

**MGT 560**  
**Operations Management Seminar**  
**Fall 2007**

**Instructor:** Dr. Sower  
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**Office Hours:** **M** 8:00 – 11:30  
5:00 -- 6:00  
**Tu** 9:00 – 10:00  
**W** 8:00 – 11:30

**INTERNET:**

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Home Page: [http://www.shsu.edu/~mgt\\_ves](http://www.shsu.edu/~mgt_ves)

Others by appointment

**REQUIRED TEXTS:** Russell, R. & B. Taylor. *Operations Management*, 5th ed., Hoboken, NJ: Wiley, 2006.  
Weiss, H. *POM/QM for Windows*, v. 2.2 Upper Saddle River, NJ: Prentice Hall, 2004.  
Brue, G. *Six Sigma for Managers*, New York: McGraw-Hill, 2002.

**OTHER INSTRUCTIONAL MATERIAL:** You are responsible for everything posted to the MGT 560 web site. Other supplementary materials may be placed on reserve at the library or handed out in class.

**COURSE DESCRIPTION:**

This is a case-oriented course in manufacturing and service business operations. The course will stress the application of management principles and tools to such problems as customer orientation, competitiveness, productivity, operations controls, and operations decision making.

**GENERAL COURSE OBJECTIVES:**

1. To provide broad understanding of the operations management discipline.
2. To provide opportunity to apply operations management principles and tools to "real world" problems through case analysis and field research.
3. To enhance decision making skills.
4. To understand the role of operations in organization strategic planning.

**SPECIFIC COURSE OBJECTIVES:**

1. How to analyze and critically evaluate ideas, arguments, and points of view.
2. How to find and use resources for answering questions or solving specific problems.
3. Develop specific skills, competencies and points of view needed by professionals in operations management.
4. How to apply course material to improve thinking, problem solving, and decisions.
5. Acquiring skills in working with others as a member of a team.

## COURSE REQUIREMENTS:

1. The first part of the semester will cover problem solving and the Six Sigma approach to continuous improvement. Students will complete a project using Six Sigma methodology. The second part of the semester will cover selected topics using class discussion and case analysis. Students will prepare to discuss the selected topics by reading the appropriate sections of the texts and by locating and reading material on the topic in the current literature.

### 2. Case Studies

Hi-Ho Yo-Yo, Inc. will be the subject of case studies in the second part of the semester. The class will receive background information about the company on the first class day (available for download from the course web site). Students should become VERY familiar with this material.

Students will be divided into 2-4 person groups which will remain intact throughout the semester. Periodically, a specific problem related to the operation of Hi-Ho Yo-Yo will be assigned. One group will be selected as the “presentation group” for each case and will develop a group written report and oral presentation for that case. The remaining students will develop individual solutions to the case. On the day that the case is due the presentation group will make a 15 minute presentation of their solution to the case and lead a class discussion of the solution.

### 3. Examinations

There will be an open-book final examination.

4. Cell Phones: In order to avoid distracting fellow students, please turn all cell phones off before the start of class. If you are expecting a possible emergency call (e.g. you have a sick child at home), please set your phone on vibrate and sit near the door. Please leave the classroom before answering the phone.

### 5. Attendance

The University attendance policy will be enforced. If an absence is unavoidable, the assignments due that day must be turned in on time. Assignments turned in late for any reason will be subject to loss of points. If you miss a class where group work is done, your group grade will be zero. This zero cannot be “made up” for any reason. The third absence and any subsequent absences will result in a deduction of 5 points each from the participation grade.

6. 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.*

6. Religious Holiday Policy: *Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for*

*the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.*

*University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). This request must be made in the first fifteen days of the semester or the first seven days of a summer session in which the absence(s) will occur. The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.*

**COURSE GRADE:**

The final grade is comprised of the following elements:

Hi-Ho Yo-Yo Case Studies	300 points
Final Exam	100 points
Consulting Project/Class Partic.	200 Points
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Total	600 points

Final grade calculation:      540 - 500 points = A  
   480 - 539 points = B  
   420 - 479 points = C  
   below 420 points = F

**CLASS COMMUNICATION:**

Each member of the class must **provide their preferred e-mail address to the instructor via e-mail by 8/30/07**. The instructor will communicate with you via e-mail and via the MGT 560 web page. You should check both your e-mail and the MGT 560 web site at least once each week. You are responsible for all information posted to the web site.

## TENTATIVE SCHEDULE

Class

8/20	Form work groups. Familiarization with electronic resources. Types of research publications. Discuss Request for Proposal for Class Project	
	Project Management	Ch 9
	Introduction to DMAIC.	Brue (pp. 93-104)
8/27	Discuss topics to be covered. Project Management	Ch 9
	Discuss Request for Proposal	
	Six Sigma	Brue text
9/3	No class. Labor Day Holiday	
9/10	Oral/Written Presentation of Proposal	
	Six Sigma	Brue text

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Sales Order Management/Forecasting	Ch 11	Case 1
Aggregate Planning	Ch 13 & Ch 13S	Case 2
Master Scheduling/MRP	Ch 14, 12	Case 3
Enterprise Resource Planning	Handouts, Ch 14	
Introduction to SAP		
Production Activity Control/Scheduling	Ch 16	Case 4
Quality Control	Ch 3, 4, 4S; Handouts	Case 5
Distribution Management	Ch 10, 10S	Case 6

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Additional Topics selected by class.

Current schedules/agendas will be posted weekly on the course web site.

**Other important dates:**

9/10/07	Oral/Written Presentation of Proposal
10/10/07	Last day for dropping Fall Semester courses without grade of F.
11/21-11/23	Thanksgiving Holidays