

**Mission, Vision, Core Values, Strategic Goals and Action Steps**

Approved by the Coordinating Team, April 22, 2011

**Mission:** Through our shared commitment to excellence in teaching, research, and service, we prepare students to be skilled and ethical business professionals who will make significant positive contributions to organizations, to communities, and to our larger society.

**Vision:** The first choice for business education in Illinois

**Core Values:**

- We value excellence in instruction and enhanced student learning. The College of Business supports the Illinois State University tradition of excellence in teaching. We attempt to provide a holistic approach to learning, relying on excellent classroom teaching but reaching beyond to provide mechanisms for students to engage faculty, industry and each other through experiential learning and individualized attention.
- We value a dedication to knowledge creation. Intellectual contributions and the intellectual discipline required of high quality scholarship are directly related to excellence in the classroom and in our service activities. Most of the efforts of the faculty will fall in the area of discipline-based scholarship as currently defined, but we also value intellectual contributions in the areas of interdisciplinary research, learning and pedagogy, and contributions to practice.
- We value a commitment to citizenship in and service to our institution, state, and nation. Our commitment to a dynamic global business environment demands that we take an active role, both as individuals and as a college of business, in the institutional and public processes related to our disciplines.
- We value a culture of shared governance. We operate in an environment of shared governance and we commit ourselves to an active role in campus shared governance processes.
- We value balanced excellence in the classroom, in research and intellectual contributions, and in service to our institution, our disciplines, and to the local, state, national and international communities.
- We value high ethical standards, as embodied in our Standards of Professional Behavior and Ethical Standards. As a community of scholars and business professionals, we strive to embody the characteristics of responsibility, honesty, trust, respect, and fairness in our professional and personal lives.

**Linking the Mission, Vision, Core Values, Strategic Goals and Action Steps**

Our mission is who we are, who we serve, and why we exist. We strive to achieve our vision. Our core values are the foundation for determining our strategic goals. Our action steps are measurable and help track progress toward our strategic goals.

## COURSE INFORMATION

**Instructor:** Professor Ashish Chandra

**Course Number & Title:** **MGT 227 – Operations Management (Section 6)**

**Prerequisites:** IT 150 or BIS 167 or equivalent. ACC 132; ECO 105 (or ECO 101 and 102); MAT 120 or MAT 121 or MAT 145; MGT 100 (or ECO 138 or POL 138 or PSY 138)

**Credit Hours:** 3

**Time and Location:** Tuesday, Thursday from 11 am to 12:15 pm  
State Farm Hall of Business 0366

## INSTRUCTOR INFORMATION

**Phone:** (309) 438 3022

**Office Location:** SFHB 241

**Homepage:** [\*Ashish Chandra ISU webpage\*](#)

**Email Correspondence:**

**E-mail:** [achand6@ilstu.edu](mailto:achand6@ilstu.edu)

(Put **MGT 227 – Fall 2025** in the subject line to get timely response.

Emails NOT having this subject line will NOT be responded back.)

**Office Hours:**

**Office Hours:** Tuesdays and Thursdays 2:00 pm – 3:00 pm, or by appointment

**Location Office Hour – SFHB 241**

**Zoom link:** <https://illinoisstate.zoom.us/j/99960234340>

## TEACHING ASSISTANT INFORMATION: TBD

## RESOURCES/MATERIALS

### Required e-Textbook:



**Authors:** F. Robert Jacobs and Richard B Chase,  
**Title:** Operations and Supply Chain Management 16e  
**Publisher:** McGraw-Hill/Irwin;  
**Edition:** 16th edition (2021) **SmartBook + CONNECT**

**The CONNECT platform is necessary & sufficient for the class.** Wait until our first week of classes, before you buy the book.

## UNIVERSITY CATALOG COURSE DESCRIPTION:

Issues related to managing the processes by which organizations transform resources into quality goods and services. Topics include operations strategy, project management, quality management, and inventory management.

## COURSE OBJECTIVES:

Purpose of this course is to provide you an overview of key issues and approaches to supply chain management and operations in both manufacturing (such as Ford) and service (such as Mc Donald's) organizations. The term 'operations' refers to efficiently producing the products (cars) and services (fast food) at a high quality desired by the customer and provide them to the customer in the desired quantities when they are needed. You will learn about the issues managers need to address in designing, planning and managing operations. Topics include process design (best way to make the product), materials procurement, scheduling, materials requirements planning, project management, quality management, continuous improvement principles and facilities location. Irrespective of what your major is, a basic understanding of operations is necessary for all business students.

### Course level learning objectives:

1. Identify the basic concepts of Operations and Supply Chain Strategy.
2. Understand the process of designing products, processes and services.
3. Comprehend the quality management and continuous improvement principles, and analytical tools used extensively in managing operations.
4. Understand inventory management issues and apply quantitative inventory management models.
5. Understand capacity management, forecasting techniques, material requirement planning and operations scheduling.
6. Apply job-sequencing techniques to manufacturing shop floor.
7. Evaluate bottleneck-scheduling problems by applying theory of constraints principles.
8. Apply above concepts in practical situations.

## COURSE REQUIREMENTS

**Canvas:** Class presentation, notes, announcements, and your grades will be posted on Canvas. It can be accessed on <https://canvas.illinoisstate.edu/>. To stay current with announcements and notifications for this class you are encouraged to regularly log on to Canvas.

|                                                                                                            |
|------------------------------------------------------------------------------------------------------------|
| <b>Class Participation:</b> Contributing to class discussion/ surprise in-class quizzes/ class assignments |
| <b>9 - 10 HomeWorks ++:</b> No HWs will be dropped. No extensions in the deadlines.                        |
| <b>2 Mid Term Exams ++:</b> Dates available on Canvas (100 each)                                           |
| <b>1 Final Exam ++:</b> Dates available on Canvas (Will be cumulative)                                     |

**++ Tentative number of Exams and HomeWorks**

**++ Depending on the class performance, we could have case studies introduced in the course as well.**

**Class Participation:** Class participation scores will be based on regular short in-class quizzes and reflection writeups. Just being physically present in the class does not count towards class participation.

You should be prepared for each class and should try to contribute to class discussions. Active and cooperative learning will be encouraged. During the lecture, you are expected to answer/raise questions.

- You are required to have your own **calculator** in **each** class
- Unless instructed by the instructor, the use of any electronic devices (laptops/ phones) is not allowed during the lecture. If you wish to use your phone or laptop, you should leave the classroom, and then come back once you are done using it. Failure to follow this, will immediately result in loss of class participation points.

**Attendance:** You are responsible for attending class and completing all academic work. Be familiar with which absences are excused under university policy and which are not. You are responsible for making arrangements with me to complete missed coursework after an excused absence. If you need advice on how to manage an extended absence or want notification of your absence sent to your instructors, contact the Dean of Students Office.

If you have to miss class due to bereavement for the loss of a family member, active military duty, or required quarantine/isolation for a communicable disease such as COVID, contact the Dean of Students Office to request a formal excused absence notice be sent to your instructors. The Dean of Students Office can send a courtesy notice to your instructors about other absences, but many other absences (including illness) are subject to the absence policy for this course and are not excused under university policy.

| Final Grade    | A           | B           | C           | D           | F     |
|----------------|-------------|-------------|-------------|-------------|-------|
| Total Obtained | 90% & above | 80% - 89.9% | 70% - 79.9% | 60% - 69.9% | < 60% |

All homework must be done on **CONNECT** at the publisher website for the course. It is important that you register on the course site (link and the procedure to register using the access code that come with your text is in the following section) so that you can work on homework in a timely manner.

Making note of the exam and homework due dates is the responsibility of the students. **Announcements concerning Exams and HomeWorks would be made on Canvas and communicated via email.** It is the responsibility of the student to regularly check Canvas for any such notifications.

Late submissions will not be accepted, unless notified earlier with valid reasons.

**We will not have make-up exams.**

**Homework deadlines will in no case be extended. Late submissions will not be accepted.**

**\*\* Accessing the book and HomeWorks**

Log into your Canvas account → Go to Modules → Assignments → Direct you to CONECT

**Examinations:** 2 Midterm exams and a final exam. These exams will be closed book, closed notes. Each student will be allowed a single A4 sheet (both-sides) of **handwritten** crib notes for these exams. No photocopies or computer printouts will be allowed.

**Final Exam will be cumulative.**

## Key to Success:

There will almost certainly be a strong relationship between Class Lectures, HomeWorks and Exam performance. Reading the material and completing the HomeWorks in a timely manner is highly recommended.

## Course Policies:

- 1) Students are expected to behave in a manner consistent with being in a professional environment. Open discussion and disagreement are encouraged in a respectful manner. Open hostility, rudeness, and incivility are discouraged and will result in appropriate action. Students acting in a disruptive or uncivil manner may be dismissed from the class for the remainder of the class period. If necessary, referrals may also be made to Community Rights & Responsibilities for violations of the Code of Student Conduct.
- 2) Students are expected to enroll in the Connect Course Website as described in \*\* above.
- 3) Students are expected to have sufficient internet access. The instructor will not make accommodations for poor internet connections or technical issues.
- 4) I will try to respond to your email as soon as possible. The exception to this is emails delivered over the weekend. I cannot guarantee that I will check my email on non-business days. Please plan accordingly.
- 5) **Academic misconduct** (e.g., cheating on exams, projects or assignments or assisting another student's cheating) will result in a grade of "F" for the course. Refer to your undergraduate catalog for a detailed university-wide description of academic misconduct.
- 6) Illinois State University, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding affirmative action, nondiscrimination, and anti-harassment. Illinois State University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, order of protection, gender identity and expression, ancestry, age, marital status, disability, genetic information, unfavorable military discharge, or status as a veteran in employment, educational programs and activities, or admissions. Inquiries or complaints may be addressed by contacting the director of the Office of Equal Opportunity and Access by email at [EqualOpportunity@IllinoisState.edu](mailto:EqualOpportunity@IllinoisState.edu), by calling (309) 438-3383, or by mailing to the office at Illinois State University, Campus Box 1280, Normal, IL 61790.

## ACCOMMODATION FOR STUDENTS WITH DISABILITIES

Any student needing to arrange a reasonable accommodation for a documented disability and/or medical/mental health condition should contact Student Access and Accommodation Services at 350 Fell Hall, (309) 438-5853, or visit the website at [StudentAccess.IllinoisState.edu](http://StudentAccess.IllinoisState.edu).

## MENTAL HEALTH

Life at college can get complicated. If you are feeling stressed, overwhelmed, lost, anxious, depressed or are struggling with personal issues, do not hesitate to call or visit [Student Counseling Services](#) (SCS). These services are free and completely confidential. SCS is located at 320 Student Services Building, (309) 438-3655.

If you are worried about a friend and don't know how to help, you can call SCS and ask to speak to a counselor. The [Kognito simulation](#), available through SCS's webpage, can also help you learn how to assist your friend in connecting to services.

## ELECTRONICS USE POLICY

Use of mobile phones and laptops can be disruptive in the classroom in a number of ways and their use should not be abused. I suggest against using laptops for notes taking purposes because I know that you are multitasking geniuses. I will let you know, and on those days, please bring your electronic devices (computers, tablets, etc.) to class. On all other days, please be respectful, avoid distracting others, and turn off the cell phones before you enter the classroom.

## ACADEMIC INTEGRITY STATEMENT

You are expected to be honest in all academic work, consistent with the academic integrity policy as outlined in the [Code of Student Conduct](#) and any additional syllabus language. All work is to be appropriately cited when it is borrowed, directly or indirectly, from another source. Unauthorized and/or unacknowledged collaboration on any work, or the presentation of someone else's work, is plagiarism.

**Content generated by an Artificial Intelligence third-party service or site (AI-generated content) without proper attribution or authorization is another form of plagiarism.** If you are unsure about whether something may be plagiarism or another form of academic dishonesty, please reach out to me to discuss it as soon as possible. Any allegation of academic dishonesty may be referred to [Student Conduct and Community Responsibilities](#), a unit of the Dean of Students Office, for possible review. If found responsible for academic dishonesty, a grade penalty can also be applied.

**Generative AI use is not permitted in this class:** In this course, the use of generative AI tools such as ChatGPT or Adobe Firefly is not permitted to support the completion of any assigned work. This includes, but is not limited to, using generative AI tools to ideate, pre-plan, edit, translate, or otherwise create original material you claim to be solely your creation. Use of a generative AI tool to complete assigned work in whole or in part may be referred under the Code of Student Conduct academic dishonesty provisions for further action by the Dean of Students Office.

**Classroom Behavior:** In the classroom and elsewhere, you are expected to conduct yourself in a manner consistent with Illinois State University's [Code of Student Conduct](#).

**Mental Health:** Life at college can get complicated. If you're feeling stressed, overwhelmed, lost, anxious, depressed or are struggling with personal issues, do not hesitate to call or visit [Student Counseling Services](#) (SCS). These services are free and completely confidential. SCS is located at 320 Student Services Building, [\(309\) 438-3655](#).

If you are worried about a friend and don't know how to help, you can call SCS and ask to speak to a counselor. The [Kognito simulation](#), available through SCS's webpage, can also help you learn how to assist your friend in connecting to services.

## STUDENT BASIC NEEDS

It is hard to learn if you are hungry or couch surfing. If you are having difficulty accessing sufficient food to eat every day, affording required course materials/technology, or securing a safe and stable place to live, help may be available. I urge you to contact the [Dean of Students Office](#) to learn more.

**For class add/ drop dates refer:** <https://registrar.illinoisstate.edu/registration/class-drop-withdraw/>

## **ACCOMMODATION FOR STUDENTS WITH DISABILITIES**

Any student needing to arrange a reasonable accommodation for a documented disability and/or medical/mental health condition should contact Student Access and Accommodation Services at 350 Fell Hall, (309) 438-5853, or visit the website at [StudentAccess.IllinoisState.edu](http://StudentAccess.IllinoisState.edu).

**STUDENT TECHNOLOGY SUPPORT:** All students are encouraged to take the Introduction to Technology Online Orientation, found here: [IllinoisState.edu/Quickstart](http://IllinoisState.edu/Quickstart).

Additionally, technology support can be found at [help.illinoisstate.edu/technology/](http://help.illinoisstate.edu/technology/), which includes hundreds of help articles on everything involving ISU technology, online chat, and phone support at [\(309\) 438-HELP](tel:(309)438-HELP) (4357). Walk-up support and computer repair & purchases are available from TechZone located on the first floor of the Bone Student Center as well as [TechZone.IllinoisState.edu](http://TechZone.IllinoisState.edu).

Two software packages are available at no additional charge: [Microsoft 365](http://Microsoft.com) (Word, Excel, PowerPoint, etc.) and [Adobe Creative Cloud](http://Adobe.com). Students can download these packages for installation on their personal computers.

Students who do not have access to the technology they need to be successful in their coursework should contact the Technology Support Center at [help.illinoisstate.edu/technology/](http://help.illinoisstate.edu/technology/) or (309) 438-HELP (4357) to discuss options.

### **Note:**

- 1) For all assignments: Look out for announcements in Canvas and email notifications
- 2) Deadlines for the assignment submissions, dates for exams will be announced in class as well as on Canvas, well before time.

## Tentative schedule for the HWs and exams.

| Homework |                                                                                                                                   |  | ✓ ▾ | + | ⋮ |
|----------|-----------------------------------------------------------------------------------------------------------------------------------|--|-----|---|---|
| ⋮        |  <b>HW 1 - Chapter 1</b><br>31 Aug   50 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 2 - Chapter 2</b><br>12 Sep   50 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 3 - Chapter 3</b><br>24 Sep   50 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>Midterm 1 - (September 30)</b>               |  | ✓   |   | ⋮ |
| ⋮        |  <b>HW 4 - Chapter 4</b><br>8 Oct   50 pts       |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 5 - Chapter 5</b><br>18 Oct   50 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 6 - Chapter 6</b><br>29 Oct   55 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>Midterm 2 - (November 6)</b>                |  | ✓   |   | ⋮ |
| ⋮        |  <b>HW 7 - Chapter 7</b><br>13 Nov   50 pts    |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 8/9 - Chapter 8/9</b><br>2 Dec   50 pts |  | ⊘   |   | ⋮ |
| ⋮        |  <b>HW 8/9 (Part 2)</b><br>2 Dec   50 pts      |  | ⊘   |   | ⋮ |
| ⋮        |  <b>Final Exam (Dec 6 - Dec 12)</b>            |  | ✓   |   | ⋮ |



## **Student Acknowledgment of Classroom Policy**

**Course: MGT 227 – Section 006 (Fall 2025)**

**I, \_\_\_\_\_, a student enrolled in MGT 227 – Section 006 for the Fall 2025 semester, hereby acknowledge that I have read, understood, and agree to abide by the following classroom policy:**

**Unless explicitly permitted by the instructor, the use of electronic devices—including but not limited to laptops and mobile phones—is strictly prohibited during lectures. Should I need to use such a device, I will quietly exit the classroom to do so and return only upon completion.**

**I am also required to prepare and have my name tag (with my name clearly written on it) placed in front of me in each lecture.**

**I understand that any violation of the above policies will result in an automatic deduction of my class participation points. This consequence will be enforced without discussion or exception.**

**Signature: \_\_\_\_\_**

**Date: \_\_\_\_\_**

**To be printed out, signed, and returned to the instructor before the second lecture (August 21).**