-use for each semester.

2. **USD E-mail Account** - You need a D2L account and password to access this course, and you need to check your D2L e-mail daily throughout the semester as I will send course information to your USD account. If you do not have such an account, or if you have forgotten your password, please contact Continuing Education 1-800-233-7937 as soon as possible so they can assist you. The USD Information Technology Services Help Desk is also available to assist you with any problems that you have in accessing D2L. You can contact the Help Desk at 605-677-5028 or at helpdesk@usd.edu.

3. **D2L** – This course is 100% online in D2L. Students access the course web site using the URL: [http://d2l.sdbor.edu](http://d2l.sdbor.edu). Once you log on to D2L and the BADM 425/525 course page, please explore it to familiarize yourself with the layout of the course site.

4. **Calculator** – Purchase any scientific/business calculator to use for homework and exams if you don’t already own one. You cannot use a cell phone calculator or computer for exams!

A typical week’s schedule will look similar to this:

Saturday morning, 12:30am Central Time – Content for the week is usually available. This includes the video lectures, homework files and any links.
Saturday-Wednesday – Watch lectures, read the chapters, work problems, participate in discussion boards, etc.
Thursday-Friday – Homework due, submit to D2L dropbox.
Saturday morning – Cycle begins again

See you online,

Tom