

<b>Course</b>	Operations Management (PROC 5820)
<b>Term</b>	Summer 2008
<b>Instructor</b>	Name: Kristian Ellingsen Phone: (803) 469-2172 Email: katadin1@hotmail.com
<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 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 learning outcomes for the course:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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</li> </ul>

	<p>management) to explain how to effectively interrelate these activities to maximize the operational capability of the total enterprise.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>																						
<b>Materials</b>	<p><b>Operations Management: Integrating Manufacturing and Services – With CD</b>, by Davis/Heineke 5<sup>th</sup> ed. McGraw/Hill/Irwin. ISBN: 0-07-299435-5</p> <p>Supplemental materials in the form of instructor provided notes, handouts, and periodicals will also be used.</p> <p>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>																						
<b>Grading</b>	<p>Final grades will be based on the examination, 3 project assignments, discussion participation, and weighted as follows:</p> <table border="1" data-bbox="636 898 1151 1234"> <tr> <td>Midterm Examination</td> <td>20%</td> </tr> <tr> <td>Final Examination</td> <td>20%</td> </tr> <tr> <td>Virtual Plant Tour (4) Local plant tour (time and location to be arranged by instructor)</td> <td>40%</td> </tr> <tr> <td>Web Action Learning Exercises (text)</td> <td>10%</td> </tr> </table> <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 data-bbox="487 1423 1307 1669"> <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>	Midterm Examination	20%	Final Examination	20%	Virtual Plant Tour (4) Local plant tour (time and location to be arranged by instructor)	40%	Web Action Learning Exercises (text)	10%	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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<b>Activities</b>	<ul style="list-style-type: none"> <li>A midterm and final examination with comprehensive questions requiring critical thought and independent research.</li> <li>A comprehensive, “Enterprise Project” during which the student establishes a small, simple production or service operation. The student then goes through the process of staffing, organizing, and operating the</li> </ul>																						

	<p>enterprise through establishing initial production approach; managing the purchasing function; organizing for quality; responding to changing demand for the product or service; exploring methods to vertically integrate either forward or backward to expand the span of involvement in the value chain.</p> <ul style="list-style-type: none"> <li>• Encourage active student participation throughout the class period and grade this participation based on the degree of involvement and substance of individual student input.</li> </ul>
<p><b>Policy Statements:</b> <b>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><i>Academic Honesty</i></b></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><b><i>Drops and Withdrawals</i></b></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 withdrawing from a course with a partial refund.</p> <p><b><i>Special Services</i></b></p> <p>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><i>Disturbances</i></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</b></p>	<ul style="list-style-type: none"> <li>▪ This syllabus may be revised at the discretion of the instructor without the prior notification or consent of the student. The schedule below presents</li> </ul>

<b>Policies</b>	<p>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> <ul style="list-style-type: none"> <li>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.</li> </ul>		
<b>Weekly Schedule</b>	<b>Week</b>	<b>Topic</b>	<b>Chapters</b>
	1	Operations Management in Today's Bus. Environment/Operations Strategy	1/2
	2	Role of Technology in Operations/Supply Chain Mgmt	3/4
	3	Integrating Manufacturing and Services/New Product and Service Dev and Process Selection	5/6
	4	Project Mgmt/Process Measurement and Analysis	7/8
	5	Quality Mgmt/Lean Production <b>Midterm Exam</b>	9/10
	6	Facility Location and Capacity/Facility Layout	11/12
	7	Aggregate Planning/Inventory Systems for Independent and Dependent Demand	13/14/15
	8	Waiting Line Mgmt/Scheduling	16/17
	9	<b>FINAL EXAM</b> Final Week to Turn in Virtual Plant Tours	<a href="http://www.mhhe.com/pom">www.mhhe.com/pom</a>
<b>Additional Information</b>	None		