

MGT 475, Sections 08 (SHB 206)
Operations Management
Fall 2007

Instructor: Dr. Kenneth W. Green, Jr.
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Office Hours: TT 9:00 AM – 11:00 AM
W 9:00 AM – 12:00 noon; 1:00 PM – 3:00 PM
T 5:30 PM – 6:00 PM; 8:30 PM – 9:00 PM at University Center

REQUIRED 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:

Date	Topic
August 21	Review of Syllabus, Pre-test
August 23	Review of Management Basics
August 28	Evolution of POM Philosophies
August 30	Chapter 1, Operations and Productivity
September 4	Chapter 2, Operations Strategy in a Global Environment
September 6	Chapter 3, Project Management
September 11	Chapter 4, Forecasting
September 13	Economic, Technological, and Demand Forecasts
September 18	Exam 1 Review
September 20	Exam 1
September 25	Chapter 5, Design of Goods and Services; Marketing Concept and Market Orientation
September 27	Chapter 7, Process Strategy; Chapter 8, Location Strategies; Chapter 9, Layout Strategy
October 2	Chapter 12, Inventory Management
October 4	Chapter 13, Aggregate Planning; Chapter 14, Materials Requirements Planning; Chapter 15, Short-Term Scheduling
October 9	Chapter 6, Managing Quality + Service Quality
October 11	Supplement 6, Statistical Quality Control;
October 16	Chapter 17, Maintenance and Reliability
October 18	Review for Exam 2
October 23	Exam 2
October 25	Chapter 16, Just-in-Time and Lean Production Systems
October 30	Theory of Constraints
November 1	Time-based Competition, and Agile Manufacturing
November 6	Chapter 11, Supply Chain Management
November 8	ERP Information Systems; RFID
November 13	Virtual Management and Virtual Organizations
November 15	Review for Exam 3
November 20	Exam 3
November 22	Thanksgiving Holiday
November 29	Quantitative Modules
December 4	Quantitative Modules
December 6	Review for Final Exam
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	5 * 10 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.