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## Razor's Edge: Remote Student Segment, January 12, 2009 - March 5, 2009

University of Arkansas, Fayetteville. College of Engineering

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# THE RAZOR'S EDGE

*Remote student segment*

TERM III 2009

1/12/09-3/5/09

**MASTER OF SCIENCE IN OPERATIONS MANAGEMENT**



**IMPORTANT DATES TO REMEMBER:**

- \* 2/14/09: Valentine's Day
- \* 2/16/09: Term IV Registration Begins
- \* 2/18/09: Last Day to Drop a Term III Course
- \* 3/5/09: Last Day of Term III Courses
- \* 3/11/09: Term IV Classes Begin

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## Ice Storm Hits the Ozarks

*Left—by Arkansas Traveler photographer Veronica Pucci; Right—unknown*

The University of Arkansas' Old Main remains a beacon on campus after an ice storm swept through the area. More than a hundred trees on the Old Main lawn alone were destroyed or damaged. Many of these were decades old. The University of Arkansas shut down for an unprecedented four consecutive days. University Chancellor Gearhart cited safety concerns with ice and debris on streets and sidewalks.

The worst ice storm in the history of the state of Arkansas began to rear its ugly head Monday night - January, 26th. Fallen trees and limbs blocked

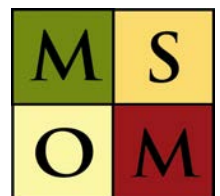
roads, damaged homes and cars, and downed power lines. By Friday of that week nearly 30,000 people in this part of the state, including your author, were still without power (down from 360,000 immediately after the storm.)

This storm gained national attention in the news, and in Washington D. C. President Obama signed federal emergency declarations for Arkansas, Kentucky, and Missouri. The Federal Emergency Management Agency (FEMA) provided assistance. Working with the department of facilities management and the Volunteer Action

Center, the University Student Government organized a "Campus Restoration Day" campus-wide cleanup event.

Although the University of Arkansas campus will not be as shady this summer, it remains beautiful and proud. Please make plans to visit and, when the time comes, attend spring Fayetteville Commencement Exercises and see for yourself.

*The Arkansas Traveler was the primary reference*



*Congratulations Fall 2008 Graduates!*

*James Cherry, B.S., University of Arkansas*  
*Leresa Garrett, B.S., Alabama A & M University*  
*Abraham Kargbo, B.A., Loyola Marymount University*  
*Henry Lester, B.S., Emery Riddle Aeronautical University*  
*Amanda Seidenzahl, B.S., Arkansas Tech University*  
*Jessica Thomasec, B.S., University of North Carolina*  
*Brenda Smith, B.S., John Brown University*  
*Danny Snow, B.S., University of Arkansas*

*Hearty congratulations for your vision, hard work and dedication in earning this most valuable and challenging degree. Here's wishing all the best in your future endeavors.*

*Student Spotlight: Tim Cukr*

Tim Cukr might be the most "seasoned" student in the MSOM program. Not because he has been in the program the longest, but because he works for the world's largest maker of spices, McCormick and Company. Tim works as a Senior Business Analyst at McCormick's world headquarters in Hunt Valley, MD, just north of Baltimore. He has worked at the Hunt Valley campus for a little more than a year. Prior to that, Tim worked for Zatarain's, a McCormick subsidiary in New Orleans, as their IT Manager.

As a Business Analyst, Tim interfaces with McCormick manufacturing facilities worldwide in order to help them better utilize the corporate ERP system, SAP, and to help them analyze information needs on the shop floor. The need to learn more

about operations is what led him to the MSOM program at the University of Arkansas. "Having a distance learning option was at the top of my list of requirements for a Masters program" said Tim. Also on his list was affordability. McCormick has a limit on their annual tuition reimbursement. "Some programs were so expensive I wouldn't be able to take more than a couple of classes per year." Having a program available that fit within his budget, allows Tim to get his degree in a reasonable amount of time. "I also liked the fact that the University of Arkansas MSOM program really seemed to care about me when I called for information. Other programs I talked to acted like they didn't care whether I became a student or not."

Besides attending MSOM classes, Tim is a member of the Hunt Valley Manufacturing Multiple Management Board (HVM MMB) at McCormick. The MMB is a concept started in the 1930's by C.P. McCormick, then CEO of McCormick. In addition to the manufacturing board, there is a corporate, consumer and industrial board in Hunt Valley. Each board

term lasts 6 months and during a term, each board works on several projects that are aligned with their focus. Twice a year, the plants in Hunt Valley offer ideas to the HVM MMB for projects for the upcoming term. This term, Tim's board committee is working on a project to decrease material loss for cinnamon at the Spice Mill. "It's an interesting project that gets me out of the office and onto the plant floor. It also gives me an appreciation for what goes into manufacturing one of McCormick's top selling products. Over 10 million pounds of cinnamon are processed at the mill every year."

Tim lives with his wife, two sons, three dogs and two lizards in a rural area near Hunt Valley. "My wife and I are new to Maryland, and we really like it. The area we live in is very scenic and peaceful. Different from where we lived in Louisiana." When Tim's not studying for a class or attending an MMB meeting he enjoys "puttering" around the house, traveling, and creating "things" on his wood lathe.

Check out one of Tim's favorite McCormick's recipes: <http://www.mccormick.com/Recipes/Appetizers-Snacks/BLT-Dip.aspx>

## *Special Problems Advice ... From MSOM Assistant Director Dr. Mironoff*

*This information goes beyond what is outlined in the Student Handbook.*

OMGT 5773 - Special Problems provides an opportunity to integrate the concepts, methods and tools acquired in your studies and to apply them to real issues facing you in the workplace. Of course, you can also apply what you've learned in the program to study and address hypothetical questions, but selecting a work process or policy problem that is begging for solution in your company or unit is an excellent way to both anchor learnings from the program and score points back on the job.

Other applied targets for an SP

*A work-related problem provides a "Win - Win" opportunity...*

project can be a business plan for a start-up or a plan for reorganizing an existing institution to improve its efficiency and cost-effectiveness. There are many other objectives that can make excellent SP projects, but what they share in common is that they are built around meaningful issues that you have committed not only to explore/analyze, but to solve.

Once you have selected a topic and found an instructor with expertise in guiding an SP project of the type selected, it's time to fill out an SP proposal form. This form is designed to demonstrate both to the instructor and to program management that you have (1) chosen a serious and worthwhile problem to tackle, (2) thought through the steps you will take to complete the project, (3) committed to a substantial deliverable and (4) know what

research sources you will use in carrying out the study. In fact, the sections of the proposal document (Objectives, Procedure, Deliverables, and Resources) are there to encourage you to think through all the important aspects of your project in advance, so you will have a clear idea of where you are going. Some care should be taken in preparing an SP proposal because it becomes the roadmap for successful project completion. Here are some tips regarding each aspect of both the proposal form and the completed project:

**Objective** – Clearly state the problem that will be analyzed and solved. An SP project is not a book report or compilation of statements, reflecting what others think about an issue; it is your own educated opinion, backed up by facts, logical argument and credible sources, on how a significant problem/challenge ought to be dealt with.

**Procedure** – Solving a meaningful problem requires a number of steps involving data-gathering, analysis, developing alternate solutions, testing these, recommending and justifying the best solution, etc. Know the steps that you will take to deal with the problem/challenge you have selected and list these steps in the proposal.

**Deliverables** – As a minimum, a 20-25 pp. paper in APA format is required as a deliverable in OMGT 5773. A well-constructed Powerpoint, coupled with an oral presentation to your instructor, can reduce the written page count somewhat, as can submission of alterna-

tive deliverables, such as computer programs, survey results, etc. But the main thing is that a solid term's worth of work be obviously inherent in the deliverables you submit and that the work be non-trivial (see Objective).

**Resources** – You should draw on all resources available to you – work experiences, peer and management interviews, databases, journals, manuals (policy, procedure, operating, etc.), OMGT classes, textbooks, etc. In all cases these resources should be identified by name in the proposal – even if at this stage the list of sources and references is only partially complete. You should not simply state: "library, internet, articles, etc." in this section of the proposal document.

Constructing the proposal as suggested above and following it as a roadmap to project completion, not only enables you to produce a successful project and obtain a good grade, but also gives you an opportunity to demonstrate to your employer how you can materially contribute to improving the workplace. Taking the time and energy to do a thorough job on your SP project also provides you with a valuable model for attacking future problems and challenges as you go forward in your career.

*Interested in more than one focus area? You can take OMGT 5773 more than once to obtain a second certificate! But only 3 hrs of OMGT 5773 will count toward your degree.*





Julie Watson  
 Remote Program  
 Coordinator

Mailing Address:  
 4207 Bell Engineering Center  
 Fayetteville, AR 72701

Office Location: 311 Engineering  
 Hall

Phone: 479-575-5192  
 Fax: 479-575-4760

E-mail: [omgtrem@uark.edu](mailto:omgtrem@uark.edu)

**We're on the Web!**  
[www.opnsmgmt.uark.edu](http://www.opnsmgmt.uark.edu)

#### Other Contacts

**Dr. Ed Pohl**  
 Director and Chairman of  
 Studies  
 575-6042  
[epohl@uark.edu](mailto:epohl@uark.edu)

**Dr. Alex Mironoff**  
 Assistant Director  
 575-2082  
[alasare@uark.edu](mailto:alasare@uark.edu)

**Nancy Sloan**  
 Program Manager  
 575-7426  
[ncsloan@uark.edu](mailto:ncsloan@uark.edu)

**Pamela Lasiter**  
 Administrative Assistant  
 575-4802  
[plasiter@uark.edu](mailto:plasiter@uark.edu)

**Christine Maupin**  
 Program Secretary  
 575-3413  
[cca003@uark.edu](mailto:cca003@uark.edu)

## MASTER OF SCIENCE IN OPERATIONS MANAGEMENT

The **Operations Management Master of Science** program at the University of Arkansas focuses on the essential concepts, methods and tools needed to successfully manage work processes and people in a wide spectrum of organizations, including business/industry, military, government and non-profit. Geared toward the working student who typically holds a professional or management position in an organizational setting, the program offers live evening classes that meet in five 8-week terms per year. Courses are also available in DVD/CD, online and independent study formats.

The Operations Management curriculum emphasizes practical knowledge in such areas as project planning, quality management, economic decision-making, supply chain management, human behavior analysis, operations research, and many other areas of importance to today's manager. In addition to taking a core of four required courses, students are able to select from over 20 courses to make up the ten required to complete the degree. Through course selection students can also specialize in focus areas such as **Industrial Management, Business Management, Human Resource Management, or Health & Safety Management**. The University of Arkansas is accredited as a graduate degree granting institution by the Higher Learning Commission of the North Central Association of Colleges and Schools.

### *Meet Your Professor: Randy Roy*

Randy Roy is one of our faculty members based at the University of Arkansas campus at the Naval Support Activity Station in Millington, Tennessee. He also teaches distance courses to students residing at other locations. Roy graduated from the OMGT program in 1996 and has been teaching for the OMGT program for the past 6 years.

Roy recently retired after 25 years at FedEx. As Vice President of Network Computing, he sat on several industry and university boards and councils. He spent five years on the board of directors for a research consortium at MIT (Massachusetts Institute of Technology) on artificial intelligence. The consortium was called "Things That Think". Roy's role was to help steer MIT's research in artificial intelligence into areas with practical industry applications, such

In addition to teaching, he is a business consultant in the areas of telecommunications, project management and strategic management.

Roy's lifelong hobby and passion is astronomy. He has done quite a bit of consulting and served on numerous boards and committees for telescope manufacturers and astronomical observatories. You can catch him in his private observatory stargazing until the early morning hours almost every evening when the skies are clear.

Another one of his hobbies is mountain climbing, and he's climbed several slopes in Colorado, the Cascades (Pacific Northwest), Mexico and South America. In 2002, along with his son, Tony, he completed the 52 mile Santa Cruz loop in the high Andes above Lima, Peru.



return visit to Peru later this year with his wife to trek along the Inca trail and visit Machu Picchu, the famous "Lost City of the Incas."

Both son Tony and daughter Lisa are married to medical doctors. Roy has no grandchildren yet, but holds out hope. Lisa is completing her doctorate in history this spring at Emory University. Tony is Vice-President of marketing for Alliance Health Corp. in Salt Lake City. Roy and his wife live in Lakeland, Tennessee in a house they built overlooking a 240 acre lake. Roy says that his wife