

Cape Fear Community College
Fall 2025
ISC-131-I01: Quality Management
Online Format Credit & Class Hours: 3

Instructor: Dr. Ronnie Milam
E-mail: rbmilam109@cfcc.edu
Web: N/A

Office: Virtual
Office Phone: 910-465-6347
Office Hours: By Appt. only

COURSE DESCRIPTION

This course provides a study and analysis of the aspects and implications of quality management that lead to customer satisfaction through continuous quality improvement. Topics include Total Quality management, ISO 9000, organizing for quality, supplier/vendor relationships, and the role of leadership in quality management. Upon completion, students should be able to demonstrate an understanding of quality management concepts and techniques.

COURSE PREREQUISITES and/or COREQUISITES

Prerequisite: none

Corequisite: none

COURSE LEARNING OBJECTIVES

Students should meet all the following learning objectives upon completion of the course:

- A. Demonstrate general knowledge of quality management.
- B. Evaluate customer and workforce focus in quality systems
- C. Apply process management and improvement tools using statistical methods, process mapping, and other quality tools.
- D. Develop strategies for quality and performance excellence
- E. Formulate strategic plans that align organizational vision, mission, and goals with quality principles to achieve competitive advantage.
- F. Compare and Implement Quality Improvement Methodologies
- G. Develop a presentation and paper where students present their Quality Management analysis.

STUDENT LEARNING OUTCOMES and CRITICAL THINKING SKILLS

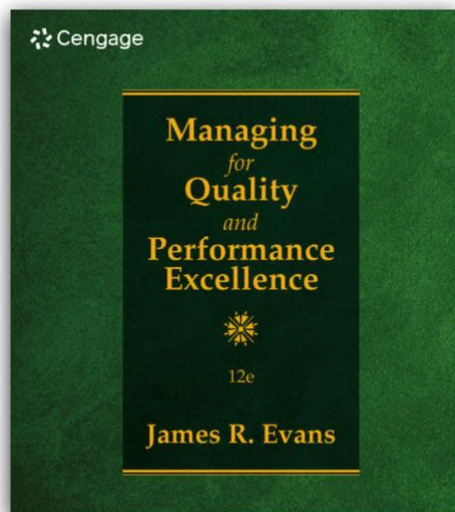
Each of the objectives listed above will be met and assessed in one or more ways through the discussion board, homework (study questions, cases, etc.), quizzes, tests, and the presentations & paper. In this course, students will complete:

- 1. Chapter quizzes that assess students' general knowledge, terminology, and concepts of the subject matter (objectives A and D).
- 2. Discussion Board participation that measures the student's ability to identify and apply the course material concepts and techniques (objectives A, D, and F).
- 3. Chapter tests assess students' general knowledge, terminology, and concepts of the subject matter (objectives A and D).
- 4. Various homework assignments (objectives B, C, D, and E).
- 5. Operations & Production Planning, in which students research and solve an industry problem (objectives F and G).
- 6. Students will present their Quality Management Project (objective G).

REQUIRED COURSE TEXTBOOK and SUPPLIES:

Text – Managing for Quality and Performance Excellence, 12th edition, by James R. Evans, Cengage 2025, ISBN # 978-0-357-98478-9. This ISBN contains the textbook and the MindTap online platform (Bundle).

NOTE: Students who are enrolled and have paid for this course have automatic access (IA – Inclusive Access) to the e-textbook and MindTap. Therefore, students do not have to pay separately for these course materials. Students who want a hardcopy can contact the CFCC bookstore to get a loose-leaf textbook.

**PERFORMANCE EXPECTATIONS**

The following are the primary expectations of all students: self-directed work toward completion of assignments, on-time completion of assignments, attendance and participation in all classes, original work, and effective personal leadership and management. Students should expect to work 2 to 3 hours outside of class for every 1 hour of class (this is a 3 hour/week class). That means 6-9 hours of outside work for this course.

ACADEMIC INTEGRITY

Students are expected to create/develop and complete their own original work. Cheating and plagiarism (as defined in the CFCC student handbook) are not tolerated and may result in receiving a zero “0” on the assignment and/or a final grade of “F” and/or removal from the course. Students are responsible for knowing the cheating and plagiarism policies.

ONLINE CLASSROOM RULES

- ☐ Be respectful of other student’s opinions.
- ☐ Acceptable use of the computers in the labs, including access to the Internet and electronic mail as delineated in current CFCC Catalog and Student handbook.
- ☐ No other distractions as determined by the instructor.

ATTENDANCE REQUIREMENTS

All on-line students must log on and complete the attendance and enrollment verification (EV) requirement as defined in Canvas, by the census date. If not, you will be counted as a “no-show” and dropped from the course. Check your Canvas course site for more details. Online Attendance - Weekly attendance will be recorded and students will be marked absent if they do not complete the assignment(s) that are due for that specific week. *Students must actively participate (discussion board, assignments, test, homework, etc...) in this online course on a weekly basis to be counted present for attendance as measured by Canvas activity reports.* Typically, the week starts on Monday and ends on Sunday. Therefore, be sure to complete the required assignments (DB, Tests, Quizzes, Cases, Projects, etc...) by the due date per the course schedule and Canvas. **No Late Assignments Accepted!**

GRADING SCALE AND EXAM GRADE DISTRIBUTION

		Enrollment Verification (EV)	1 pt.
A	90-100	Active Participation	9 pts.
B	80-89	Homework Assignment – End of Chapter Review Questions (15 at 1 pt each)	15 pts.
C	70-79	Chapter Case Studies (4 at 2 pts. each)	10 pts.
D	60-69	Quizzes (5 at 3 pts. each)	15 pts.
F	0-59	Tests (4 at 10 pts. each)	40 pts.
		Quality Management Project	10 pts.
		TOTAL	100 pts.

INSTRUCTIONAL METHODOLOGY

ACTIVE PARTICIPATION

Students must actively participate in the Discussion Board (DB), Assignments, Tests, and Projects regularly (3-4 times per week) to receive full participation credit. Students must be engaged and add value to the discussion by incorporating course subject matter, knowledge, terminology, and experience into their discussions and positions. Students must complete the assigned reading and homework before participating in the DB and other assignments.

No Late Assignments are Accepted!

COURSE TESTS and QUIZZES

There will be five (4) tests and five (5) quizzes with T/F and multiple-choice questions. Questions will be taken from the textbook and lectures. Students are expected to take every test by the due date stated on the course schedule. Students should take advantage of the “Test Review” to go over before they take the test. They are located under Coursework. **No Late Assignments are Accepted!**

ASSIGNMENTS and HOMEWORK

Students must complete all assignments and homework requirements as denoted by the course syllabus, schedule, Canvas, and the Professor. There will be five (4) Chapter Case Studies taken from the textbook. Students are expected to review each Case Study assigned and answer all Case Questions presented in the textbook after the Case Study. All of the questions can be found in the Case Questions for Discussion at the end of the Case Study. **No Late Assignments are Accepted!**

QUALITY MANAGEMENT PROJECT

Students will be assigned an operations management project that is designed to enhance the learning process. This will be an individual project that includes researching (students should begin to research this opportunity through the textbook) a case study to be analyzed using operations management strategies. A 10-minute oral presentation and a 5-page written paper will be required to receive full credit. All criteria must be completed by the due date. All projects must follow the requirements denoted on the instruction & criteria page, under “Coursework” to receive credit. **No Late Assignments are Accepted!**

Students will develop and present a 10-minute PowerPoint presentation (must be able to see and hear the students and their PowerPoint – just like being in the classroom), explaining, demonstrating, and providing the results of their Operations & Production Planning Project. Students need to create a YouTube account (it’s free) and upload their video to YouTube (make it public so we can see it) and then use the URL (YouTube Link) to upload in the individual assignment folder under Coursework and also post it in the DB for class discussion. In addition, a 5-page paper (not counting cover sheet and references) will be required to describe the entire process they encountered when solving the Operations & Production Planning. Use APA format with 12 pt. font, double space, and at least three references.

Criteria Points	Points
Applicability to purpose/intent of assignment	25
Contextualized problem definition	20
Creativity, learning & innovation	20
Organization and thought development	10
Presentation of application assignment	15
APA Publication style	10

GRADING and INSTRUCTOR RESPONSE TIME

The instructor will make every effort to evaluate, provide feedback, and score all submitted assignments within 1 week (7 days) of the due date/time. The instructor will also make every effort to respond to student emails/phone calls within 24-48 hours of receipt. Students are highly encouraged to contact the instructor via email at rbmilam109@mail.cfcc.edu for faster service. **NOTE:** If the assignment due date and/or the email/phone call falls on a non-week day, it may take slightly longer.

FALL 2025 Course Calendar. This is the Tentative Schedule and is subject to change due to certain circumstances. Check Canvas for official due dates. The academic week starts Monday and ends Sunday. **No Late Assignments are Accepted!**

Date	Course Material Covered	Class Assignments and Due Dates/times
Online Class starts 8-18-25 Week 1 8-18-25 (M) to 8-24-25 (Su)	Introduction to the online class <u>Textbook: Managing for Quality and Performance Excellence, 12th edition</u> Chapter 1 – Principles of Quality Review Questions: 1, 3, 5, 7, 11, & 19	Read Chapter 1 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. , All Homework Exercises for <u>ALL</u> chapters are due by Sunday night of current week.
Week 2 8-25-25 (M) to 8-31-25 (Su)	Chapter 2 – Foundations of Quality Management Review Questions: 2, 14, & 23 Quiz #1	Read Chapter 2 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. All Homework Exercises for <u>ALL</u> chapters are due by Sunday night of current week. Complete quiz by Sunday Night at 11pm of the current week. <u>No Late Assignments Accepted!</u>
Week 3 9-1-25 (M) to 9-7-25 (Su)	Chapter 3 – Customer Focus Review Questions: 1, 5, & 15 Case Study: A Tale of Two Clothing Stores	Read Chapter 3 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. All Homework Exercises for <u>ALL</u> chapters are due by Sunday night of current week. <i>Case Study from Chapter 3 – Due 9-7-25.</i>
Week 4 9-8-25 (M) to 9-14-25 (Su)	Chapter 4 – Workforce Focus Review Questions: 1, 4, 8, & 20 Quiz #2	Read Chapter 4 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. All Homework Exercises for <u>ALL</u> chapters are due by Sunday night of current week. Complete quiz by Sunday Night at 11pm of the current week. <u>No Late Assignments Accepted!</u>
Week 5 9-15-25 (M) to 9-21-25 (Su)	Chapter 5 – Process Focus Review Questions: 1, 3, 5, 10, & 21 Test #1 (Chapters 1, 2, 3, 4, & 5) Located under the current Module and Week 5 in Canvas.	Read Chapter 5 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Test #1 – Opens 9-15-25 and Closes 9-21-25 in Canvas. <u>Go over the Test Review before taking the Test.</u></i>

Date	Course Material Covered	Class Assignments and Due Dates/times
Week 6 9-22-25 (M) to 9-28-25 (Su)	Chapter 6 - Statistical Methods in Quality Management Review Questions: 1, 3, 11, & 12 Case Study: National Groceries	Read Chapter 6 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Case Study from Chapter 6 – Due 9-28-25.</i>
Week 7 9-29-25 (M) to 10-5-25 (Su)	Chapter 7 - Design for Quality and Product Excellence Review Questions: 3, 6, 12, & 14 Case Study: The Elevator Dilemma	Read Chapter 7 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Case Study from Chapter 7 – Due 10-5-25.</i>
Week 8 10-6-25 (M) to 10-12-25 (Su)	Chapter 8 – Measuring and Controlling Quality Review Questions: 1, 2, 3, 8, & 13. Quiz #3	Read Chapter 8 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. Complete quiz by Sunday Night at 11pm of the current week. <u>No Late Assignments Accepted!</u>
Week 9 10-13-25 (M) to 10-19-25 (Su)	Chapter 9 – Problem Solving and Quality Improvement Review Questions: 1, 3, 4, 15, & 20. Test #2 (Chapters 6, 7, 8, & 9) Located under the current Module and Week 9 in Canvas.	Read Chapter 9 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Test #2 – Opens 10-13-25 and Closes 10-19-25 in Canvas. <u>Go over the Test Review before taking the Test.</u></i>
Week 10 10-20-25 (M) to 10-26-25 (Su)	Chapter 10 – Six Sigma: Concepts and Implementation Review Questions: 1, 5, 12, 14, & 19. Case Study: Collier Call Center	Read Chapter 9 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Case Study from Chapter 10 – Due 10-26-25.</i>
Week 11 10-27-25 (M) to 11-2-25 (Su)	Chapter 11 – The Baldrige Framework for Performance Excellence Review Questions: 1, 5, 8, & 14. Quiz #4	Read Chapter 11 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. Complete quiz by Sunday Night at 11pm of the current week. <u>No Late Assignments Accepted!</u>

Date	Course Material Covered	Class Assignments and Due Dates/times
Week 12 11-3-25 (M) to 11-9-25 (Su)	Chapter 12 – Strategy and Performance Excellence Review Questions: 1, 2, 8, 13, & 14. Test #3 (Chapters 10, 11, & 12) Located under the current Module and Week 12 in Canvas.	Read Chapter 12 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Test #3 – Opens 11-3-25 and Closes 11-9-25 in Canvas. <u>Go over the Test Review before taking the Test.</u></i>
Week 13 11-10-25 (M) to 11-16-25 (Su)	Chapter 13 – Operations Scheduling and Sequencing Review Questions: 2, 4, 9, & 13. Quiz #5	Read Chapter 13 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. Complete quiz by Sunday Night at 11pm of the current week. <u>No Late Assignments Accepted!</u>
Week 14 11-17-25 (M) to 11-23-25 (Su)	Chapter 14 – Leadership for Performance Excellence Review Questions: 1, 4, 8 & 12.	Read Chapter 14 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions.
Week 15 11-24-25 (M) to 11-30-25 (Su)	Fall Break!!!!	Enjoy Your Break!!!
Week 16 12-1-25 (M) to 12-7-25 (Su)	Chapter 15 – Building and Sustaining Quality and Performance Excellence Review Questions: 2, 6, 7 & 13. Test #4 (Chapters 13, 14, & 15) Located under the current Module and Week 16 in Canvas.	Read Chapter 20 Participate in the weekly Discussion Board (DB). Post by Wednesdays at 11pm and Reply by 11pm of the current week! Read and follow the specific DB instructions. <i>Test #4 – Opens 12-1-25 and Closes 12-7-25 in Canvas. <u>Go over the Test Review before taking the Test.</u></i>
Week 17 12-8-25 (M) to 12-12-25 (F)	FINAL PROJECT DUE Case Study in Chapter 9, "The Billing Process." Course Wrap-up. Final Scores issued.	<i>Final Project due 12-12-25. Follow instructions.</i> <i>Students are to upload their PS Project Video Link (You-Tube or other platform) and the Paper in the separate assignment folders under Coursework by 12-12-25 or Sooner.</i>

DISCLAIMER: Information contained in this syllabus was, to the best knowledge of the instructor, considered correct and complete when distributed for use at the beginning of the semester. However, this syllabus should not be considered a contract between Cape Fear Community College and any student, nor between the instructor and any student. The instructor reserves the right, acting within the policies and procedures of Cape Fear Community College, to make changes in course content or instructional techniques as needed.

FERPA Statement

Under the Family Educational Rights and Privacy Act (FERPA) of 1974, the rights of the student and the responsibilities of the institution concerning the various types of student records maintained by the institution are established. In compliance with the law, an individual becomes a student when he/she registers at the College. Upon reaching age 18 or attending an institution beyond the high school level, the student assumes the rights of his/her own school or college records. These records include the academic transcript of the College, post-secondary transcripts, high school transcripts, and other documents maintained as part of the student's permanent file with the exception of confidential letters of recommendation. All permanent academic records are housed and maintained by the Registrar. CFCC requires written authorization from the student prior to release of academic records. After a student reaches the age of 18 or enters a post-secondary institution, a student's parent(s) will be denied access to the student's academic records unless the student has given written consent to the Registrar's Office. The College assumes that all students are independent adults attending an institution designed for adult education. Students are expected to communicate directly with their instructor. Parents or guardians may be included in communications only if the student has signed a FERPA waiver that is on file in the Registrar's office granting them access; however, the student is expected to be the initiator and active participant in these communications. FERPA also prohibits high school personnel from communicating directly with CFCC faculty about student concerns or performance.

Use of Personal Protective Equipment: Cape Fear Community College is committed to the safety of our students, faculty, and staff. Accordingly, the use of personal protective equipment (PPE) may be required for students and visitors to campus in certain areas or within classroom or laboratory spaces as dictated by program requirements and/or external requirements such as those set by the American National Standards Institute (ANSI), the Occupational Safety and Health Administration (OSHA), and/or the Centers for Disease Control (CDC). Notification will be provided on our website (<https://cfcc.edu/coronavirus/>) and other media when PPE is required in CFCC buildings and public spaces due to a public health emergency.

Modifications to Instructional Methods: CFCC values the importance of offering students a variety of instructional delivery options, including traditional face-to-face instruction, online instruction, and blended (face-to-face and online) instruction. In certain circumstances such as public health emergencies or natural disasters, it may be necessary for the college to mandate a transition of face-to-face and blended classes to online delivery; by modifying the start and end dates of a class; or by other methods of adjusting instructional delivery arrangements in order to ensure the safety and wellbeing of CFCC students, faculty, and staff. Should such changes in instructional delivery become necessary, CFCC will notify all students in as timely a manner as possible and will make every effort to assist students with the transition through outreach and services such as Counseling, Tutoring, Learning Lab, etc. In such circumstances, CFCC instructors will work to ensure that students continue to have the opportunity to attain the learning outcomes listed in the course description.

Excused Absences due to Public Health Emergencies: If a student is asked to remain off campus due to a public health emergency, every effort will be made to ensure that the student remains on track with all coursework. This may include allowing the student to complete assignments and participate in the class remotely when possible. Absences incurred during the recommended quarantine period will not violate an instructor's attendance policy as long as the student has contacted the Campus Health Hotline prior to missing class. The college acknowledges that some courses include content and experiences that cannot be completed remotely. In these cases, instructors, department chairs, and the appropriate Vice Presidents will discuss what options are available to assist students in completing their course of study.

Cape Fear Community College
Spring 2026
OMT-110-I01: Intro to Operations Management
Online Format Credit & Class Hours: 3

Instructor: Dr. Ronnie Milam
E-mail: rbmilam109@cfcc.edu
Web: N/A

Office: Virtual
Office Phone: 910-465-6347
Office Hours: By Appt. only

COURSE DESCRIPTION

This course provides an overview of the operations management field. Topics include production and operations planning, materials management, environmental health and safety, and quality management. Upon completion, students should be able to demonstrate an understanding of the operations management functions.

COURSE PREREQUISITES and/or COREQUISITES

Prerequisite: none

Corequisite: none

COURSE LEARNING OBJECTIVES

Students should meet all the following learning objectives upon completion of the course:

- A. Demonstrate general knowledge of operations and supply chain management
- B. Identify and describe the relationship between operations, supply chains, and overall business strategy.
- C. Identify and describe the critical components of a supply chain and understand how they interact to deliver products or services to customers.
- D. Identify and evaluate strategies for managing operations effectively.
- E. Apply forecasting and demand management techniques.
- F. Demonstrate general knowledge of the principles of quality management and process improvement.
- G. Identify and describe the challenges of managing global supply chains, including risk management, cultural differences, and global sourcing strategies.
- H. Develop a presentation and paper where students present their Operations Management Project.

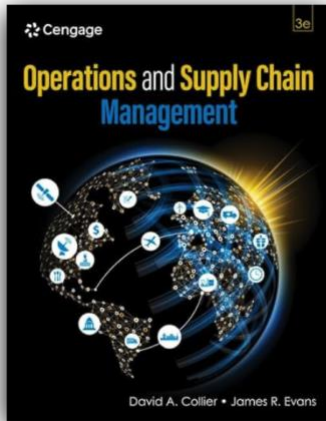
STUDENT LEARNING OUTCOMES and CRITICAL THINKING SKILLS

Each of objective listed above will be met and assessed in one or more ways through: discussion board, homework (study questions, cases, etc.) quizzes, tests, and the presentations & paper. In this course students will complete:

- 1. Chapter quizzes that assess student general knowledge, terminology, and concepts of the subject matter (objective A and F).
- 2. Discussion Board participation that measures the student's ability to identify and apply the course material concepts and techniques (objectives B, C, D, and G).
- 3. Chapter tests that assess student general knowledge, terminology, and concepts of the subject matter (objective A and F).
- 4. Various homework assignments (objectives B, C, D, E, and G).
- 5. Operations Management Project in which students research and solve an industry problem (objectives E and F).
- 6. Students will present their Operations Management Project (objective H).

REQUIRED COURSE BOOK and SUPPLIES:

Textbook – Operations and Supply Chain Management 3rd edition, by David A. Collier & James R. Evans, Cengage Learning Inc, 2024. *Students who have enrolled and paid for this course have automatic access (Inclusive Access – IA) to this e-textbook and Connect (Online learning component). If students prefer a hardcopy they can purchase a loose leaf version from the CFCC bookstore.*



PERFORMANCE EXPECTATIONS

The following are the primary expectations of all students: self-directed work toward completion of assignments, on-time completion of assignments, attendance and participation in all classes, original work, and effective personal leadership and management. Students should expect to work 2 to 3 hours outside of class for every 1 hour of class (this is a 3 hour/week class). That means 6-9 hours of outside work for this course.

ACADEMIC INTEGRITY

Students are expected to create/develop and complete their own original work. Cheating and plagiarism (as defined in the CFCC student handbook) are not tolerated and may result in receiving a zero “0” on the assignment and/or a final grade of “F” and/or removal from the course. Students are responsible for knowing the cheating and plagiarism policies.

ONLINE CLASSROOM RULES

- ☐ Be respectful of other student’s opinions.
- ☐ Acceptable use of the computers in the labs, including access to the Internet and electronic mail as delineated in current CFCC Catalog and Student handbook.
- ☐ No other distractions as determined by the instructor.

ATTENDANCE REQUIREMENTS

All on-line students must log on and complete the attendance and enrollment verification (EV) requirement as defined in Canvas, by the census date. If not, you will be counted as a “no-show” and dropped from the course. Check your Canvas course site for more details. Online Attendance - Weekly attendance will be recorded and students will be marked absent if they do not complete the assignment(s) that are due for that specific week. *Students must actively participate (discussion board, assignments, test, homework, etc...) in this online course on a weekly basis to be counted present for attendance as measured by Canvas activity reports.* Typically, the week starts on Monday and ends on Sunday. Therefore, be sure to complete the required assignments (DB, Tests, Quizzes, Cases, Projects, etc...) by the due date per the course schedule and Canvas. **No Late Assignments Accepted!**

GRADING SCALE AND EXAM GRADE DISTRIBUTION

		Enrollment Verification (EV)	
A	90-100	Active Participation (Discussion Boards)	10 pts.
B	80-89	Homework Assignment – Chapter Case Studies (5 at 2 pts. each)	10 pts.
C	70-79	Quizzes (6 at 2 pts. each)	12 pts.
D	60-69	Operations Management Project	20 pts.
F	0-59	Tests (4 at 12 pts. each)	48 pts.
		TOTAL	100 pts.

INSTRUCTIONAL METHODOLOGY

ACTIVE PARTICIPATION

Students must actively participate in the Discussion Board (DB), Assignments, Tests, and Projects on a regular basis (3-4 times per week) in order to receive full credit for participation. Students must be engaged and add value to the discussion by incorporating course subject matter, knowledge, terminology, and experience into their discussions and positions. Students must complete the assigned reading and homework before participating in the DB and other assignments. **No Late Assignments Accepted!**

COURSE TESTS and QUIZZES

There will be four (4) tests and six (6) quizzes of T/F and multiple-choice questions. Questions will be taken from the textbook and lectures. Students are expected to take every test by the due date stated on the course schedule. Students should take advantage of the ‘Test Review’ to go over before they take the test. They are located under Coursework. **No Late Assignments Accepted!**

ASSIGNMENTS and HOMEWORK

Students must complete all assignments and homework requirements as denoted by the course syllabus, schedule, Canvas, and the Professor. There will be five (5) Chapter Case Studies taken from the textbook. Students are expected to review each Case Study assigned and answer all Case Questions presented in the textbook after the Case Study. All of the questions can be found in the Case Questions for Discussion at the end of the Case Study. **No Late Assignments Accepted!**

OPERATIONS MANAGEMENT PROJECT (OMP)

Students will be assigned an operations management project that is designed to enhance the learning process. This will be an individual project that includes researching (students should begin to research this opportunity through the textbook) a case study to be analyzed using operations management strategies. A 10 minute oral presentation and 5 page written paper will be required to receive full credit. All criteria must be completed by the due date. All projects must follow the requirements denoted on the instruction & criteria page, under “Coursework” to receive credit. **No Late Assignments Accepted!**

Students will development and present a 10-minute power point presentation (must be able to see and hear the students and their power point – just like being in the classroom), explaining, demonstrating, and providing the results of their OM Project. Students need to create a You-Tube account (it’s free) and upload their video to You-Tube (make it public so we can see it) and then use the URL (You-Tube Link) to upload in the individual assignment folder under Coursework and also post it in the DB for class discussion. In addition, a 5 page paper (not counting cover sheet and references) will be required to describe the entire process they encountered with solving the Operations Management Project. Use APA format with 12 pt. font, double space, and at least 3 references.

Criteria Points	Points
Applicability to purpose/intent of assignment	25
Contextualized problem definition	20
Creativity, learning & innovation	20
Organization and thought development	10
Presentation of application assignment	15
APA Publication style	10

GRADING and INSTRUCTOR RESPONSE TIME

The instructor will make every effort to evaluate, provide feedback, and score all submitted assignments within 1 week (7 days) of the due date/time. The instructor will also make every effort to respond to student emails/phone calls within 24-48 hours of receipt. Students are highly encouraged to contact the instructor via email at rbmilam109@mail.cfcc.edu for faster service. **NOTE:** If the assignment due date and/or the email/phone call falls on a non-week day, it may take slightly longer.

Spring 2026 Course Calendar. This is the Tentative Schedule and subject to change due to certain circumstances. Check Canvas for official due dates. The academic week starts Monday and Ends Sunday. **No Late Assignments Accepted!**

Week	Dates (Week of)	Chapters or Topics	Homework and Exercises - Due on due date.	Test or Other	Assignment Due Date & Other
1	Class Starts 1-5-26 Week of 1-5-25 to 1-11-26	Course Introduction Ch. 1 – Operations Management and Value Chains	Online Course Begins. Required posting for the Discussion Board (DB).	Complete the Chapter Case – Walker Digital Music Services.	Discussion Board (DB). Select any 2 of 3 options. Post by 1-8-26 (Thursday) at 11pm and Reply at least 2 times by 1-11-26 (Sunday) at 11pm. Follow the DB instructions. Chapter Case due by 1-11-26 (Sunday Night).
2	Week of 1-12-26 to 1-18-26	Ch. 2 – Analytics and Performance Measurement in Operations	Required posting for the Discussion Board (DB).	Quiz #1	Discussion Board (DB). Select any 2 of 3 options. Post by 1-15-26 (Thursday) at 11pm and Reply at least 1 time by 1-18-26 (Sunday) at 11pm. Follow the DB instructions. Quiz due by 1-18-26 (Sunday Night).
3	Week of 1-19-26 to 1-25-26	Ch. 3 – Operations Strategy	Required posting for the Discussion Board (DB).	Complete the Chapter Case – Adventure Gaming, Inc.	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Chapter Case due by Sunday of the current week.
4	Week of 1-26-26 to 2-1-26	Ch. 4 – Technology and Operations Management	Required posting for the Discussion Board (DB).	Quiz #2	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Quiz due by Sunday of the current week.
5	Week of 2-2-26 to 2-8-26	CH. 1, 2, 3, & 4.		TEST #1	Test #1 - Due 2-8-26. Go over the Test #1 Review located under Coursework!
		Ch. 5 – Goods and Service Design	Required posting for the Discussion Board (DB).	Discuss Operations Management (OM) Project	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions.
6	Week of 2-9-26 to 2-15-26	Ch. 6 – Supply Chain Design	Required posting for the Discussion Board (DB).	Complete the Chapter Case – Bookmaster.	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Chapter Case due by Sunday of the current week.
7	Week of 2-16-26 to 2-22-26	Ch. 7 – Process Selection, Design, and Improvement	Required posting for the Discussion Board (DB).	Complete the Chapter Case – Custom Drapes. Discuss Operations Management (OM) Project	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Chapter Case due by Sunday of the current week.

8	Week of 2-23-26 to 3-1-26	Ch. 8 – Facility and Work Design	Required posting for the Discussion Board (DB).	Quiz #3	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Quiz due by Sunday of the current week.
	Week of 3-2-26 to 3-8-26	Spring Break!!			
9	Week of 3-9-26 to 3-15-26	CH. 5, 6, 7, & 8.		TEST #2	Test #2 - Due 3-15-26. Go over the Test #2 Review located under Coursework!
		Ch. 10 – Capacity Management	Required posting for the Discussion Board (DB).		Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions.
10	Week of 3-16-26 to 3-22-26	Ch. 12 – Managing Inventories in Supply Chain	Required posting for the Discussion Board (DB).	Complete the Chapter Case – Dura Corporation	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Chapter Case due by Sunday night of current week.
11	Week of 3-23-26 to 3-29-26	Ch. 13 – Supply Chain Management and Logistics	Required posting for the Discussion Board (DB).	Quiz #4	Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions. Quiz due by Sunday night of current week.
12	Week of 3-30-26 to 4-5-26	CH. 10, 12, & 13		Test #3	Test #3 - Due 4-5-26. Go over Test #3 Review
		Ch. 16 – Quality Management	Required posting for the Discussion Board (DB).		Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions.

13	Week of 4-6-26 to 4-12-26	Ch. 17 – Quality Control and SPC	Required posting for the Discussion Board (DB).	Quiz #5	Quiz due by Sunday night of current week. Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions.
14	Week of 4-13-26 to 4-19-26	Ch. 18 – Lean Operating Systems	Required posting for the Discussion Board (DB).	Quiz #6	Quiz due by Sunday night of current week. Discussion Board (DB). Select any 2 of 3 options. Post by Thursday at 11pm and Reply by Sunday at 11pm of the current week. Follow the DB instructions.
15	Week of 4-20-26 to 4-26-26	Final Exam (Cumulative Test on ALL chapters covered)		TEST #4	Test #4 - Due 4-26-25. Go over Test #5 Review Students are to prepare for the OM Project Presentation and Paper!
16	Week of 4-27-26 to 5-3-26	Operations Management Project Presentations.	Students are to follow the directions of the OM Project Presentation and Paper.	Operations Management (OM) Project	Students are to upload their OM Project Video Link (You-Tube) and the Paper in the separate assignment folders under Coursework by 5-3-26 or Sooner. Students must post their video URL/link in the DB and then comment on 2 other student's OM Projects. Due by 5-3-26 or Sooner.

DISCLAIMER: Information contained in this syllabus was, to the best knowledge of the instructor, considered correct and complete when distributed for use at the beginning of the semester. However, this syllabus should not be considered a contract between Cape Fear Community College and any student, nor between the instructor and any student. The instructor reserves the right, acting within the policies and procedures of Cape Fear Community College, to make changes in course content or instructional techniques as needed.

FERPA Statement

Under the Family Educational Rights and Privacy Act (FERPA) of 1974, the rights of the student and the responsibilities of the institution concerning the various types of student records maintained by the institution are established. In compliance with the law, an individual becomes a student when he/she registers at the College. Upon reaching age 18 or attending an institution beyond the high school level, the student assumes the rights of his/her own school or college records. These records include the academic transcript of the College, post-secondary transcripts, high school transcripts, and other documents maintained as part of the student's permanent file with the exception of confidential letters of recommendation. All permanent academic records are housed and maintained by the Registrar. CFCC requires written authorization from the student prior to release of academic records. After a student reaches the age of 18 or enters a post-secondary institution, a student's parent(s) will be denied access to the student's academic records unless the student has given written consent to the Registrar's Office. The College assumes that all students are independent adults attending an institution designed for adult education. Students are expected to communicate directly with their instructor. Parents or guardians may be included in communications only if the student has signed a FERPA waiver that is on file in the Registrar's office granting them access; however, the student is expected to be the initiator and active participant in these communications. FERPA also prohibits high school personnel from communicating directly with CFCC faculty about student concerns or performance.

Use of Personal Protective Equipment: Cape Fear Community College is committed to the safety of our students, faculty, and staff. Accordingly, the use of personal protective equipment (PPE) may be required for students and visitors to campus in certain areas or within classroom or laboratory spaces as dictated by program requirements and/or external requirements such as those set by the American National Standards Institute (ANSI), the Occupational Safety and Health Administration (OSHA), and/or the Centers for Disease Control (CDC). Notification will be provided on our website (<https://cfcc.edu/coronavirus/>) and other media when PPE is required in CFCC buildings and public spaces due to a public health emergency.

Modifications to Instructional Methods: CFCC values the importance of offering students a variety of instructional delivery options, including traditional face-to-face instruction, online instruction, and blended (face-to-face and online) instruction. In certain circumstances such as public health emergencies or natural disasters, it may be necessary for the college to mandate a transition of face-to-face and blended classes to online delivery; by modifying the start and end dates of a class; or by other methods of adjusting instructional delivery arrangements in order to ensure the safety and wellbeing of CFCC students, faculty, and staff. Should such changes in instructional delivery become necessary, CFCC will notify all students in as timely a manner as possible and will make every effort to assist students with the transition through outreach and services such as Counseling, Tutoring, Learning Lab, etc. In such circumstances, CFCC instructors will work to ensure that students continue to have the opportunity to attain the learning outcomes listed in the course description.

Excused Absences due to Public Health Emergencies: If a student is asked to remain off campus due to a public health emergency, every effort will be made to ensure that the student remains on track with all coursework. This may include allowing the student to complete assignments and participate in the class remotely when possible. Absences incurred during the recommended quarantine period will not violate an instructor's attendance policy as long as the student has contacted the Campus Health Hotline prior to missing class. The college acknowledges that some courses include content and experiences that cannot be completed remotely. In these cases, instructors, department chairs, and the appropriate Vice Presidents will discuss what options are available to assist students in completing their course of study.