

**PTMA 3500 - Methods of Performance Productivity**  
**3 Credit Hours**

**Course Description:**

This course exposes fundamental theories of organizational performance measurement, such as Management by Objectives and Total Quality Management. It trains managers in the use of these techniques for the purpose of improving the overall management and operation of organizations.

**Course Outcomes:**

- Students will understand the historical foundations and theories of organizational management.
- Students will understand issues which affect the ability of managers to be successful in the workplace.
- Students will understand the use of and relationship between the management functions of planning, control, and assessment.
- Students will understand current theories of "quality" in public and private sector organizations.
- Students will understand quantitative measures of organizational effectiveness.
- Students will understand qualitative measures of organizational effectiveness.
- Students will gain skills and experience exploring multiple resources to find information.
- Students will gain experience writing clearly, concisely and with purpose.

**Prerequisites and Corequisites:**

None

**Course Topics:**

- The Dynamic Management Environment
- New Approaches to Management
- Strategy and Value Creation
- The Focused Management Approach

### Specific Course Requirements:

Students should have access to the Internet, as well as a willingness to spend appropriate time in the "Class Site" participating in course activities.

Students must be committed to working independently with a willingness to share the product of their labors.

Students should also be prepared to read assigned material in preparation for class quizzes, assignments, case evaluations, and on-line discussions. A general rule of thumb for traditional classes is that for every one hour in class a student should spend 3-4 hours outside of class on homework and reading. For a 3 credit hour online class, students should devote at least 9 hours per week working on this course.

### Required Textbooks:

Please visit the [Virtual Bookstore](#) to obtain textbook information for this course. Move your cursor over the "Books" link in the navigation bar and select "Textbooks & Course Materials." Select your Program, Term, Department, and Course; then select "Submit."

### Hardware and Software Requirements:

Minimum hardware requirements can be found [here](#).

Minimum software requirements can be found [here](#).

**Common applications you might need:**

To read a PDF file download the latest version of [Adobe Reader here](#)

Don't have Microsoft Word? Explore an alternative [OpenOffice here](#)

Accessing a PowerPoint file? Download the [PowerPoint Viewer here](#)

**Web Resources:**

Purdue [OWL Online Writing Lab](#) (for APA, MLA, or Chicago style)

The Writing Center [Online Writer's Handbook](#)

**Student Resources:**

- Technical support information can be found on the [TN eCampus Help Desk](#) page.
- Smarthinking virtual tutoring is available **FREE** of charge. to access Smarthinking, visit the course homepage and select Smarthinking under Course Resources. You also view [sample sessions](#) to see what Smarthinking offers and how it works.
- Information on other student issues or concerns can be located on the [TN eCampus Student Resources](#) page.

**Instructor Information:**

Please see "Instructor Information" in the Getting Started Module for instructor contact information, virtual office hours, and other communication information. You can expect to receive a response from the instructor within 24-48 hours unless notified of extenuating circumstances.

**Testing Procedures:**

All assessments will be conducted and completed within the Desire2Learn (D2L) Class Site.

## Grading Procedures:

Total Points Available: 1000 POINTS Quizzes and assignments are used to assess students' familiarity with terms encountered in the readings. The ability to read critically and identify important terms and concepts is an important skill for managers. Book Review: Understanding Variation: The Key to Managing Chaos by Donald Wheeler. See specific assignment requirements under Course Content Link for Book Review. Study cases are assigned and completed by the student. Format instructions are provided in the assignment. Students are required to review the Reference Links provided in the course. The ability to analyze cases is a learned skill. The use of on-line discussions assures that the students interact with one another as they review and respond to questions concerning the content with which they are working. Students need to feel comfortable sharing ideas, understandings, and perspectives with peers in class. Discussion Boards are graded for effort, justification and analytical responses to questions or comments.

## Grading Scale:

A	90-100%	900-1000 points
B	80-89%	800-899 points
C	70-79%	700-799 points
D	60-69%	600-699 points
F	50-59%	500-599 points

## Assignments and Projects:

Quizzes (10 @ 20 pts each)	200 pts
Assignments (10 @ 20 pts each)	200 pts
Mid-term	100 pts
Final Exam	250 pts

Participation	100 pts
Book Review	150 pts
Total Points	1000 pts

#### Class Participation:

Students are expected to communicate with the instructor as a learning resource, students must check the course bulletin board frequently for announcements, students must complete all assignments on time, and students must actively participate in threaded discussion events.

#### Late Policy:

Late assignments will not be accepted.

#### Course Ground Rules:

*The following two statements (1., 2.) were derived from the TBR System-wide Student Rules document, released January 2012:*

RULES OF THE TENNESSEE BOARD OF REGENTS STATE UNIVERSITY AND  
COMMUNITY COLLEGE SYSTEM OF TENNESSEE SYSTEMWIDE STUDENT RULES  
CHAPTER 0240-02-03 STUDENT CONDUCT AND DISCIPLINARY SANCTIONS

[Read the document in its entirety here.](#)

## **1. Standards of Conduct:**

- Students are required to adhere to the same professional, legal and ethical standards of conduct online as on campus. In addition, students should conform to generally accepted standards of "netiquette" while sending e-mail, posting comments to the discussion board, and while participating in other means of communicating online. Specifically, students should refrain from inappropriate and/or offensive language, comments and actions.

## **2. [Review the TN eCampus Academic Integrity/Academic Honesty Policy:](#)**

- In their academic activities, students are expected to maintain high standards of honesty and integrity. Academic dishonesty is prohibited.

Such conduct includes, but is not limited to:

- an attempt by one or more students to use unauthorized information in the taking of an exam
- to submit as one's own work, themes, reports, drawings, laboratory notes, computer programs, or other products prepared by another person,
- or to knowingly assist another student in obtaining or using unauthorized materials.

Plagiarism, cheating, and other forms of academic dishonesty are prohibited.

Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are subject to disciplinary action through the regular procedures of the student's home institution. Refer to the student handbook provided by your home institution to review the student conduct policy.

In addition to other possible disciplinary sanctions that may be imposed, the instructor has the authority to assign an "F" or zero for an activity or to assign an "F" for the course.

## **Other Course Rules:**

Students are expected to:

- Participate in all aspects of the course
- Communicate with other students
- Learn how to navigate in Brightspace
- Keep abreast of course announcements
- Use the assigned course management (Brightspace) email address rather than a personal email address

- Address technical problems immediately:
  - [Contact Technical Support](#)
  - [View Term Calendar here](#)
- Observe course netiquette at all times.

## Guidelines for Communications:

### Email:

- Always include a subject line.
- Remember without facial expressions some comments may be taken the wrong way. Be careful in wording your emails. Use of emoticons might be helpful in some cases.
- Use standard fonts.
- Do not send large attachments without permission.
- Special formatting such as centering, audio messages, tables, html, etc. should be avoided unless necessary to complete an assignment or other communication.
- Respect the privacy of other class members

### Discussions:

- Review the discussion threads thoroughly before entering the discussion. Be a lurker then a discussant.
- Try to maintain threads by using the "Reply" button rather starting a new topic.
- Do not make insulting or inflammatory statements to other members of the discussion group. Be respectful of other's ideas.
- Be patient and read the comments of other group members thoroughly before entering your remarks.
- Be cooperative with group leaders in completing assigned tasks.
- Be positive and constructive in group discussions.
- Respond in a thoughtful and timely manner.

## Library:

The [Tennessee Virtual Library](#) is available to all students enrolled in TN eCampus programs and courses. Links to library materials (such as electronic journals, databases, interlibrary loans, digital reserves, dictionaries, encyclopedias, maps, and librarian support) and Internet resources needed by learners to complete online assignments and as background reading will be included within the course modules. To access the Virtual Library, go to the course homepage and select the **Virtual Library** link under Course Resources.





### Students with Disabilities:

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the appropriate disability services staff at their home institution. Prior to granting disability accommodations in this course, the instructor must receive written verification of a student's eligibility for specific accommodations from the disability services staff at the home institution. It is the student's responsibility to initiate contact with their home institution's disability services staff and to follow the established procedures for having the accommodation notice sent to the instructor.

### Syllabus Changes:

The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of change(s) on the course bulletin board.

### Disclaimer

The information contained in this syllabus is for general information purposes only. While we endeavor to keep this information up-to-date and accurate, there may be some discrepancies between this syllabus and the one found in your online course. The syllabus of record is the one found in your online course. Please make sure you read the syllabus in your course at the beginning of the semester. Questions regarding course content should be directed to your instructor.