

OPSY 4314

OPERATIONS MANAGEMENT

Summer II, 2009

Section 002 – 6:00pm – 9:45pm MW – BH 206

INSTRUCTOR: Joseph S. Mollick PhD **OFFICE HOURS:** MW 4:00–6:00p.m.
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COURSE DESCRIPTION:

The design, operation, and control of the transformation process in both service and production operations. Includes analysis and application of various decisions regarding site selection, process and facilities design, capacity planning, scheduling techniques, materials management, and cost and quality control.

COURSE PREREQUISITES:

Prerequisite: ORMS 3310 and junior standing or above.

REQUIRED TEXT:

Operations Management (3rd Edition), R. Dan Reid and Nada R. Sanders, Wiley, New York, 2007.

MAJOR FIELD TEST

The Major Field Test (MFT) is required for all students pursuing the Bachelor of Business Administration degree and will be administered in the MGMT 4388, Administrative Policy and Strategy course. To prepare for this test, business majors are advised to retain their class notes, textbooks and other relevant materials from this class and the other business core courses and to fine-tune their readiness for the MFT by completing the online MFT review available through the COB website at www.cob.tamucc.edu.

COURSE OBJECTIVES:

1. Further develop your understanding of the operations management function in both manufacturing and service organizations
2. Demonstrate the interrelationships between operations and the other functional areas of a business (accounting, marketing, finance, engineering, etc).
3. Increase your awareness of strategic and operational problems encountered by operations managers.
4. Introduce some of the methods currently in use in industry and discuss their strengths and weaknesses.
5. Develop your abilities to analyze and solve problems frequently faced in managerial settings using modern problem solving techniques.
6. Enhance your understanding of important contemporary topics relevant to business managers of all functional disciplines.
7. Seeks to assist students in their preparation for the Major Field Test.

EXPECTATIONS OF STUDENTS

1. Students are responsible for all material presented in lecture and assigned readings.
2. Students are responsible for staying informed of assignments, meeting locations, and any changes to the syllabus announced during class time.
3. Students are responsible for doing everything necessary to learn operations management.
4. Students are responsible for knowing and abiding by the rules and policies outlined in this syllabus.

INSTRUCTIONAL METHODOLOGY

Scheduled class time will be used for lectures and student activities. Many of the suggested problems will be reviewed during the lectures.

EXAMS:

Student performance will be evaluated on three examinations, quizzes and case presentations. The exam formats will generally be multiple choice, short answer, and problems. Lectures, readings, class activities, and homework problems will be the basis of these exams. Quizzes may include cases from the end of the chapters and other activities performed in class. Many of the questions will be similar to questions for review and discussion. Scantron forms will be needed for all examinations. Formula sheets and statistical tables will be provided as needed.

MAKEUP EXAMS:

Exams are not to be missed for the convenience of the student. You are expected to schedule other activities around the class exam dates. If a major exam is missed due to an excused absence, a make-up exam will be administered at a time and place agreed upon by the student and instructor. In general, make-up exams will be administered within one week of the date of the original exam. Any exam or class activity missed without an approved excuse will be assigned a grade of ZERO.

GRADING:

Your grade in this course will be based on your performance on three examinations and quizzes.

Examinations (3 at 200 points each)	600 points
Quizzes	200 points
Cases (2 at 100 points each)	200 points

The tentative grading scale is as follows:

<u>Grade</u>	<u>Points</u>
A	900 and above
B	800-899
C	700-799
D	600-699

ATTENDANCE POLICY

Students are held responsible for class attendance and are advised that absences may adversely affect their grades. Attendance of all classes is expected. Should you miss a class, you are responsible for all material covered, including announcements and handouts.

AMERICAN WITH DISABILITIES ACT COMPLIANCE

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Disability Services Office at (361) 825-5816 or visit the office in Driftwood 101.

ACADEMIC HONESTY:

University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, forgery, or plagiarism (the presentation of the work of another as one's own work). The University policy of scholastic dishonesty will be strictly followed with no exceptions. Understand that the University definition of scholastic dishonesty will be strictly adhered to and any student caught providing or receiving assistance on an exam will immediately be given a grade of "F" for the course.

This course, and all other courses offered by the College of Business (COB), requires all of its students to abide by the COB Student Code of Ethics (available online at www.cob.tamucc.edu). Provisions and stipulations in the code are applicable to all students taking College of Business courses regardless of whether or not they are pursuing a degree awarded by the COB.

INSTRUCTOR STATEMENT:

It is my intention to devote the time, effort, and resources to properly instruct each student, and the class as a whole, in the course subject matter and industrial distribution in general.

My objectives are to:

1. properly plan for all classes.
2. add value to your learning experience.
3. allow opportunities for course and instructor improvement feedback.
4. be accessible for individual student needs.
5. fairly administer exams and evaluate performance.
6. better prepare you for future educational and vocational opportunities.

I encourage you to attend class and participate in all aspects of the learning process.

Best wishes for your success in the class.

CLASS SCHEDULE:

The following class schedule has been prepared to serve as a guide for the semester. Minor adjustments may be made to this schedule as necessary. Examinations will cover all material indicated on the assignments below (regardless of whether or not it was discussed in class) in addition to any material covered in class lectures.

OPSY4314.002: <i>Tentative</i> Schedule for Summer II, 2009				
Class#	Date	Day	Chapter and Topic	Suggested Study Problems
1	6-Jul	M	Chapter 1: Introduction to Operations Management Chapter 2: Operations Strategy and Competitiveness	Ch 2: 1, 8, 9
2	8-Jul	W	Chapter 3: Product Design and Process Selection Chapter 5: Total Quality Management	Ch 3: 1, 7
3	13-Jul	M	Chapter 6: Statistical Quality Control, Review for Exam 1	Ch 6: 3,4,7,9,11
4	15-Jul	W	Examination 1 (Chapters 1,2,3,5,6) 1st 90 minutes of class time Chapter 4: E-Commerce and Supply Chain Management	
5	20-Jul	M	Chapter 7: Just-in-Time and Lean Systems Chapter 8: Forecasting	Ch 8: 1,3,5
6	22-Jul	W	Chapter 9: Capacity Planning and Facility Location Chapter 16: Project Management	Ch 9: 3,13,15,16 Ch 16: 3,9,15
7	27-Jul	M	Examination 2 (Chapters 4,7,8,9,16) 1st 90 minutes of class time Chapter 12: Independent Demand Inventory Management	Ch 12: 3,9,11,13
8	29-Jul	W	Chapter 13: Aggregate Planning	Ch 13: 1,3,15
9	3-Aug	M	Chapter 14: Resource Planning Chapter 15: Scheduling	Ch 14: 1,2,3,4,5 Ch 15: 5,6,7,8
10	5-Aug	W	Review for Examination 3, 1st 90 minutes Examination 3 (Chapters 12, 13, 14, 15) The End	