

Operations Management / MGMT 3600-40
Course Syllabus – Summer 2011

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Office: UHB 362 Text: Operations Management, Heizer and Render, 9th or 10th ed.

COURSE DESCRIPTION: Operations Management focuses on the management of processes and resources used in the creation of products and services within an organization. The course covers optimization of scarce resources, facility location, plant layout, production planning, and operational processes. There is an emphasis on product/service development, forecasting, inventory control, and quality assurance techniques. Prerequisites: STAT 2040 & MATH 1100.

COURSE OBJECTIVES: To provide students with a fundamental knowledge of operations management in a global environment and to prepare them to meet the demands of operating a real business. Students will develop the ability to use quantitative and problem-solving tools in making decisions involving the planning, coordinating, and executing of activities that create goods and services. Concepts and tools include strategic planning, decision theory, statistical process control, forecasting, inventory management, scheduling, queuing theory, and design quality. Students will also develop their oral and written communications skills by writing papers and giving in-class presentations. By the end of the course, students should be able to:

- Demonstrate competence in the use of each of the following analytical techniques: statistical process control charts, quantitative sales forecasts, independent demand inventory models, aggregate planning, material requirements planning, and queuing models.
- Use the computer to solve selected operations management problems.
- Demonstrate an awareness of the principles of location and layout strategies, quality management, and strategic planning.
- Effectively express what they have learned, both in oral and written form.

GRADING: Grades are ineffective in determining a student's knowledge. I hope you will focus more on what there is to be learned in this course, and less on what grade you end up with. If you learn – I'm happy and you will most likely end up with the best grade possible. If you do what you are expected to do – do it well, and do it on time, then your grade should reflect your learning.

Final grade computation will be as follows:

The material for the course is taken from the textbook, Operations Management, by Jay Heizer and Barry Render (any recent edition should be fine). The text has 17 chapters, 4 chapter supplements, and 6 Modules (only 5 of which we use – Module C being omitted). From these resources, you are required to perform the following work:

Read, study, and take the exams for at least 8 chapters (8 x 100 points)	800
Read, study, and take the exams for at least 2 chapter supplements (2 x 100 points)	200
Read, study, and take the exams for at least 2 Modules (2 x 100 points)	200
Do and write-up a project (see below for details) (1 x 100 points)	100
TOTAL	1,300

Note: If you are dissatisfied with a chapter exam score, you may do additional chapters. In other words, I will take your best 8 chapter exams. Likewise, I will take your best 2 chapter supplement exam scores, and your best 2 learning module exam scores. You may also do more than one project if you wish, but I will only record the better score.

Grades will be assigned according to the following scale:

A = 93 – 100%	B+ = 87 – 89.9%	C+ = 77 – 79.9%	D+ = 67 – 69.9%
A- = 90 – 92.9%	B = 83 – 86.9%	C = 73 – 76.9%	D = 63 – 66.9%
	B- = 80 – 82.9%	C- = 70 – 72.9%	D- = 60 – 62.9%

ATTENDANCE: With the class meeting only 8 weeks it is essential that you set a brisk pace and stick with it. The biggest reason for failure of this course will be a simple lack of effort in keeping up. Try to avoid that. You are free to access the online course materials whenever and where ever. I may periodically update the website, so check it frequently.

PROJECT PAPERS: Students shall turn in **ONE** project paper during this course. The due date will be announced on the class website. The purpose of these projects/papers is to provide me with solid evidence that you fully understand the theory and practical application of a method, technique or tool unique to this course and to operations management. I will not accept papers or projects that have been or are being used for other classes. Your paper must be based on a tool, technique, or method from the text. I expect some quantitative analysis to be part of the project since most of the tools require some kind of analysis, and you would be wise to include an excel spreadsheet or other evidence showing how you did your analysis. Papers must be typed, double-spaced, 12 point font, 1 inch margins, and have the student's name and email address at the upper-right corner of the first page. There is no set minimum length for these papers, but I am very skeptical that you could write a good paper in less than about 6-10 pages. On the other hand, a long paper is no guarantee of a good grade. Papers must be well-written. I will deduct points for grammar and spelling errors, poor wording, and anything else that pulls my attention away from the core content. The content of these papers must be focused on your actual use of a tool, technique or method learned in this course and applied to either a real-world problem or a rigorous problem taken from the text or some other source (an explanation of which must be included in your write-up). Projects that document past experience are **NOT** acceptable. Projects must be experienced and documented between the start and the end of this course.

The overall purpose of these papers is to convince me that you have learned not only the book knowledge, but also the practical knowledge associated with your chosen topic/tool/method from the textbook. To do that, you must explain in your own words the steps and thought process you went through. Simply showing me a problem and a solution shows me **NOTHING**. You must provide me with a detailed, thoughtful, and correct explanation of the process of identifying, analyzing, and solving the "problem." The style of these papers can be informal, but they must be rich in content and provide solid evidence of practical learning. Papers should be submitted in hard copy (printed out). Electronic copies are only allowed with prior approval of the instructor. I reserve the right to collect electronic copies of any spreadsheets or data used in your project.

CHEATING: Cheating will not be tolerated. Cheating includes all forms of academic dishonesty, **including copying from the internet, copying another person's work, OR allowing another person to copy your work.** Cheaters will be disciplined according to school policy.

DISABILITY: If you are a student with a physical or mental impairment and would like to request accommodations, please contact the Disability Resource Center (652.7516) in room 201 of the Student Services Center. The Disability Resource Center will determine eligibility for services based upon complete professional documentation. If you are deemed eligible, the Disability Resource Center will further evaluate the effectiveness of your accommodation requests and will authorize reasonable accommodations that are appropriate for your disability.