

Operations Management: M&IS 34060-002 CRN#15603

Spring 2016

Mondays, 7:00-9:45 p.m., BSA 100

Instructor : Dr. B. Eddy Patuwo
Office : A-403 BSA
Office Hours : Mondays and Wednesdays: 12:30 – 3:00pm, and other times by appointment
Telephone : 330-672-1163
E-mail : epatuwo1@kent.edu
Teaching Assistant: Andrew Bastian will announce his office hours during the first week of class.
Class email : ksuompm@gmail.com is monitored by Andrew and me.
IMPORTANT: Please specify which class you are in when emailing Andrew or me.

Text Book : **Operations Management**, 12th ed., by W.J. Stevenson, McGraw-Hill, 2015 (KSU ed.) with “CONNECT PLUS.” You may buy the textbook+ConnectPlus from the bookstore or directly from the publisher website (\$76.50): <http://shop.mheducation.com/mhshop/productDetails?isbn=1259574938>
To register for Connect, follow the link to Homework#1(HW1) on Blackboard. DO NOT register by going directly to Connect Website.
Because the tests are open-book-open-note, **you can only use the printed copy of the textbook during the tests. During the tests, you CANNOT USE the e-book.**

Class Website : Lecture notes, video lectures, extra problems/solutions, and sample tests are on Blackboard.

McGraw-Hill Connect website:

Prerequisites : M&IS 24056 - Fundamental of Business Statistics.

Learning Objectives:

- Understand the strategic importance of operations and how operations can provide a competitive advantage in the marketplace.
- Understand the relationship between operations and other business functions, such as Marketing, Finance, Accounting, and Human Resources.
- Understand the concept of natural and special variations in managing operations, particularly in managing quality and inventory.
- Know how to do statistical process control and understand the concepts behind it.
- Know how to use forecasting models and understand the basic concepts behind forecasting.
- Know how to use basic inventory models to manage inventory.
- Know how to use the basic queueing models to manage waiting lines.
- Know the concepts behind ERP and MRP, and how MRP operates.
- Know the basic concepts behind project management and how to schedule a project using CPM and PERT models.

Course Logistic:

- **Lecture.** Attending every lecture is important for your better **understanding** of the material covered and will help you see the big picture as well as details in every chapter discussed.
- **Connect Homework (Total=100 points).** There will be **nine (9) Connect homework** given throughout the semester (see due dates in the schedule). You have 3 attempts for each HW and the highest score will be recorded. You can check feedback after each attempt. Each homework is worth 10 points and a bonus of 10 points is given to all as HW10. You can access these HW from Blackboard – Lesson Plan.
- **Solutions.** Solutions to problems appeared in the text book are given in Appendix A at the end of the text book and some detailed solutions are on posted on Blackboard.

- **Test (Total=400 points).** There will be **5 open-book, open-note tests** (including one **optional final exam**). The test with the lowest score will be dropped; only 4 tests will be counted. There is no make up for missing tests without valid excuse.
- **Grading.** The following table gives the total points required for each grade.

Grade	Points	Grade	Points
A	450 – 500	C	350 – 369
A-	435 – 449	C-	335 – 349
B+	420 – 434	D+	320 – 334
B	400 – 419	D	300 – 319
B-	385 – 399	F	Below 300
C+	370 – 384		

- Note that there is **NO** extra credit for this class.
- For Spring 2016, the **course withdrawal** deadline is **Sunday April 3, 2016**. Withdrawal before the deadline results in a "W" on the official transcript; after the deadline a grade must be calculated and reported.

The Following Policies Apply to All Students in this Course

- A. Prerequisite:** Students attending the course who do not have the proper prerequisite risk being deregistered from the class.
- B. Enrollment:** Students have responsibility to ensure they are properly enrolled in classes. You are advised to review your official class schedule (using Student Tools in FlashLine) during the **first two weeks** of the semester to ensure you are properly enrolled in this class and section. Should you find an error in your class schedule, you have until **Sunday, January 31, 2016** to correct the error with your advising office. If registration errors are not corrected by this date and you continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you **will not** receive a grade at the conclusion of the semester for any class in which you are not properly registered.
- C. Academic Honesty:** Cheating means to misrepresent the source, nature, or other conditions of your academic work (e.g., tests, papers, projects, assignments) so as to get undeserved credit. The use of the intellectual property of others without giving them appropriate credit is a serious academic offense. **It is the University's policy that cheating or plagiarism result in receiving a failing grade for the work or course.** Repeat offenses may result in dismissal from the University.
- D. Students with disabilities:** University policy 3342-3-18 requires that students with disabilities be provided reasonable accommodations to ensure their equal access to course content. If you have a documented disability and require accommodations, please contact the instructor at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through the Student Accessibility Services (contact 330-672-3391 or visit <http://www.kent.edu/sas/index.cfm> for more information on registration procedures).
- E. Graduation:** If you are eligible to graduate, it is your responsibility to apply for graduation before the set deadline (May Graduation: Apply before September 15th, August Graduation: Apply before December 15th, December Graduation: Apply before March 15th). If you apply after the deadline you will be assessed a \$200 late fee. Please see your academic advisor as soon as possible if you are uncertain as to your progress toward graduation. To apply for graduation complete the following steps: Log onto your Flashline account, then Click on the Student Tools tab, Look in the Graduation Planning Tool Box, and finally Click on Application for Graduation. If an error message appears, you must contact your advisor.

Tentative Class Schedule – section 002 Spring 2016 (Monday evenings 7:00-9:45)

Dates	Topics
Wk#1: Jan 18	What is Operations Management? (Watch this video) Chapter 1. Introduction to Operations Management (Please read this chapter since we do not have class because of MLK DAY) <ul style="list-style-type: none"> HW#1 – Chapter 1 – Open until Sunday, 11:59 pm, <u>January 31, 2016</u>
Wk#2: Jan 25	Chapter 9: Management of Quality <ul style="list-style-type: none"> Watch video documentary: W. Edward Deming: Prophet Unheard HW#2 – Chapter 9 – Open until Sunday, 11:59 pm, <u>January 31, 2016</u>
Wk#3: Feb 1	Chapter 10: Quality Control. <ul style="list-style-type: none"> Watch Video Documentary: Deming: Red Bead Experiment HW#3 – Chapter 10 – Open until Sunday, 11:59 pm, <u>February 7, 2016</u>
Wk#4: Feb 8	TEST 1 (Chapters 1, 9 and 10)
Wk#5, 6: Feb 15, 22	Chapter 18: Waiting Lines (Queueing) Models <ul style="list-style-type: none"> HW#4 – Chapter 18 – Open until Sunday, 11:59 pm <u>February 28, 2016</u>
Wk#7: Feb 29	Chapter 3: Forecasting <ul style="list-style-type: none"> HW#5 – Chapter 3 – Open until Sunday, 11:59 pm <u>March 6, 2016</u>
Wk#8: Mar 7	TEST 2 (Chapters 3 and 18)
Wk#9: Mar 14	Chapter 15: Supply Chain Management & Chapter 13: Inventory Management <ul style="list-style-type: none"> Watch Video: Global Supply Chain Management HW#6 – Chapter 15 – Open until Sunday, 11:59 pm March 20, 2016
Mar 23-29	Spring Recess (no school)
Wk#10: Mar 28	Chapter 13: Inventory Management
Wk#11: April 4	Chapter 13: Inventory Management. <ul style="list-style-type: none"> HW#7 – Chapter 13 – Open until Sunday, 11:59 pm <u>April 10, 2016</u>
Wk#12: April 11	TEST 3 (Chapters 15, 13)
Wk#13: Apr 18	Chapter 12: MRP and ERP HW#8 – Chapter 12 – Open until Sunday, 11:59 pm <u>April 24, 2016</u>
Wk#14: Apr 25	Chapter 17: Project Management HW#9 – Chapter 17 – Open until Sunday, 11:59 pm <u>May 1, 2016</u>
Wk#15: May 2	TEST 4 (Chapters 12, 17)

Optional Final Exam (TEST5) Schedule: Monday May 9, 2016, 8:15 – 10:30 p.m. in BSA 100
This semi-comprehensive test covers Chapters 10, 18, 3, 13, 12, 17 (problems only) – the lowest of the 5 test scores will be dropped.