

Course	PROC 5820 LC Operations Management
Term	Spring 1, 2010 Lackland AFB, Texas
Instructor	Name: Ronnie Brannon Phone: 210-508-8156 Email: brannon@webster.edu
Catalog Description	Needs assessments are translated into facilities procedures and operating methodologies. The course includes an analysis of inventory, reliability and quality assurance, value analysis/engineering, and site and layout analysis.
Prerequisites	Students majoring in Procurement and Acquisitions Management will have completed the requisite course, Procurement and Acquisitions Management (PROC 5000) before taking this course.
Course Level Learning Outcomes	<p>The following is a list of the learning outcomes for the course:</p> <ul style="list-style-type: none"> • The students will be able to know and explain 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. • The students 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. • The students 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. • The students 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 explain how to effectively interrelate these activities to maximize the operational capability of the total enterprise. • The students will be able to utilize themselves as scholar-practitioners, capable of creatively synthesizing intellectual explanation 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.								
Materials	<p>Title: <i>Operations and Supply Management</i>, 12th edition Authors: Chase, Richard B., F. Robert Jacobs, and Nicholas J. Aquilano, Publisher: McGraw-Hill/Irwin. ISBN-13: 9780077228934</p> <p><i>No international editions</i></p> <p>Supplemental materials in the form of instructor provided notes, handouts, and periodicals will also be used. 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>								
Grading	<p>The students grade will be determined by the following:</p> <table> <tr> <td>Midterm Exam</td> <td>30%</td> </tr> <tr> <td>Final Exam</td> <td>30%</td> </tr> <tr> <td>Term Paper</td> <td>30%</td> </tr> <tr> <td>Participation</td> <td>10%</td> </tr> </table> <p>The GRADUATE catalog provides these guidelines and grading options:</p> <ul style="list-style-type: none"> • A/A- Superior graduate work • B+/B/B- Satisfactory graduate work • C Work that is barely adequate as graduate-level performance <p>CR Work that is performed as satisfactory graduate work (B- or better). A grade of "CR" is reserved for courses designated by a department, involving internships, a thesis, practicums, or specified courses.</p> <ul style="list-style-type: none"> • F Work that is unsatisfactory • I Incomplete work • ZF An incomplete which was not completed within one year of the end of the course. ZF is treated the same as an F or NC for all cases involving G.P.A., academic warning, probation, and dismissal. • IP In progress • NR Not reported • W Withdrawn from the course 	Midterm Exam	30%	Final Exam	30%	Term Paper	30%	Participation	10%
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Activities	<ul style="list-style-type: none"> • Interactive lecture with student participation • Term paper • In class article reviews and group discussions • Field trips and guest speaker <p>In class case studies and problems associated with course topics.</p>								
Policy Statements:	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>University Policies</p>	<p>Academic Honesty 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>Drops and Withdrawals 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>Special Services 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>Disturbances 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>Student Assignments Retained 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>Contact Hours for this Course 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>
<p>Course Policies</p>	<ul style="list-style-type: none"> ▪ 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. ▪ 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.			
Weekly Schedule	Week	Topic	Chapters
	1	Introduction to Operations Management	<ul style="list-style-type: none"> Chapter 1-Introduction to the Field Chapter 2-Operation Strategy and Competitiveness <p><i>Assignment for Week 2:</i></p> <ul style="list-style-type: none"> Read Chapters 15 and 16
	2	Inventory Management	<p>Inventory Management</p> <ul style="list-style-type: none"> Chapter 15 – Inventory Control Chapter 16 – Material Requirements Planning <p><i>Assignment for Week 3:</i></p> <ul style="list-style-type: none"> Read Chapters 3 and 4
	3	<p>Project Management and Product Design</p> <ul style="list-style-type: none"> Quality Function Deployment Learning Curves 	<ul style="list-style-type: none"> Chapter 3 – Project Management Chapter 4 – Product Design <p><i>Assignment for Week 4:</i></p> <ul style="list-style-type: none"> Read Chapter 5 and 6
	4	<p>Process Analysis, Process Selection and Design</p> <ul style="list-style-type: none"> Facility Layout 	<ul style="list-style-type: none"> Chapter 5 – Process Analysis Chapter 6 – Process Selection and Design <p><i>Assignment for Week 5</i></p> <ul style="list-style-type: none"> Prepare for Mid Term Exam Read Chapter 7
	5	Midterm Exam	<ul style="list-style-type: none"> Chapter 7 – Service Process Selection and Design Waiting Line Management <p><i>Assignment for Week 6</i></p> <ul style="list-style-type: none"> Read Chapter 8
	6	Quality Management	<ul style="list-style-type: none"> Chapter 8 – Quality Management Statistical Process Control

			<p><i>Assignment for Week 7</i></p> <ul style="list-style-type: none"> • Read Chapters 10 and 11
	7	Supply Chain Strategy and Capacity Management	<ul style="list-style-type: none"> • Chapter 10 – Supply Chain Strategy • Chapter 11 – Strategic Capacity Management • Facility Location <p><i>Assignment for Week 8</i></p> <ul style="list-style-type: none"> • Read Chapters 13 and 14 • Finish Term Paper
	8	Forecasting and Operations Planning	<ul style="list-style-type: none"> • Chapter 13 – Forecasting • Chapter 14 – Aggregate Sales and Operations Planning <p><i>Assignment for Week 9</i></p> <ul style="list-style-type: none"> • Prepare for final exam • Read Chapter 17
	9	FINAL EXAMINATION Course Summary and Wrap-up	
Additional Information	<p><u>Explanation of Term Paper:</u> Each student is expected to organize and produce an original term paper. Such paper will be between 10 and 15 “typewritten” pages in length, exclusive of title page, abstract, abbreviations, references, and appendix pages. Text pages with tables or illustrations may be counted as part of the 10 to 15-page requirement. Students will utilize the format style in the APA’s <u>Publication Manual of the American Psychological Association</u>, Sixth Edition. The Instructor will approve the paper no later than the second week. The paper will be “typed”, double spaced, and submitted at the beginning of the eighth week. Failure to submit the term paper on the eighth week will result in the student receiving one grade below that awarded for the paper, except for any student who has been unexpectedly assigned out of the country or on official business. A letter or orders from the management of his/her organization will be required.</p> <p><u>Explanation of Examinations:</u> Two examinations (i.e., Mid-term and Final) will be given, and each will cover text, lecture and handout material. The tests will be subjective in nature and will include problems associated with the material covered in class.</p> <p><u>Explanation of Class Participation:</u> Each student should read all the assigned textbook material and be prepared to participate in class discussions</p>		

	related to this material. Students that fail to make class are required to submit a two page type written summary of the chapters discussed during the week and the solution to the assigned case study. In addition, each student will be required to bring to each class an article from, online, newspaper, or magazine that represents a current issue that pertains to an issue discussed in class. Failure to provide articles will cause deductions of points from the overall class participation grade.
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