01/19/10	OM 366P: OPERATIONS MANAGEMENT PRACTICUM	Spring 2010
BRASS RING PROGRAM, Tuesday, 6:00 - 9:00 pm CBA 1.130		

Instructor: Michael Hasler

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Course Web Page: via Blackboard

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 McCombs School of Business students and is the academic foundation for the Brass Ring program.

Course Text

There is no specific text for the course, although there may be some readings and handouts made available in class or on Blackboard.

Password-protected class sites will be available for all accredited courses taught at The University. Syllabi, handouts, assignments and other resources are types of information that may be available within these sites. Site activities could include exchanging e-mail, engaging in class discussions and chats, and exchanging files. In addition, class e-mail rosters will be a component of the sites. Students who do not want their names included in these electronic class rosters must restrict their directory information in the Office of the Registrar, Main Building, Room 1. For information on restricting directory information see: http://www.utexas.edu/student/registrar/catalogs/gi02-03/app/appc09.html.

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 on the UT Blackboard Learning System.
- Many 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 that may become important business contacts for future internships or full-time employment.
- 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 <u>project plan</u> for each team's approved project is to be provided to the instructor by the date specified.
- A <u>monthly status report</u> 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 <u>end of semester project summary</u> 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 generally determined on a team basis, but I reserve the right to adjust individual grades for attendance, participation, etc.
- 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.

The University of Texas at Austin provides upon request appropriate academic accommodations for qualified students with disabilities. For more information, contact the Office of the Dean of Students at 471-6259, 471-4641 TTY.

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.

Academic Dishonesty:

The McCombs School of Business has no tolerance for acts of scholastic dishonesty. The responsibilities of both students and faculty with regard to scholastic dishonesty are described in detail in the Policy Statement on Scholastic Dishonesty for the McCombs School of Business:

By teaching this course, I have agreed to observe all of the faculty responsibilities described in that document. By enrolling in this class, you have agreed to observe all of the student responsibilities described in that document. If the application of that Policy Statement to this class and its assignments is unclear in any way, it is your responsibility to ask me for clarification. Policy on Scholastic Dishonesty: Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course an/or dismissal from the University. Since dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. You should refer to the Student Judicial Services website at http://deanofstudents.utexas.edu/sjs/ or the General Information Catalog to access the official University policies and procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

Additionally, as part of the project you will likely be given access to company information from your project sponsor that the company considers to be confidential. It is critical for your own professional reputation, as well as that of the University, that you take that responsibility seriously and respect company requests to maintain the confidentiality of their information.

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

Tentative Schedule

Class Date	Topic	Speaker
19-Jan	Introduction, Expectations	Mike Hasler
26-Jan	Project Fair and Launch	Mike Hasler
2-Feb	Project Planning Basics/Effective Team Meetings	Mike Hasler
9-Feb	The Entrepreneurial Lifestyle	Dewey Gaedcke--Minggl
16-Feb	Project Plan Presentations	Each Team
23-Feb	Consulting and Customer Management	Mo Hajibashi--Accenture
2-Mar	Performance Excellence in Business	Mike Hasler
9-Mar	Positioning for Success	Russell Young - Jones Lang LaSalle
23-Mar	One-on-One Team Project Status Review	Mike Hasler
30-Mar	Let's hear about your home country!	Exchange students
6-Apr	Finalizing Projects	Mike Hasler
13-Apr	Team meetings and feedback	
20-Apr	Tying it all together/Hasler's rules	Mike Hasler
27-Apr	Final Project Reports	Executive Presentations
4-May	Final Project Reports	Executive Presentations

Note: This syllabus may change for a variety of reasons, and you will be notified of changes as they occur and an updated syllabus with revisions will be posted on Blackboard.