

Course	Operations Management (PROC 5820)
Term	Spring I, 2010
Instructor	Name: Rich L. Gusewelle Phone: (H) 618-656-4308, (W) 314-231-1130 x245 Email: rgusewelle@dukemfg.com
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	Chase, Richard B., F. Robert Jacobs, and Nicholas J. Aquilano, 2009, <i>Operations and Supply Management</i> 12 th Edition, McGraw-Hill/Irwin																																																														
Grading	<p>Final Grade Calculation (Example)</p> <table border="1"> <thead> <tr> <th></th> <th>%</th> <th>Score</th> <th>Weighted</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Case</td> <td>25%</td> <td>94</td> <td>23.5</td> <td>A</td> <td>93-100</td> </tr> <tr> <td>Mid-Term</td> <td>25%</td> <td>90</td> <td>22.5</td> <td>A-</td> <td>90-92</td> </tr> <tr> <td>Exercise/Problem</td> <td>10%</td> <td>92</td> <td>9.2</td> <td>B+</td> <td>87-89</td> </tr> <tr> <td>Final Exam</td> <td>30%</td> <td>88</td> <td>26.4</td> <td>B</td> <td>83-86</td> </tr> <tr> <td>Class Part.</td> <td>10%</td> <td>95</td> <td>9.5</td> <td>B-</td> <td>80-82</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>C</td> <td>70-79</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td>91.1</td> <td>F</td> <td>0-69</td> </tr> </tbody> </table> <p>The GRADUATE catalog provides these guidelines and grading options for graduate business degrees:</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="1"> <tbody> <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> </tbody> </table>		%	Score	Weighted			Case	25%	94	23.5	A	93-100	Mid-Term	25%	90	22.5	A-	90-92	Exercise/Problem	10%	92	9.2	B+	87-89	Final Exam	30%	88	26.4	B	83-86	Class Part.	10%	95	9.5	B-	80-82					C	70-79	Total			91.1	F	0-69	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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Activities	<ul style="list-style-type: none"> Each class will consist of lecture, discussion, and problem solving. Class participation is required. 																																																														
Policy Statements: University Policies	<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>Academic Honesty</p> <p>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</p> <p>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</p>																																																														

withdrawing from a course with a partial refund.

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.

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.

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.

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.

Course Policies

- 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.
- The intent of this course is for every student to submit his or her own assignments. Discussing the course content with other students is not prohibited, however, each student must submit their own critical work. If two or more assignments are identical or mirror image one another this constitutes “cheating or plagiarism”
- 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	<p>Week 1 Introduction to the Field; Operations and Supply Strategy, and Process Analysis. Read Chapters 1, 2, and 6.</p> <p>Week 2 Product and Service Design; Manufacturing Processes, Facility Layout, Service Processes, and Waiting Line Analysis. Read Chapters 4, 7, 7A, 8 and 8A.</p> <p>Week 3 Six Sigma Quality; Process Capability and SPC Read Chapters 9 and 9A</p> <p>Week 4 Lean Manufacturing; Supply Chain Strategy; Operations Consulting and Reengineering. Read Chapters 12, 10, and 13 (pp 440-443). Case Study Due</p> <p>Week 5 Strategic Capacity Management; Logistics and Facility Location. Read Chapters 5, and 11. 2.5 hour Mid-Term Exam.</p> <p>Week 6 Job Design and Work Measurement; Aggregate Sales and Operations Planning Read Chapters 6A and 16</p> <p>Week 7 Inventory Control; Material Requirements Planning. Read Chapters 17, and 18. Exercise/Problems due</p> <p>Week 8 Scheduling; Constraint Management Read Chapters 19, and 20 (pp 678-696).</p> <p>Week 9 2.5 hour Final Exam</p>
Additional Information	<p>Please complete the reading assignments prior to each class period including week one. Class notes will be provided in power point format.</p> <p>The Mid-term and Final exams are closed book and closed notes.</p>