

**MGT 475, Sections 04 and 05 (SHB 342)**  
**Operations Management**  
**Summer 2008**

**Instructor:** Dr. Kenneth W. Green, Jr.  
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**Office Hours:** MTWT 1:30 PM – 3:00 PM

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

**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. The learning objective will be assessed using a pre-test and post test methodology with success indicated by a significant improvement from pre-test mean to post test mean and an overall class mean of 75 on the post test.

**COURSE OUTLINE:**

Date	Topic
Tuesday, July 8 <sup>th</sup>	Syllabus; Chapter 1, Operations and Productivity; Pretest
Wednesday, July 9 <sup>th</sup>	Review of Management Basics
Thursday, July 10 <sup>th</sup>	Evolution of POM Philosophies
Friday, July 11 <sup>th</sup>	Chapter 2, Operations Strategy in a Global Environment; Chapter 3, Project Management
Monday, July 14 <sup>th</sup>	Chapter 4, Forecasting
Tuesday, July 15 <sup>th</sup>	Chapter 5, Design of Goods and Services
Wednesday, July 16 <sup>th</sup>	Exam 1 Review
Thursday, July 17 <sup>th</sup>	Exam 1
Friday, July 18 <sup>th</sup>	Chapter 16, Just-in-Time and Lean Production Systems; Chapter 6, Managing Quality
Monday, July 21 <sup>st</sup>	Supplement 6, Statistical Quality Control; Chapter 17, Maintenance and Reliability
Tuesday, July 22 <sup>nd</sup>	Chapter 7, Process Strategy; Chapter 8, Location Strategies; Chapter 9, Layout Strategy; Chapter 10, Human Resources
Wednesday, July 23 <sup>rd</sup>	Review for Exam 2
Thursday, July 24 <sup>th</sup>	Exam 2
Friday, July 25 <sup>th</sup>	Chapter 12, Inventory Management; Chapter 13, Aggregate Planning
Monday, July 28 <sup>th</sup>	Chapter 14, Materials Requirements Planning; Chapter 15, Short-Term Scheduling
Tuesday, July 29 <sup>th</sup>	Theory of Constraints; Time-based Competition; Agile Manufacturing
Wednesday, July 30 <sup>th</sup>	Chapter 11, Supply Chain Management
Thursday, July 31 <sup>st</sup>	Logistics; ERP; RFID
Friday, August 1 <sup>st</sup>	Virtual Supply Chains
Monday, August 4 <sup>th</sup>	Review for Exam 3
Tuesday, August 5 <sup>th</sup>	Exam 3
Wednesday, August 6 <sup>th</sup>	Review for Final Exam
Thursday, August 7 <sup>th</sup>	Final Exam

**GRADES:**

Pre-test	1 * 20 points	20 points
Assignments	8 * 10 points	80 points
On-time Attendance	23 class periods * 4 points	100 points
Exams	3 * 100 points	300 points
Final Exam	1 * 100 points	100 points
<b>Total Points</b>		<b>600 points</b>
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.*