

<b>Course</b>	<b>BUSN 6110 Operations and Project Management</b>	
<b>Term</b>	Spring 1, 2010	
<b>Instructor</b>	Name: Johnny McKusker, MBA, MA  Phone: 479-649-5237(W) 479-996-6926(H) 479-462-1645(C) Email: <a href="mailto:mckusker@webster.edu">mckusker@webster.edu</a>	
<b>Catalog Description</b>	This is a course that focuses on the major managerial issues in manufacturing management and the tools that can be used to manage them. Special attention will be given to project management, including PERT, critical path scheduling, and time-cost models, in operations management and other business settings. The major operations management issues are quality management and control, capacity management, plant location, layout and design, production planning and scheduling, supply chain management, and inventory management. The analytical tools covered include queuing theory, statistical quality control, linear programming, and learning curves. Where appropriate, the use of operations management techniques in service and distribution organizations will be demonstrated.	
<b>Prerequisites</b>	BUSN 5760 Applied Statistics	
<b>Course Level Learning Outcomes</b>	<b>Outcome</b>	<b>Expectation</b>
	1. Students understand the role of OM in the firm and how the OM function must be integrated with other functions to ensure organizational success.	Students can describe the appropriate relationship between the goals of other functional areas (i.e. marketing) and analyze operational level conflicts between the goals of functional areas and recommend a constructive response.
	2. Students can utilize PERT analysis to plan, manage, and evaluate a large project.	Students can develop a PERT diagram, calculate the critical path, decide whether or not an activity should be crashed, and estimate the probability that the project will be completed on time.
	3. Students understand new product development processes.	Students can read the description of a new product development process and determine if it is up-to-date. If it is not up-to-date the student can recommend changes that will bring it up to date.
	4. Students know both the SQC and non-SQC approaches to	Students can develop an SQC chart and use it to evaluate the quality performance of an ongoing production process. The student can also describe

	the management of quality.	how to use QFD, VA, vendor analysis and Value Engineering in the managing of quality.
	5. Students understand both the strategic and plant level capacity planning issues.	Students can discuss the major determinants of long term production capacity. The students can also determine bottlenecks in the process and make recommendations for dealing with the bottlenecks. This will include determining if the capacity expansion of the bottleneck makes good profitability sense.
	6. Students understand the major determinants of facility location decisions and will know how to use factor rating models to assist in the decision.	Students can discuss the facility location decision process to include the major variables. The student will, given the necessary information, also be able to use factor rating to assist in the location decision.
	7. Students understand the basic issues involved in facility layout with an emphasis on assembly line-type manufacturing.	Student can balance an assembly line to meet the expected production volume and will be able to determine the maximum output of the assembly line. Students can also explain the impact of cycle time on production capacity.
	8. Students understand the basic issues involved in inventory management to include MRP.	Student can determine the general nature of the inventory management task once the basic competitive posture of the firm has been determined. Students can also use EOQ calculations to assist in the inventory decisions.
	9. Students understand the general process of production planning to include aggregate planning and plant scheduling.	Students can describe the production planning process from the initial sales estimate to the plant floor. Student can also apply Johnson's rule in scheduling the n-job on two machines problem.
<b>Materials</b>	<p>Heizer, Jay, and Render, Barry, <i>Operations Management</i>, Pearson Prentice Hall.  ISBN 10: 0138128782  ISBN 13: 9780138128784</p> <p><b>MBS Direct</b>  You may call MBS Direct at 1-800-325-3252 and give your school name, site and course number. You may pay by Visa, MasterCard, Discover, or American Express. Hours are:  Monday – Thursday, 7:00 a.m. to 10:00 p.m. CDT/CST  Friday, 7:00 a.m. to 6:00 p.m. CDT/CST</p>	

	<p style="text-align: center;">Saturday, 8:00 a.m. to 5:00 p.m. CDT/CST Sunday, 12:00 p.m. to 4:00 p.m. CDT/CST</p> <p>The Virtual Bookstore, located at <a href="http://www.mbsdirect.net">www.mbsdirect.net</a> is recommended due to its convenience and cost savings. It can be accessed 24 hours a day, 365 days a year and <u>you will receive a 20% discount on UPS air shipping</u>. Operators will inform you of the availability of used books and optional materials and allow you to determine the best method for shipping.</p> <p><b><u>Passports Component:</u></b></p> <p>Passports is Eden-Webster Library’s WWW site, integrating Internet resources and online databases for student and faculty research. Students are encouraged to use Passports for their research needs. Also, Passports is accessible from campus, home, or office, providing 24 hour access to:</p> <ul style="list-style-type: none"> <li>* Library Catalogs &amp; Collections</li> <li>* Library Information</li> <li>* Databases &amp; Internet Resources</li> <li>* Forms &amp; Help</li> <li>* Connections to Other Sites</li> </ul>																								
<p><b>Grading</b></p>	<p><b><u>Activities Weight</u></b></p> <table border="1" data-bbox="371 1108 1024 1264"> <tr> <td>Exam 1</td> <td>20%</td> </tr> <tr> <td>Exam 2</td> <td>20%</td> </tr> <tr> <td>Assignments</td> <td>60%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </table> <p><b><u>Grades:</u></b></p> <table> <tr> <td>95-100</td> <td>A</td> </tr> <tr> <td>90-94</td> <td>A-</td> </tr> <tr> <td>88-89</td> <td>B+</td> </tr> <tr> <td>84-87</td> <td>B</td> </tr> <tr> <td>80-83</td> <td>B-</td> </tr> <tr> <td>70-79</td> <td>C</td> </tr> <tr> <td>69 or less</td> <td>F</td> </tr> <tr> <td>Incomplete Work</td> <td>I</td> </tr> </table>	Exam 1	20%	Exam 2	20%	Assignments	60%	Total	100%	95-100	A	90-94	A-	88-89	B+	84-87	B	80-83	B-	70-79	C	69 or less	F	Incomplete Work	I
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<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>Absenteeism</b> – Students are expected to attend all class sessions of every course. In the case of unavoidable absence, the student must contact the instructor. The student is subject to appropriate academic penalty for incomplete or unacceptable makeup work or for unexcused absences.</p>																								

	<p>Generally, a student who misses more than one four-hour course period (per course) without a documented military or medical excuse and advanced permission of the instructor should withdraw from the class. The University reserves the right to involuntarily drop enrolled students from classes, which they do not attend. Students who do not attend the first class session or miss two class sessions, who have not made prior arrangements with the instructor for being absent, will be dropped from their courses.</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>--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>Student Assignments Retained</b> From time to time, student assignments or projects will be retained by The Department for the purpose of academic assessment. In every case, should the assignment or project be shared outside the academic Department, the student's name and all identifying information about that student will be redacted from the assignment or project.</p> <p><b>Contact Hours for this Course</b> It is essential that all classes meet for the full instructional time as scheduled. A class cannot be shortened in length. If a class session is cancelled for any reason, it must be rescheduled.</p>
<b>Course Policies</b>	This syllabus may be revised at the discretion of the instructor without the prior notification or consent of the student.

	<p>Class meetings are to be treated as important business appointments. Because so much of the value of this course comes from class discussion, attendance is required. There are, of course, excusable absences. However, they will always be for reasons that are beyond your ability to control. Please talk to me about any absences.</p>
<p><b>Weekly Schedule</b></p>	<p><b><u>Schedules Of Required Readings, Class Preparations And Assignments, Lectures, Discussions, Student Presentations, And Exams:</u></b></p> <p><i>Reading assignments to be completed prior to class meeting.</i></p> <p><b>Week 1</b></p> <ul style="list-style-type: none"> <li>▪ Chapter 1 Case Study Zychol Chemicals Corporation</li> <li>▪ Chapter 1 Problems P1.1 through P1.10</li> <li>▪ Chapter 2 Case Study Strategy at Regal Marine</li> <li>▪ Chapter 2 Problems 2.1 through 2.8</li> </ul> <p><b>WEEK 2</b></p> <ul style="list-style-type: none"> <li>▪ <b>Read Chapters 3 &amp; 4</b></li> <li>▪ <b>Homework as assigned</b></li> </ul> <p><b>WEEK 3</b></p> <ul style="list-style-type: none"> <li>▪ <b>Read Chapters 5, 6, &amp; 7</b></li> <li>▪ <b>Homework as assigned</b></li> </ul> <p><b>WEEK 4</b></p> <ul style="list-style-type: none"> <li>▪ <b>EXAM</b></li> </ul> <p><b>WEEK 5</b></p> <ul style="list-style-type: none"> <li>▪ <b>Read Chapters 8, 9, &amp; 10</b></li> <li>▪ <b>Homework as assigned</b></li> </ul> <p><b>WEEK 6</b></p> <ul style="list-style-type: none"> <li>▪ <b>Read Chapters 11, 12, &amp; 13</b></li> <li>▪ <b>Homework as assigned</b></li> </ul> <p><b>WEEK 7</b></p> <ul style="list-style-type: none"> <li>▪ <b>Plant Tour</b></li> </ul> <p><b>WEEK 8</b></p> <ul style="list-style-type: none"> <li>▪ <b>Read Chapters 14, 15, &amp; 16</b></li> <li>▪ <b>Homework as assigned</b></li> </ul>

	<b>WEEK 9</b> EXAM
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	<b><u>Supplemental Readings:</u></b> As assigned.
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