

MGT 475, Sections 01, 04, 06 (SHB 336)
Operations Management
Spring 2008

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Office Hours: MW 10:00 AM – 11:00 AM; 1:30 PM – 3:00 PM
TU 8:30 AM – 9:30 AM; 11:00 AM – 12:00 Noon; 1:30 – 3:00
TH 8:30 AM – 9:30 AM

TEXT:

Heizer, J. and Render, B. (2006) *Operations Management* (8th edition), Upper Saddle River, NJ: Prentice Hall.

COURSE DESCRIPTION:

This course addresses issues pertaining to the operations function within manufacturing and service firms competing in a global environment. The relationship of operations to other organizational functions will be investigated. Topics covered include decision making, project management, forecasting, capacity planning, facilities design and location, process and product design, inventory management, and quality assurance.

Prerequisites: MGT 380 Principles of Management and BAN 363 Intermediate Business Analysis

PROFESSIONAL EXPECTATIONS:

Please arrive on-time for each class period and exhibit a positive attitude throughout the class period. Please turn all cell phones off unless an emergency call is expected and then set your phone to vibrate. These behaviors will be expected in the workplace. Successful managers come to work on-time with a positive attitude, and they pay attention directly to customers, employees, and super-ordinates. They manage technology for the purpose of providing superior service to customers. They are not managed by technology. Please emulate these behaviors in class in preparation for your future success.

COURSE LEARNING OBJECTIVE:

Students will gain knowledge of POM strategies and tactics as they apply to the production and delivery of goods and services to both immediate and ultimate customers. Further, students will gain skill in forecasting, planning, project and process management, and decision making within an operations context.

COURSE OUTLINE (MW Classes):

Date	Topic
January 16	Review of Syllabus, Pre-test
January 21	Review of Management Basics
January 23	Evolution of POM Philosophies
January 28	Chapter 1, Operations and Productivity
January 30	Chapter 2, Operations Strategy in a Global Environment
February 4	Chapter 3, Project Management
February 6	Chapter 4, Forecasting
February 11	Economic, Technological, and Demand Forecasts
February 13	Exam 1 Review
February 18	Exam 1
February 20	Chapter 5, Design of Goods and Services; Marketing Concept and Market Orientation
February 25	Chapter 7, Process Strategy; Chapter 8, Location Strategies; Chapter 9, Layout Strategy
February 27	Chapter 12, Inventory Management
March 3	Chapter 13, Aggregate Planning; Chapter 14, Materials Requirements Planning; Chapter 15, Short-Term Scheduling
March 5	Chapter 6, Managing Quality + Service Quality
March 17	Supplement 6, Statistical Quality Control;
March 19	Chapter 17, Maintenance and Reliability
March 24	Review for Exam 2
March 26	Exam 2
March 31	Chapter 16, Just-in-Time and Lean Production Systems
April 2	Theory of Constraints
April 7	Time-based Competition, and Agile Manufacturing
April 9	Chapter 11, Supply Chain Management
April 14	ERP Information Systems; RFID
April 16	Virtual Management and Virtual Organizations
April 21	Review for Exam 3
April 23	Exam 3
April 28	Quantitative Modules
April 30	Quantitative Modules
May 5	Review for Final Exam
May 7	Course Summary and Assimilation
As Scheduled	Final Exam

COURSE OUTLINE (TT Classes):

Date	Topic
January 17	Review of Syllabus, Pre-test
January 22	Review of Management Basics
January 24	Evolution of POM Philosophies
January 29	Chapter 1, Operations and Productivity
January 31	Chapter 2, Operations Strategy in a Global Environment
February 5	Chapter 3, Project Management
February 7	Chapter 4, Forecasting
February 12	Economic, Technological, and Demand Forecasts
February 14	Exam 1 Review
February 19	Exam 1
February 20	Chapter 5, Design of Goods and Services; Marketing Concept and Market Orientation
February 26	Chapter 7, Process Strategy; Chapter 8, Location Strategies; Chapter 9, Layout Strategy
February 28	Chapter 12, Inventory Management
March 4	Chapter 13, Aggregate Planning; Chapter 14, Materials Requirements Planning; Chapter 15, Short-Term Scheduling
March 6	Chapter 6, Managing Quality + Service Quality
March 18	Supplement 6, Statistical Quality Control;
March 20	Chapter 17, Maintenance and Reliability
March 25	Review for Exam 2
March 27	Exam 2
April 1	Chapter 16, Just-in-Time and Lean Production Systems
April 3	Theory of Constraints
April 8	Time-based Competition, and Agile Manufacturing
April 10	Chapter 11, Supply Chain Management
April 15	ERP Information Systems; RFID
April 17	Virtual Management and Virtual Organizations
April 22	Review for Exam 3
April 24	Exam 3
April 29	Quantitative Modules
May 1	Quantitative Modules
May 6	Review for Final Exam
April 8	Course Summary and Assimilation
As Scheduled	Final Exam

GRADES:

Pre-test	1 * 20 points	20 points
On-time Attendance	30 class periods * 3 points (+ 10 excused absence points)	100 points
Exams	3 * 100 points	300 points
Final Exam	1 * 100 points	100 points
POM Article Review	3 * 10 points	30 points
Quantitative Assignments	10 * 5 points	50 points
Total Points		600 points
A	540 - 600 points	
B	480 - 539 points	
C	420 - 479 points	
D	360 - 419 points	
F	0 - 359 points	

Disabled Student Policy:

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.