

OPS 370 – PRINCIPLES OF OPERATIONS MANAGEMENT

2014 – SUMMER
BREMEN GERMANY

INSTRUCTOR Tom Janicki
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TEXTBOOK *Materials will be provided via the Web.*

COURSE DESCRIPTION

Catalog description: Prerequisite: QMM 280. This course provides a study of the drivers of quality, customer satisfaction, efficiency and productivity in service and manufacturing enterprises. Topics include product and service design, forecasting, quality management, facility location and layout, materials management, scheduling, project management, and supply chain management. While topics are covered for both manufacturing and service operations, attention is directed to the study and analysis of the operations management function in service enterprises.

Learning Outcomes: After successfully completing this course, students should be able to:

1. Describe the role and importance of operations management in business. Identify the importance of quality, process design and process selection in business.
2. Recognize and apply basic and appropriate analytical techniques related to decision making in forecasting, inventory management, quality control, project management and other operations management topics.
3. Identify the role that supply chain management plays in a global business environment.

METHODS OF TEACHING

This course will blend lectures, team assignments, and projects to help participants obtain the knowledge and skills to manage operations world applications.

STUDENT RESPONSIBILITIES

The student is responsible for doing all assigned readings and grasping all the material presented in class which may or may not originate from the textbook. The student will be responsible for the material covered in the lectures, assigned textbook readings and other reading assignments whether or not covered in the class lectures. IF YOU DO NOT UNDERSTAND A SUBJECT OR WOULD LIKE A FURTHER EXPLANATION,

DON'T BE AFRAID TO ASK. . . YOU ARE PROBABLY NOT THE ONLY ONE WHO NEEDS HELP.

The student is responsible for submitting the assignments when scheduled by the instructor. Absence from class does not excuse the student from any assignments made during the class period. A student who misses a class should check with the instructor or another student to determine if an assignment was made during the class that was missed. For this purpose, it is strongly advised that each student gets the name and phone number of at least two other students in the class. Each student is expected to address the assignments individually.

Cheating of any kind shall result in a grade of zero (0) on the assignment or quiz in question, **with a minimum deduction of one letter grade should the assignment be worth less than 10%**. Collaboration, copying of other individual's code, or handing in the work of others is considered cheating. Violations will follow the guidelines in the Student Handbook and Code of Student Life.

Students are expected to exhibit conduct that is courteous to the instructor and to the other students. Talking during class, reading of newspapers or other materials, and doing work for other courses during this class are examples of conduct that is considered to be unacceptable. Use of cellular phones, texting while in class or in the lab will not be acceptable and you will be asked to leave the class. It is rude to other students and the instructor to use your phone or instant message during scheduled class periods.

Grades will be posted on the web. It is the student's responsibility to check the posted grade frequently. *Questions pertaining to projects MUST be made within 1 weeks of when the project is posted to Entropy. No adjustments will be made after the one week period.*

Grading: Your final grade will be determined from the following:

Exam 1	37.5%
Exam 2	37.5%
Assignments	15%
*Class Performance	<u>10%</u>
	100%

*Class performance will be a subjective evaluation of the student's degree of professionalism, level of daily preparedness, enthusiasm, and attendance.

The University (+), (-) grading scale will be used, with 90% and above constituting an A.

EVALUATION

The student's performance evaluation (grade) will be based on the following:

1. **Homeworks and In Class Assignments:** will count as **30%** of your grade

Late assignments will be accepted with a 10% per day deduction. However you must submit within 2 days of the due date for any credit. Instructor reserves

the right to verbally review submitted assignments with the student and to modify the grade after the review. **No extensions on in class assignments.**

2. **Exams** – Two exams will be **55%** of your grade

3. **Presentation** will count as **10%** of your grade, you will be responsible to bring in one current event related to operations/service issues in the news.

4. **Class contribution** will count as **5%** of your grade,

The following is the grading scale for this course:

93-100	A	73-76	C
90-92	A-	70-72	C-
87-89	B+	67-69	D+
83-86	B	63-66	D
80-82	B-	60-62	D-
77-79	C+	Below 60	F

PROPOSED COURSE SCHEDULE
(SUBJECT TO CHANGE)

Tentative Day	Topics	In Class Tasks/Exams
July 8	Introduction to Operations (1) Operations Strategies (2)	
July 14	Design of Products and Services (3) Forecasting (4)	In Class #1
July 16	Quality Management (5) Statistical Quality Control (6)	In Class #2
July 17	Statistical Quality Control (6) Facility Location (7)	In Class #3 Homework #1
July 21	Facility Layout (8)	Exam 1
July 22	Materials Management (9) Production Planning (10)	In Class #4
July 23	Material Requirements (11) Scheduling (12)	In Class #5
July 24	Scheduling (12) Project Management (13)	In Class #6
July 28	Supply Chain Management (14) Decision Analysis (15)	Homework #2
July 29	Exam 2	Exam 2

