#### **COURSE SYLLABUS**

Business	BMG 202		Principles of Mana CRN 3135	
Department	Course No	·	Course Title	
3 Credit Hrs.	online # lecture hrs./	week # lab hrs./w	eek	
Prepared by	Patty Raymond		Faculty Member	Fall Session 2018 Online Date
Course prerequisit	tes:		glish 101 or English 101E	
Course Location (	building/room num	ber):		
Meeting time (day	vs/hours):	Fall 2018		
Office Hours Contact Information	on			
		Email: praymond@mxc	c.commnet.edu or	

Blackboard Tn. 860 343-5772

#### **SCOPE OF COURSE**

This Management course is an introduction to the principles of management and their application to the business organizations. Emphasis is placed upon the management functions: development of a philosophy of total quality management; interpersonal behavior and business problem solving skills.

#### PROGRAM/DISCIPLINE LEARNING OUTCOMES CONTAINED IN COURSE

In today's competitive business environment, employers expect graduates to possess a certain skill set. The goal of the Business Division is to incorporate the following outcomes from each course:

- o Critical thinking, problem solving and analytical skills
- o Current technological skills
- Interpersonal skills and awareness
- o Teamwork, team-building and project focus
- o Knowledge of ethical and legal business behavior
- Awareness and respect for other perspectives

- o Global awareness and respect for other perspectives
- o Flexibility and adaptive to change
- o Personal productivity and organizational skills
- Ability to understand your customer
- Understand process management

#### IMPORTANCE OF COURSE IN PROGRAM/DISCIPLINE

Management (BMG 202) provides the student with the fundamentals to the principles of business management and their application to organizations and is required of all business students. Effectiveness in business management is crucial. The knowledge, skills, and attitudes needed to effectively manage people are the same as those necessary in real life. This course provides each student a firm business foundation and an opportunity to develop his/her own, unique philosophy and style of management.

#### **LEARNING OUTCOMES:**

The goal of the Principles of Management course is for each student to develop an understanding of the basic management principles and practices in American businesses and the global market place. Also, the course provides students with the opportunity to:

- o Analyze principles, techniques and major functions of management and business organizations
- o Work independently and with others of diverse backgrounds
- o Demonstrate proficiencies in reading, writing, listening, presentation and decision making
- o Rationalize and present solutions to problems using business knowledge and knowledge from other academic disciplines
- Develop a sound ethical, philosophical and moral skill set necessary to succeed in business

# Textbooks and other required readings/computer software/materials/library reserve room:

Management, a practical introduction, 8th edition, Kinicki, Williams, McGraw-Hill Irwin 2011

 Access to the Internet is required. Middlesex Community College provides computer facilities that include access to the Internet, and access to Microsoft Office application software products. Students who do not have their own computers will find adequate facilities available for their use.

- All students must have a Banner ID number to access college computer facilities Instructions will be given in the efficient use of the extensive electronic library holdings.
- All students will be required to complete current readings from periodicals, newspapers, and the Internet as a supplement to the required textbook readings.

**Evaluation methods** (exams, term papers, projects, etc.), percentages towards final grades, and relation to course objectives:

**Several hours** per week of computer time are required for students to complete assignments and to keep up with the calendar of chapters.

Preparation and Class Participation

Abstract / Articles/Cases

Homework/Internet Research Assignments and Readings

Scheduled Tests

(There is no makeup of scheduled tests unless PRIOR arrangements have been made with the instructor.

There are no exceptions for anyone) (The dates for unit tests appear on this syllabus)

Written Management Research project (mandatory)

**Preparation and Study Time:** You must prepare for each class by reading all assigned material and completing all homework activities prior to class. This course requires students to spend a significant amount of time outside of the classroom in individual and/or group study. At least one - two hours should be spent studying outside of the class for every hour spent in the classroom. Students who regularly prepare for class tend to successfully achieve their academic goals.

#### Participation:

You are expected to attend each class session and to be prompt. You must have your textbook, homework, a notebook, and a writing instrument. Each student is expected to contribute meaningfully to class discussions. The wide range of interests and experiences held by class members will reflect the diversity of today's business organizations. We can all learn more from each other than from the instructor alone.

The professor will evaluate each student's participation and contribution to the class. Your grade for class participation will be based on the content and quality of participation (rather than frequency), and initiatives to enrich discussions. A student who attends and participates regularly will receive the maximum assessment for this portion of his/her grade. A student who attends regularly but

chooses to not participate, or attends infrequently, will receive the minimum assessment.

#### . Withdrawal:

A student may withdraw from any course after the add/drop period, until the end of the 11<sup>th</sup> week of the semester. This deadline is published in the Academic Calendar. A student must take the responsibility for initiating and completing a withdrawal. It is in the best interest of the student to discuss a withdrawal with his/her academic advisor, and/or the instructor of the course.

If for any reason, a student is unable to complete the course, he/she must follow the college policy and officially withdraw from the course. Appropriate forms are available at the Records Office. If a student does not withdraw, he/she will be awarded the letter grade earned. Once a grade is officially recorded with the Registrar, the grade will NOT be changed at a later date. There will be NO exceptions to this policy.

#### **Incomplete:**

An Incomplete is a temporary grade assigned when course work is missing, and the student agrees to complete the course requirements. Although the student may request an "I", the faculty member is not required to honor the request. If an "I" is assigned, the faculty member will set forth, in writing, a description of the work to be completed, the date by which the work must be submitted (ie. the end of the 10<sup>th</sup> week of the next standard semester), and a statement that the "I" will change to an appropriate letter grade if the work is not completed within the specified period of time.

A student will be issued an Incomplete ONLY if he/she makes direct contact with the instructor, prior to Final Exam Week. An "I" will be given only for work unfinished because of illness, accident, or other unavoidable absence, and when the instructor determines that the student has a reasonable chance of successfully completing the required work.

#### "Ethics and Honesty in the Classroom"

unintentionally." (Board of Trustees' Policy 5.2. 1)

"At Middlesex Community College we expect the highest standards of academic honesty. Academic dishonesty is prohibited in accordance with the Board of Trustees Proscribed Conduct Policy in Section 5.2.1 of the Board of Trustees' Policy Manual. This policy prohibits cheating on examinations, unauthorized collaboration on assignments, unauthorized access to examinations or course materials, plagiarism, and other proscribed activities.

Plagiarism is defined as the use of another's idea(s) or phrase(s) and representing that/those idea(s) as your own, either intentionally or

#### **Teacher's Responsibilities to Students:**

- I will be prepared to teach each class each day we are in session.
- I will treat each student with dignity and respect
- I will be accessible to all students who need help and will assist them to find appropriate tutorial assistance if necessary
- I will attempt to make all assignments clear and concise and grade and return student's work in a timely fashion
- I will be available during office hours to address student's concerns when an appointment has been made in advance

#### **Student's Responsibilities to the Course**

- You will be responsible to prepare for each class session (all readings complete and assignments done)
- You will be responsible to have all written assignments or oral presentations ready on the dates required.
- You will be expected to treat each other and the instructor with respect
- you will be expected to conduct yourself in an appropriate manner while you are in attendance in this course

Plagiarism: Presenting another's work without acknowledgement is plagiarism and will not be tolerated. Please see the "Ethics and Honesty in the Classroom" above.

#### ADA Accommodations Statement

Students with physical or learning disabilities who may require accommodations are encouraged to contact the Counseling Office. After disclosing the nature of the disability, students are urged to discuss their needs with individual instructors. This should be done at the beginning of each semester. Instructors, in conjunction with appropriate college officials, will provide assistance and/or accommodations only to those students who have completed this process.

#### **Religious Accommodation Statement**

If your religious obligations conflict with the course calendar requirements, and if you wish to request an accommodation, you must make your request in writing prior to the date of the assessment or activity you will miss and preferably at the beginning of the semester. When requesting a make-up quiz, test, exam, assignment, or activity, state the reason for your request and the date(s) on which your religious obligation(s) will conflict with the course calendar requirements. Also, if your religious obligation/holiday is unfamiliar to your instructor, you may be asked to provide a calendar which shows the published date(s) of your religious observance(s) or holiday(s).

### Use of Computing Resources

All resources and facilities of the Data Processing Labs, including the computer classroom sites, are to be used solely for the legitimate and authorized academic and administrative purposes. Any unauthorized or illegitimate use of the computer systems, resources, and/or facilities will be subject to appropriate disciplinary action, including but not subject to criminal prosecution in accordance with Section 53a-250, et seq., of the General Statutes.

IMPORTANT COLLEGE POLICIES!! PLEASE READ CAREFULLY! For information about the college's policies and procedures regarding academic honesty, accessibility/disability services, attendance, audio-recording in the classroom, grade appeals, religious accommodations, weather and emergency closings, and more, please go to the following website: www.mxcc.edu/catalog/syllabus-policies/ or scan the QR code with your smart phone. Also, please become familiar with the policies regarding nondiscrimination, sexual misconduct, and general student conduct at the following website: www.mxcc.edu/nondiscrimination/.

## Course Syllabus Fall 2018 Course opens – 11/4

This document includes important information about each of the modules that make up this course, module objectives, and summaries of each module's gradable activities and associated deadlines. Please carefully review the "Let's Get Started" learning module for additional important information about this course, such as the course overview and Student Contract, instructor contact information, detailed grading policies, course navigation information, etc. Below is a summary of the most important grading Information and the requirements to successfully complete this course.

### In order to be successful in this course

#### By the last day of the course, you must:

- Satisfactorily complete all of the gradable work in the course. The total
  possible points is 1000, which includes all possible points for gradable
  assignments, weekly discussions, gradable reflective journals, and the
  final reflective paper), AND
- Satisfactorily complete and submit the final reflective paper. This is mandatory--you cannot be awarded the certificate without it, AND
- Demonstrate mastery in your practice shell of the technical proficiencies listed below. Successful completion of all of your assignments will be considered mastery. If you do not successfully complete all technical

assignments, you will be required to demonstrate proficiency before the end of the course. No additional points will be awarded for this work.

Each assignment in the course is graded using a rubric with specific point values for various steps and sub steps that must be completed for each assignment, so you should carefully review and print out this information. This enables each participant to easily determine where they may have lost points for a given assignment. This approach also contributes to a high degree of consistency in grading, by different instructors. The rubric used for discussion forums and journals are much simpler and simply assess whether the discussion/journal instructions were addressed directly and specifically, whether any minimum word count requirements were met, and whether the discussion or journal posts were submitted on time.

If you fail to submit an assignment or required discussion or journal post, you will receive a zero. Partial credit is not awarded for late submissions.

Details of exactly what is expected in regard to grading for the various activities in this course are included in the "Let's Get Started" module. The required due dates for all gradable activities are included in the Syllabus and in the "gradable activities" page in each module. Please read them carefully.

# Figuring out "Where You Stand" in the BMG 202 course

I use the "1000 Point Grading System" in this course and one nice thing about it is that it's pretty easy for you to be able to figure out how you're doing at any point in the class.

Here's how you can do the math to figure it out for yourself. It's easy to do!

- 1. Look at **My Grades** and at the current "Overall Total" at the bottom.
- 2. Look at how many UNGRADED items still remain and tally up how many "potential points" are still outstanding for the assignments, discussions, and reflective journals in future modules, plus the (MANDATORY!) **Final Exam**. The number of possible points for EVERY Module is listed in the syllabus
- 3. Add up your current "overall total points" plus the number of "possible points" for items you have not yet been graded on.
- 4. The number you come up with will tell you how much "wiggle room" you have in terms of the number of points you need to earn between the module you're in and the end of the course!

# **Grading Scale**

Letter Grade:	<u>Total Points</u>
Α	930-1000
Α-	900- 920
B+	870- 890
В	830- 860
B-	800- 820
C+	770 – 790
С	730 – 760
C-	700 – 720
D+	670 – 690
D	630- 660
D-	600-620
F	Below 600

# **Chapters**

Unit Outlines/Unit Objectives/Expected Outcomes/Assessment Measures:

Dates	Management Concepts:	Assignments:	Points
	•	Read pgs.	
Chapter 1: The Exceptional Manager: What You Do, How You Do It	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  1. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  2. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)  BOTH of the above posts must meet the deadlines shown at right in order to earn points for the weekly discussion—there is no partial credit for discussions or journals—they are "all or nothing".	Discussion  Initial Post due no later than Wed. 11/7 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/7 (this holds true throughout the course)  Discussion/ Legal Ethical Challenge  1. Pg. 39 To Delay or Not to Delay Solving the Challenge 1-4  Saturday 11/10 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.  Chapter 1 Assignment 1/ Case Work  2. Pg. 37-38 Yahoo! Marissa Mayer Is under Pressure to Make Big Changes 3. Discussion 1-5  Assignment 2/ Contract Under the Getting Started Icon  You will open the Word document that is included as an attachment to	Points 25
	in order to earn points for the weekly discussion—there is no partial credit for discussions or journals—they are "all or	3. Discussion 1-5 Assignment 2/ Contract Under the	
		<u> </u>	

Chapter 2: Management Theory Essential Background for the Successful Manager	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  1. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. 44-64  Discussion  Initial Post due no later than Wed. 11/7 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/9 at 11:59 pm (this holds true throughout the course)  Discussion 2/ Legal Ethical Challenge  1. Pg. 68 What Should You Do about an Insubordinate Employee?  Saturday 11/10 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.  Chapter 2 Assignment 1/ Case work  1. Pg. 66-68 Best Buy Uses Management Theories tot improve Corporate Performance  Journal Entry Complete self-assessment and questions PDE can be found under Module 2 Apply	25
			30
	"Let's Talk About It" discussion: To	Read pgs. 72-98	
Chapter 3: The Manager's	earn the points for this activity, you must do BOTH of the following:	Discussion Initial Post due no later than Wed. 11/7	

Changing Work Environment & Ethical Responsibilities	2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/9 at 11:59 pm. (this holds true throughout the course  Assignment /Legal Ethical Challenge  1. Pg. 102 – 103 Should You Apply to Have Your Student Loans Forgiven?  Saturday 11/10 (this Saturday11:59pm deadline holds true throughout the course for all assignments and journal entries below.  Chapter 3 Assignment 1/Case work  2. Pgs. 101 – 102 Blue Bell is Accused of "Recall Creep" in its Handling of Ice Cream Contamination  Journal Entry Complete self-assessment and questions PDF can be found under Module 3 Apply What You Have Learned	25 25 20
Chapter 4: Global Management Managing Across Borders	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  3. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the	Read pgs. 106-137  Discussion  Initial Post due no later than Wed. 11/14 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/16 (this holds true throughout the course	25

	discussion prompts or you will not receive points for this activity.  4. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Assignment 2/Legal Ethical Challenge  1. Pge. 141 -142 How Far Should World Leaders Go in Accommodating Other Leaders?	
		Saturday 11/17 (this Saturday11:59pm deadline holds true throughout the course for all assignments and journal entries below.	
		Chapter 4 Assignment 1/Case work  1. Pg. 140-141 Costco Plans to Grow Its International Markets	25
		Journal/Individual Complete self-assessment and questions PDF can be found under Module 4 Apply What You Have Learned	20
Chapter 5: Planning/The Foundation of Successful Management	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the	Read pgs. 144 -165  Discussion  Initial Post due no later than Wed. 11/14 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/16 (this holds true throughout the course	

	discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Assignment 2/ Legal Ethical Challenges 1. Pg. 169 Do You Think It's Ethical for Companies to Move Their Headquarters to Another Country to Save Taxes?  Saturday 11/17 (this Saturday 11:59pm deadline holds true throughout the course for all assignments.  Assignment 1/Casework  Pg. 168 - 169 The McCroskey's Plan to Implement Sustainable Dairy Farming While Providing Healthier Products  No Journal Entry for this Module	25
All posts due no later than 11/21 At 11:59 pm.	Test No. 1 – Essay due Wed. 11/21	Instructions will be posted for Test No. 1 covering chapters 1, 2,3, 4, and 5	100
Chapter 6: Strategic Management / How Exceptional Managers realize a Grand Design	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  3. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post.	Read pgs. 170- 197  Discussion  Initial Post due no later than Wed. 11/21 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/23 (this holds true throughout the course  Chapter 6 Discussion 6/ Legal Ethical Challenges  1. Pg. 198 Should Companies Be Pressured to Recruit Females for Boards of Directors	25

	(You may respond to more than one if you wish.)	Saturday 11/24 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.	
		Chapter 6 Assignment 1/Casework  1. Pgs. 197-198 Ikea Focuses on Growth  Chapter 6 Assignment 2/ Abstract  2. Individual Abstract Assigned  Journal/Individual Complete self-assessment and questions PDF can be found under Chapter 6 Apply What You Have Learned	25
Chapter 7: Individual & Group Decision Making/ How Managers Make Things Happen	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. 202 - 232  Discussions  Initial Post due no later than Wed. 11/21 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/23 (this holds true throughout the course  Discussion Legal/Ethical Challenge  1. Pg. 237- 238 Should Apple Comply with the U.S. Government's Request's to Unlock iPhones	25

		Saturday 11/24 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.  Chapter 7 Assignment 1/Casework  1. Pgs. 235 -237 How Did Decision Making Contribute to Volkswagen's Emissions Cheating Scandal.  Journal/Individual Complete self-assessment and questions PDF can be found under Module 7 Apply What You Have Learned	25 15
Chapter 8: Organizational Culture, Structure, & Design	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. 244 - 273  Discussion  Initial Post due no later than Wed. 11/21 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/23 (this holds true throughout the course  Chapter 8 Discussion 8 /Legal/Ethical Challenge  1. Pg. 277 Should Socializing outside Work Hours Be Mandatory	25
		Saturday 11/24 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.	25

		Chapter 8 Assignment 1/Casework  1. Pgs. 276- 277 IDEO's W.L. Gore's Culture Promotes Employee Satisfaction, Innovation, and Retention  Journal/Individual Complete self-assessment. PDF can be found under Module 8 Apply What You Have Learned	15
Chapter 10: Organizational Change &Innovation/ Lifelong Challenges for the Exceptional Manager	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH the following:  1. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. Pgs. 326 – 350  Discussion  Initial Post due no later than Wed. 11/28 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 11/30 (this holds true throughout the course  Discussion 10/ Legal Ethical Challenge  1. Pgs. 355 Did L'Oréal Go Too in Firing Its Patent Lawyer  Saturday 12/1 (this Saturday 11:59pm	
		deadline holds true throughout the course for all assignments below  Chapter 10 Assignment 1/Casework  2. Pgs. 354 – 355 J.C. Penny is Effectively Navigating Strategic and Managerial Change  No journal entry for this Module	

All posts due no later than At 11:59 pm.	Test No. 2 – Essay due Wed. 12/5	Instructions will be posted for Test No. 2 covering chapters 6, 7, 8, and 10	100	
Chapter: 12 Motivating Employees/ Achieving Superior Performance in the Workplace	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  2. Click CREATE     THREAD for your     initial post with your     response to the     discussion prompt     questions. Your     discussion post must     DIRECTLY AND     SPECIFICALLY     address the     discussion prompts or     you will not receive     points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read Pgs. 396– 427  Discussion  Initial Post due no later than Wed.12/5 at 11:59 pm is the deadline for these initial posts  Reply to at least one participant due no later than Frid (this holds true throughout the course  Discussion /Legal/Ethical Challenge  1. Pgs. 432 Should College Athletes Be Paid to Perform?  Saturday 12/8 (this Saturday 11:59 pm deadline ho throughout the course for all assignments and jour entries below  Chapter 12 Assignment 1/Casework Page 431 – 432 Acuity Insurance and the Container Focus on Employee Motivation  1.  No Journal Assignment for this Chapter	day 12/7	25

	"Lot's Talk About It" discussion:	Read Pgs. 466 - 494	
hapter 14 ower, Influence, eadership/From ecoming a anager to ecoming a eader	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:  2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.  Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Discussion  Initial Post due no later than Wed.12/5 At 11:59 pm is always the deadline for these initial posts  Reply to at least one participant due no later than Friday 12/7 (this holds true throughout the course  Chapter14 Discussion 14 /Legal/Ethical Challenge  1. Pg. 500 Jail or a Settlement: Which is More Appropriate doe the Leaders of an Alleged Charity Scam.  Saturday 12/8 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below  Chapter 14 Assignment 1/Casework  1. Pg. 498-499 Mary Barra's Leadership Guides General Motors through a Crisis and toward Profitability	2.
hapter 16 ontrol Systems		Read Pgs. 546-583	
a Quality Ianagement		No Discussion is due this week  Saturday 12/15 (this Saturday at 11:59 pm deadline holds true throughout the course for all assignments below  Chapter 16 Assignment 1/Casework  1. Pgs. 586- 588 Chipotle's Operational Problems Make People Sick	

		No Journal Entry for this Module	25
<b>All posts</b> due no later than At 11:59 pm.	Final Exam – Essay due Sunday 12/16.	Instructions will be posted for Test No. 3 covering chapters 12,14, and 16	100