

The Operations Management Practicum

Spring Semester 2007

OM 366P / 03875

Course Syllabus

Overview

This undergraduate course focuses on performance excellence, whether it is in an entrepreneurial startup firm, emerging company, or Fortune 500 organization. Students gain knowledge, confidence, and ability to identify, develop, and implement performance excellence practices leading to success in a highly competitive environment. Typical class sessions address contemporary industry practices in leadership, strategic planning, customer and market focus, information and analysis, human resources, process management, business results, and related areas. Equally important, semester long projects provide practical implementation of these performance excellence skills in actual business, industry, or non-profit applications. This course is open to BHP and other business students, and is also the academic foundation for the Brass Ring program.

Course Text

The Baldrige Criteria for Performance Excellence is used as the basis for the course, and is provided at no charge to the student.

Professor

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Office Hours

Tuesday 8:30 – 11:30am

1:30 – 4:00pm

other times by appointment

General Information

- The Practicum is a semi-structured project course with an independent study format. Significant personal planning, self-management, and discipline are required for successful course completion.
- Class details may differ from what is described in the course catalog. Changes will be announced in class.
- It is your responsibility to keep informed on class schedules, dates, times, and changes. Practicum information is found at <http://www.mcombs.utexas.edu/students/qmc/>
- Practicum communications are via e-mail - you should check yours frequently. Students are responsible to assure that their electronic communications are virus free.
- Class attire is business casual -- no shorts or t-shirts please, as we periodically have industry representatives in attendance who may become important business contacts or future employers.
- Sessions generally consist of a presentation and/or interactive breakout sessions during which participants collaborate in case studies or class exercises. Occasionally, the breakout is replaced by a general discussion with the speaker.
- You should arrive in sufficient time to sign in, pick up handouts or other course materials, and receive your nametag prior to the start of class.

Performance Excellence Fundamentals

A working knowledge of performance excellence fundamentals and application is essential for success in this course. Class activities will focus on learning performance excellence concepts and application methodology.

Course Projects

You will typically work in a team of five students on an applied research project during the semester, focusing on implementing performance excellence principles in the workplace, applying your academic learning in an actual work environment, and delivering value-added results. Each student is expected to devote a minimum of 6 - 8 hours per week on approved projects in addition to scheduled class sessions.

- The project plan (addendum #1) for each team's approved project is to be provided to the instructor by the date specified.
- A monthly status report (addendum #2) summarizes each team's activities, time devoted, and results obtained for the Practicum project. The report is due on the fifth day of the month following the report period.
- An end of semester project summary (addendum #3) captures the results of each team's project work and value-added results to the sponsoring organization, and facilitates a seamless project hand-off where applicable. The report is due on the last class day of the semester.

Grading Criteria

- Grades are determined on a team basis
- Meeting basic course criteria will result in a grade of "B"
- Students will have every opportunity to improve their evaluation by demonstrating personal performance excellence in the course. Examples include but are not limited to:
 1. Class attendance and positive participation that stimulates discussion and learning.
 2. Demonstration of a comprehensive understanding of performance excellence principles thru class discussion and exercises.
 3. Value added contributions thru project work to participating organizations, based on specific feedback from organization sponsors.
 4. Other innovative, creative actions that enhance course learning and application.

Course grades are based on the following:

Foundation Skills – 30%

- Functional knowledge of performance excellence principles and their application is a foundation skill for the course. A performance excellence application exercise will be typically be assigned for each class period.
- Responses will be evaluated for conciseness, applicability, creativity, and functionality.

Class Participation and Program Responsibilities – 20%

- Attendance and active participation in every class session is essential. If an absence is unavoidable, you must contact the professor prior to the potential absence to discuss the situation and request an excuse. Unexcused absences will significantly influence the final grade for the course.
- Timely and frequent communication with the professor and your company's contact person or project sponsor are also important aspects of your evaluation in the course.

Business Results – 50%

- Documented results are imperative to illustrate project accomplishment and determine a course grade, and will be evaluated for timeliness, learning, and functionality:
 1. The monthly status report provides an overview of the work you performed during the previous month, and identifies current project status.
 2. The end-of-semester summary is the culmination of the semester's project activities, provides a synopsis of your project work to the member company, and facilitates a seamless project hand-off where applicable.
 3. An end of semester evaluation by the member firm's project contact or supervisor provides assessment of business results and customer satisfaction and retention.

Note: Adherence to the information provided in this syllabus is the responsibility of the student.