

**Management 475
Operations Management
Spring Semester 2008**

Professor: Victor B. Wayhan

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Office Hours: 11:00 to 12:30 p.m. and 3:30-5:00 p.m. Tuesday & Thursday, or by appointment.

Required Text

Heizer & Render. Operations Management. Pearson, Prentice-Hall.

Determinants Of The Semester Grade

Percentages/Points:

Homework Assignments/Attendance	=	100 Points
Exam #1	=	102 Points
Exam #2	=	102 Points
Exam #3	=	<u>102 Points</u>
Total		406 Points

Grades:	A.....360-406 Points
	B.....320-359 Points
	C.....280-319 Points
	D.....240-279 Points
	F..... 0-239 Points

Attendance

Each student is expected to attend every class, although it is recognized that an absence may be unavoidable. The first two absences during the semester will not be counted against the student's grade. **However, any additional absences will result in a ten-point penalty for every additional occurrence, no matter the reason. Therefore, use your two absences wisely!** The attendance portion of this category is worth 50 points. As an example, if a student misses five additional classes, he or she would receive zero points in the attendance portion of this category.

Homework Assignments

Three homework assignments will be given during the semester. These assignments are intended to better prepare you for each of the exams and to expose you to important operations techniques

and programs. Each assignment must be done individually, unless otherwise noted. The first two homework assignments are worth 20 points each, and the final assignment worth 10 points, for a total of 50 points. Due dates will be assignment specific.

Exams

Three 34-question exams, worth 3 points per question (102 points), will be given during the semester. The exams will cover course content from the class lectures, discussions, outside articles, and readings pertaining to the relevant chapters of the textbook.

Schedule of Topics

Each student is expected to read the assigned chapters prior to class. By doing so, students will be able to ask relevant questions, express informed opinions, comments and insights, critically evaluate the subject matter, and participate fully and actively in class discussions. We will cover the chapters in the following order. The coverage of each examination is tentative. Read ahead based on what was covered in the previous class.

Chapter 1: Operations and Productivity
Chapter 2: Operations Strategy in a Global Environment
Chapter 3: Project Management
Chapter 4: Forecasting

Exam 1

Chapter 5: Design of Goods and Services
Chapter 6: Managing Quality
Chapter 6(S): Statistical Process Control
Chapter 9: Layout Strategy

Exam 2

Chapter 11: Supply Chain Management
Chapter 12: Inventory Management
Chapter 13: Aggregate Planning
Chapter 16: Just-in-Time and Lean Production

Exam 3