

<b>Course</b>	PROC 5820 Operations Management
<b>Term</b>	Spring 1, 2007
<b>Instructor</b>	Name: Bradley Q. Wootten Phone: 202-561-4382 Email: bwootten@webster.edu
<b>Catalog Description</b>	Needs assessments with a focus on the purchasing functions related to supporting various production and service enterprises are translated into facilities procedures, operation methodologies, and staffing, layout and inventory/materials management as applied to a production facility. Different production processes, i.e. continuous flow through job shop methods are explored in the form of in-class plant "tours" as presented in the textbook and students will have the opportunity to select and analyze their own independently developed production process as a class project.
<b>Prerequisites</b>	Students majoring in Procurement and Acquisitions Management will have ideally completed the requisite course, Procurement and Acquisitions Management (PROC 5000) before taking this course.
<b>Course Level Learning Outcomes</b>	<p>The following is a list of the basic learning outcomes for the course:</p> <ol style="list-style-type: none"><li>1. The student will be able to know and understand the important terminology, facts, concepts, principles, and theories used in the field of Procurement and Acquisition Management. These will consist of the mandatory topics taught in the pre-requisite, advanced core courses, and integrative capstone course.</li><li>2. The student will be able to apply the important terminology, facts, concepts, principles, and theories used in the field of Procurement and Acquisition Management relative to characteristics of the various types of production and service processes, and how the purchasing function is best aligned and managed to support each.</li><li>3. The student will be able to creatively construct and implement moderately complex Procurement and Acquisition Management solutions to real organizational problems using frameworks procedures and principles of staffing and of designing a production/service organization.</li><li>4. The student will be able to assess the effectiveness of their solutions by quantitatively or qualitatively measuring their results against theory-based criteria and standards of performance by evaluating the roles of an enterprise's functional activities (manufacturing, engineering, quality assurance, finance, purchasing and materials management) to understand how to effectively interrelate these activities to maximize the operational capability of the total enterprise.</li></ol>

	<p>5. The student will be able to utilize themselves as scholar-practitioners, capable of creatively synthesizing intellectual understanding of PROC models with methodological competencies and experience-based perceptual skills and judgment by applying purchasing management principles and techniques to a manufacturing/service industry.</p>														
<p><b>Materials</b></p>	<p>Plant and Service Tours In Operations Management, Fifth edition, by Roger W. Schmenner, p. Prentice Hall (Pearson Custom Publishing). ISBN 536646775 or ISBN 0536879443.</p> <p>(Note: This is the recommended text for the current online Production and Operations Management course. Additional versions of this text, published by Prentice Hall and identical in content, may be available in the used book market and are acceptable.)</p> <p>Supplemental materials in the form of instructor provided notes, handouts, and periodicals may also be used. Additionally, students will be expected to use independent research in libraries and the Internet to demonstrate further understanding and comprehension of the topics covered in the weekly discussions.</p>														
<p><b>Grading</b></p>	<p>Grading for this course will be in accordance with the standards prescribed in the current Webster Graduate Catalog, as follows:</p> <p><b>The GRADUATE catalog provides these guidelines and grading options for graduate business degrees:</b></p> <p>Grades in the program are A, A-, B+, B, B-, C, F, I, ZF, and W. Grades reflect the following standards:</p> <table border="0" data-bbox="605 1171 1422 1415"> <tr> <td>A/A-</td> <td>Superior Graduate work</td> </tr> <tr> <td>B+/B/B-</td> <td>Satisfactory Graduate work</td> </tr> <tr> <td>C</td> <td>Work that is barely adequate as graduate-level performance</td> </tr> <tr> <td>F</td> <td>Work that is unsatisfactory</td> </tr> <tr> <td>I</td> <td>Incomplete work</td> </tr> <tr> <td>ZF</td> <td>An "I" that is not completed within one year of the end of the course is automatically converted to a "ZF". A "ZF" is treated the same as an F or NC for all cases involving GPA, academic warning, probation and dismissal.</td> </tr> <tr> <td>W</td> <td>Withdrawn from the course</td> </tr> </table> <p>Final grades will be based on the examination, the written and oral project assignment, and discussion participation, weighted as follows:  Midterm Examination = 20%  Enterprise Project: Written Portion = 60%, Oral Presentation = 10%  Discussions and Class Participation = 10%</p>	A/A-	Superior Graduate work	B+/B/B-	Satisfactory Graduate work	C	Work that is barely adequate as graduate-level performance	F	Work that is unsatisfactory	I	Incomplete work	ZF	An "I" that is not completed within one year of the end of the course is automatically converted to a "ZF". A "ZF" is treated the same as an F or NC for all cases involving GPA, academic warning, probation and dismissal.	W	Withdrawn from the course
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<p><b>Activities</b></p>	<ul style="list-style-type: none"> <li>• A midterm examination consisting of comprehensive essay questions or cases may be used to assess application of theory to facts. Recommend this exam be administered during the fifth week of instruction and returned at the beginning of the sixth week. The exam comprises 20% of the course grade.</li> </ul>														

	<ul style="list-style-type: none"> <li>• A comprehensive “Enterprise Project” the purpose of which is to allow students to establish a simple production or service oriented organization and complete assignments to organize, operate, plan, and adjust those functions relating to production, quality, capacity management, and vertical integration that have been discussed throughout the course. The written portion of the Enterprise Project counts for 60% of the course grade. An oral presentation of the project to the entire class is also required and constitutes 10% of the grade for the class. Guidelines for the Enterprise Project will be provided at the beginning of the term. Students wishing to obtain these, as well as other course related notes and materials may do so at the following web address: <a href="http://www.quelchnet.com">www.quelchnet.com</a> (click on the link for PROC 5820).</li> <li>• Discussion participation during each weekly discussion period and the student’s contribution not only to the material listed for discussion, but also the degree by which a student produces outside reading and research and shares this information with the class. This counts for 10% of the course grade.</li> </ul>
<p><b>Policy Statements: University Policies</b></p>	<p>University policies are provided in the current course catalog and course schedules. They are also available on the university website. This class is governed by the university’s published policies. The following policies are of particular interest:</p> <p><b>Academic Honesty</b> The university is committed to high standards of academic honesty. Students will be held responsible for violations of these standards. Please refer to the university’s academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it.</p> <p><b>Drops and Withdrawals</b> Please be aware that, should you choose to drop or withdraw from this course, the date on which you notify the university of your decision will determine the amount of tuition refund you receive. Please refer to the university policies on drops and withdrawals (published elsewhere) to find out what the deadlines are for dropping a course with a full refund and for withdrawing from a course with a partial refund.</p> <p><b>Special Services</b> If you have registered as a student with a documented disability and are entitled to classroom or testing accommodations, please inform the instructor at the beginning of the course of the accommodations you will require in this class so that these can be provided.</p> <p><b>Disturbances</b></p>

	<p>Since every student is entitled to full participation in class without interruption, disruption of class by inconsiderate behavior is not acceptable. Students are expected to treat the instructor and other students with dignity and respect, especially in cases where a diversity of opinion arises. Students who engage in disruptive behavior are subject to disciplinary action, including removal from the course.</p>
<p><b>Course Policies</b></p>	<p>This syllabus may be revised at the discretion of the instructor without the prior notification or consent of the student. The schedule below presents an approximate expectation of course progress. The instructor reserves the right to change the overall course grade weighting. Any changes will be announced in class.</p> <p>In line with the university's policy on academic honesty, please be advised that instances of academic dishonesty will result in a zero for the assignment and will be reported to the Dean of the School of Business and Technology for further disciplinary action.</p>
<p><b>Weekly Schedule</b></p>	<p>Week</p> <ol style="list-style-type: none"> <li>1. Introduction to Operations Management. Read Instructor Provided Materials.</li> <li>2. Quality Assurance and Just in Time Manufacturing. Read Tours A/B, Instructor Provided Materials.</li> <li>3. Staffing, Process Design, Outputs, Project Introduction. Read Tours C/D, Instructor Provided Materials.</li> <li>4. Production and Service Processes, Planning and Control. Read Tours E/F, Instructor Provided Materials.</li> <li>5. Comparison of Production and Service Processes. Read Tours G/H, Instructor Provided Materials. Midterm Examination.</li> <li>6. Managing Materials, Inventories, and Procurement; Discuss Status of Enterprise Project. Read Tours I/J and Instructor Provided Materials.</li> <li>7. Dealing with Change, Vertical Integration. Read Instructor Provided Materials. Begin Presentations of Enterprise Projects.</li> <li>8. The Virtual Corporation. Read Instructor Provided Materials. Continue Presentations of Enterprise Projects.</li> <li>9. Contemporary Supply Chain Management. Read Instructor Provided Materials. Complete Enterprise Project Presentations. Turn in Written Assignments. Course Wrap up.</li> </ol>

<b>Additional Information</b>	As previously noted, instructor provided materials and class notes are available at <a href="http://www.quelchnet.com">www.quelchnet.com</a> .
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