

**Operations Management / MGMT 3600-40 Online
(Production & Operations)
Course Syllabus – Spring 2010**

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Office: UHB 344 **Text:** Operations Management, Heizer and Render, 9th edition

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. If you don't learn, then one or both of us is doing something terribly wrong. If you do what you are expected to do – do it well, and do it on time, then grades should not be a concern.

Final grade computation will be as follows:

The material for the course is taken from the textbook, Operations Management, 9th edition, by Jay Heizer and Barry Render. 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 learning Modules (2 x 100 points)	200
Write-up at least ONE project (see below for details) (1 x 200 points)	200
TOTAL	1,400

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 best two scores. **There is specific information on the class website regarding the taking of these exams.**

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: You are free to access the online course materials whenever you are able and wish to do so. However, I will update the website often, including new assignments and due dates, and you will be held responsible for knowing what's there. In other words, it is easy to get in trouble if you do not check the class website often. By often, I mean at least several times each week.

Each student is required to schedule and keep an appointment with the professor before January 27. Local students are expected to meet in person. Those students who live outside Washington County can schedule a phone meeting. Students should come to this meeting prepared to discuss their semester project. Call me to schedule this meeting as soon as possible so you can get your preferred time.

PROJECT PAPERS: Students shall turn in ONE project paper during this course. 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 typically expect some quantitative analysis to be part of the paper since most of the tools require some kind of analysis, and I may ask to see an excel spreadsheet to backup 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 in no way guarantees 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).

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 topics/tools/methods 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 electronically by email to the instructor. ALL MATERIAL MUST BE PUT INTO A SINGLE MS WORD OR ADOBE PDF FILE. Multiple files are NOT acceptable. Information from excel files should be copied and pasted into the main document. However, I may request copies of the excel files used for analysis.

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.