

DEPARTMENT OF MANAGEMENT | COLLEGE OF BUSINESS
ILLINOIS STATE UNIVERSITY
Fall 2026

MGT227: Sections 002 and 008 – Operations Management

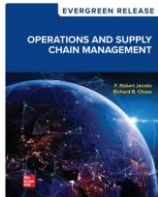
COURSE INFORMATION

Instructor:	Dr. Sandeep Jagani
Course Number & Title:	MGT 227:002, 008 Operations Management
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 credit hours
Time and Location:	MGT 227:002, SFHB 133, Tu Th 12:35pm to 1:50pm MGT 227:008, SFHB 370, Tu Th 9:35am to 10:50am

INSTRUCTOR INFORMATION

Phone: (309) 438-5774
E-mail: sbjagan@ilstu.edu (Please put MGT 227:00x (x= your section number) in the subject of the email)
Office Location: SFHB 217
Student Support Hours: 11:00 am to 12:00 pm Tuesdays and Thursdays and by appointments
Zoom Office Link: <https://illinoisstate.zoom.us/j/87189172540> (appointment required)

RESOURCES/MATERIALS REQUIRED



Authors: F. Robert Jacobs and Richard B Chase,
Title: Operations and Supply Chain Management 17e
Publisher: McGraw-Hill/Irwin;
Edition: 2026 Evergreen Release **SmartBook + CONNECT**
ISBN13: 9781265282691

Note: Do NOT purchase any material until after the first day of the classes.

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 PURPOSE (What is this course about?)

This course offers an in-depth exploration of the core principles and strategies underpinning **supply chain** and **operations management** in both manufacturing entities, exemplified by Ford, and service-based businesses, like McDonald's. At its essence, 'operations' focuses on the efficient creation of products (e.g., automobiles) and services (e.g., quick-service meals) that meet the high-quality standards sought by customers, delivered in the precise amounts and at the times they are needed. Throughout this course, students will gain insights into managers' challenges as they design, strategize, and oversee operations. Key topics to be covered encompass process optimization (determining the optimal production method), procurement of materials, effective scheduling, materials requirements planning, project oversight, quality assurance, principles of ongoing enhancement, and strategic facility placement. Regardless of your major, mastering the fundamentals of operations management is a valuable asset for every aspiring business professional.

COURSE-LEVEL LEARNING OBJECTIVES (What will you learn from this course?)

1. *Identify* the basic concepts of Operations and Supply Chain Strategy.
2. *Explain* the process of designing products, processes, and services.
3. *Comprehend* the quality management, continuous improvement principles, and analytical tools used extensively in managing operations.
4. *Examine* inventory management issues and apply quantitative inventory management models.
5. *Recognize* capacity management issues and forecasting techniques
6. *Apply* material requirement planning and aggregate production planning methods.
7. *Apply* job-sequencing techniques to the manufacturing shop floor.
8. *Evaluate* bottleneck-scheduling problems by applying the theory of constraints principles.
9. *Apply* learned concepts to real-world business cases..

COURSE REQUIREMENTS (What do you need to take this course?)

- **Canvas:** All lecture slides, announcements, and grades will be posted to [Canvas](#).
 - Check Canvas regularly for updates.
 - Allow up to **one week** for grading assignments and posting grades.
- **CONNECT Quizzes & Homework (400 points)**
 - All assignments must be completed on CONNECT.
 - Assignments include MCQs and problem-solving exercises.
 - Due dates are posted in Canvas. Late work will incur penalties.
 - Feedback and correct answers will be available after the due date closes.
- **Tests (3 × 150 = 450 points)**
 - **Part 1:** Multiple-choice (50 points) – in-person, timed, paper-based
 - **Part 2:** Problem-solving (100 points) – in-person, timed, paper-based
- **Visual Media In-Class Assignments (4 × 25 = 100 points)**
 - Group-based activities tied to previously covered topics.
 - Absence on activity days results in zero points for that activity.
- **Class Participation (50 points)**
 - Includes in-class engagement and completion of all assigned videos in Canvas.
- **Connect Registration Instructions:** Log in to your Canvas MGT 227 class. Locate any assignment on the Modules tab. Click on it, follow the displayed instructions, and get registered. Connect provides complimentary access for two weeks. It is a good idea to make use of it.

GRADING POLICIES (How do we calculate grades?)

Category	Points
Connect quizzes and HW	400
Test 1	150
Test 2	150
Test 3	150
Visual Media In-Class Assignments	100
Class Participation	50
Total	1000

Grading System:

Grade	Scores
A	900 – 1000
B	800 – 899
C	700 – 799
D	600 – 699
F	Less than 600

SUPPORT AND RESOURCES (How will I be supported to succeed in this class?)

Support from the instructor: I aim to provide a supportive and engaging learning environment, and I welcome your help in making that possible. If you have questions, concerns, or feedback (about the course or my teaching) please reach out by email, phone, or request a Zoom meeting. Your feedback helps me improve and supports your success in this and future classes.

I check email frequently on weekdays (except between 8:00 PM and 8:00 AM) and less often on weekends. You can generally expect a reply within 24 hours on weekdays and 48 hours on weekends. Feedback and grades for assignments will be posted within one week of the due date. Remember, asking for help is a sign of strength, not weakness. Please reach out whenever you need support

Campus Support Resources: Illinois State University offers a variety of free and confidential resources to help students succeed:

- ISU Help Desk: (309) 438-4357, Technical support: supportcenter@illinoisstate.edu.
- Student Access and Accommodation Services: (309) 438-5853 (voice) or (309) 438-8620 (TDD) - for special accommodations (including religious accommodations)
- Student Counseling Services (SCS): (309) 438-3655 or <http://counseling.illinoisstate.edu/> - Counseling support for stress or difficult emotions. Services are FREE and confidential.
- Visor Academic Center: (309) 438-3217 or <https://universitycollege.illinoisstate.edu/help/> - Writing assistance, tutoring, and various workshops are available.
- Dean of Students Office: (309) 438-2008 or <https://deanofstudents.illinoisstate.edu/> - for student organizations, events, and services, also for extended absence notification

COURSE POLICIES (What policies would affect my success in this class?)

Attendance: Follow ISU's attendance policy. Notify me and the Dean of Students for extended absences.

- Link to ISU's policy for [which absences are excused, and which are not](#).
- Link for contact for [Dean of Students Office](#).

Accommodation: Contact [Student Access and Accommodation Services](#):

- 308 Fell Hall, [\(309\) 438-5853](tel:(309)438-5853), Video Phone (309) 319-7682
- Website StudentAccess.IllinoisState.edu.

Electronics Use: Laptops/tablets only for relevant activities. Phones must be silenced in class.

Generative AI Use: Not permitted for graded assignments.

- Allowed for self-study (e.g., summarizing textbook content, generating practice problems).
- Any AI-generated work submitted for grading will be treated as academic dishonesty.

Academic Integrity: Follow the [Code of Student Conduct](#). Plagiarism, unauthorized collaboration, or AI-generated submissions for graded work will result in disciplinary action.

TENTATIVE SCHEDULE* (What will I study each week of the semester?)

Week	Date	Topic
1	Week of Aug 18	Chapter 1 – Introduction Connect assignment due Sunday Chapter 2 – Strategy Connect assignment due Sunday
2	Week of Aug 25	Chapter 3 – Design of Products and Services Connect assignment due Sunday Chapter 5 – Strategic Capacity Management Connect assignment due Sunday
3	Week of Sept 1	Chapter 4 – Project Management Connect assignment due Sunday
4	Week of Sept 8	Chapter 7 – Manufacturing Processes Connect assignment due Sunday
5	Week of Sept 15	Chapter 9 – Service Processes Connect assignment due Sunday Chapter 10 – Waiting Line Analysis and Queuing Theory Connect assignment due Sunday
6	Week of Sept 22	Tuesday: Test 1 (Chapters 1, 2, 3, 4, 5, 7, 9, and 10) Thursday: Visual Media Assignment 1
7	Week of Sept 29	Chapter 11 – Process Design and Analysis Connect assignment due Sunday Chapter 12 – Six Sigma Quality Connect assignment due Sunday
8	Week of Oct 6	Chapter 13 – Statistical Quality Control Connect assignment due Sunday
9	Week of Oct 13	Chapter 18 – Forecasting Connect assignment due Sunday Thursday: Visual Media Assignment 2
10	Week of Oct 20	Chapter 19 – Sales and Operations Planning Connect assignment due Sunday
11	Week of Oct 27	Tuesday: Test 2 (Chapters 11, 12, 13, 18, 19) Thursday: Visual Media Assignment 3
12	Week of Nov 3	Chapter 20 – Inventory Management Connect assignment due Sunday
13	Week of Nov 10	Chapter 21 – Material Requirements Planning Connect assignment due Sunday
14	Week of Nov 17	Tuesday: Visual Media Assignment 4 Chapter 22 – Workcenter Scheduling Connect assignment due Sunday
15	Week of Nov 24	Thanksgiving vacation – No Classes on Nov 24 and Nov 26

Week	Date	Topic
16	Week of Dec 1	Chapter 22s – Theory of Constraints Connect assignment due Sunday <i>Thursday: Reserved day</i>
17	Week of Dec 7	<i>Test 3 (Chapters 20, 21, 22, and 22s)</i>

*Note: Changes to the above tentative schedule can be made to enrich the course's learning objectives. However, you will be notified as early as possible if any change occurs.

OTHER IMPORTANT DATES:

- Last day to drop course with no withdrawal grade: Friday, August 28, 2026
- Last day to withdraw from a full semester course with WX grade: Friday, November 6, 2026

ASSIGNMENTS POINTS DISTRIBUTION

Homework	Points	Relevant Study Problems in the Chapter*
Ch 01 Introduction - MCQ	10	
Ch 02 Strategy - MCQ	5	
Ch 02 Strategy - Problems	15	2-14, 2-17, 2-19
Ch 03 Design of Products and Services - MCQ	10	
Ch 04 Projects - MCQ	10	
Ch 04 Projects - Problems	20	4-12; 4-8; 4-9; 4-10
Ch 05 Strategic Capacity Management - MCQ	5	
Ch 07 Manufacturing Processes - MCQ	10	
Ch 07 Manufacturing Processes - Problems	20	7-8; 7-16; 7-10; 7-13
Ch 09 Service Processes - MCQ	8	
Ch 10 Waiting Line Analysis and Queuing Theory - MCQ	8	
Ch 10 Waiting Line Analysis and Queuing Theory - Problems	13	10-6
Ch 11 Process Design and Analysis - MCQ	10	
Ch 11 Process Design and Analysis - Problems	20	11-1; 11-6; 11-7
Ch 12 Six Sigma Quality - MCQ	10	
Ch 12 Six Sigma Quality - Problems	10	12-7; 12-10
Ch 13 Statistical Quality Control - MCQ	11	
Ch 13 Statistical Quality Control - Problems	25	13-2; 13-5; 13-6; 13-9
Ch 18 Forecasting - MCQ	10	
Ch 18 Forecasting - Problems	15	18-3; 18-4
Ch 19 Sales and Operations Planning - MCQ	10	
Ch 19 Sales and Operations Planning - Problems	20	19-7; 19-14;
Ch 20 Inventory Management - MCQ	20	
Ch 20 Inventory Management - Problems	25	20-4; 20-12; 20-23; 20-19; 20-14
Ch 21 Materials Requirements Planning - MCQ	15	
Ch 21 Materials Requirements Planning - Problems	20	21-22; 21-10; 21-11; 21-18
Ch 22 Workcenter Scheduling - MCQ	10	
Ch 22 Workcenter Scheduling - Problems	20	22-5; 22-10; 22-13
Ch 22s Theory of Constraints - MCQ	6	
Ch 22s Theory of Constraints - Problems	9	22s-12; 22s-18
Total	400	

*Notation – “2-14” means problem 14 in the chapter on Strategy (it is always better to identify the chapter by name - in the full version of the text, chapter 2 is the chapter on Strategy).