

# Operations Management: M&IS 34060

## Fall 2011

Section 001 (Call No. 21623) : Tuesday, Thursday 12:30 –1:45 p.m., BSA 200

**Instructor** : Dr. B. Eddy Patuwo

**Office** : A-403 BSA

**Office Hours** : Tuesday, Thursday 9:45-12:15 p.m. and by appointment

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**Text Book** : **Operations Management**, 11-th edition, by W.J. Stevenson, McGraw-Hill, 2012

**On-line** : **Lecture Notes, Excel Templates, Sample Tests are on Blackboard Learn 9** ([learn.kent.edu](http://learn.kent.edu))

**Prerequisites** : **M&IS 24056 - Fundamental of Business Statistics**. Students who have not successfully completed the course prerequisite must withdraw from this class. You risk deregistration if you have not completed the course prerequisite.

### Course Objectives:

- To develop an understanding of the strategic importance of operations and how operations can provide a competitive advantage in the marketplace.
- To understand the relationship between operations and other business functions, such as Marketing, Finance, Accounting, and Human Resources.
- To develop knowledge of the issues related to designing and managing operations and the methodologies to do so.

### Class Policy:

- **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.
- **Homework**. There will be **five (5) Excel homework** given throughout the semester. They are done using **only the Excel templates posted on Blackboard — no handwritten nor regular Excel spreadsheet printout will be accepted**. Turn in the printed copy of the Excel Template spreadsheet. The HW problems and their due dates are given in the syllabus. No late homework will be accepted. The five homework is worth 50 points (10 points each).
- **Solutions**. Solutions to problems appeared in the text book are given in Appendix A at the end of the text book and the detailed solutions on posted on Blackboard.
- **Test**. 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.
- **Grading**. The tests (4 x 100=400 points) and the homework (50 points) have a **maximum of 450 points**. The following table gives you the total points required for each grade.

Grade	Points	Grade	Points
<b>A</b>	400 – 450	<b>D</b>	250 – 299
<b>B</b>	350 – 399	<b>F</b>	Below 250
<b>C</b>	300 – 349		

- Note that there is NO extra credit for this class.
- For Fall 2011 the **course withdrawal** deadline is **Sunday November 6, 2011**. 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 September 4, 2011** 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 (0 points) 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 [www.kent.edu/sas](http://www.kent.edu/sas) <<http://www.registrars.kent.edu/disability/>> for more information on registration procedures).

### **Note:**

**Please clean up all materials before you leave the room.**

**Please take all your newspapers, water bottles, food wrappers, soda cans, coffee cups, etc. with you as you leave the room and deposit them in the appropriate trash or recycle bins.**

## Tentative Class Schedule – section 001-Fall 2011

Dates	Topics	Homework
Aug 30	What is Operations Management? & Chapter 1: Introduction to Operations Management	
Sept 1	Chapter 1. Introduction to Operations Management & Chapter 9	
Sept 6	Chapter 9: Management of Quality & Chapter 10. Quality Control	
Sept 8, 13	Chapter 10: Quality Control.	HW#1: Problem 10.7, p.456 Due: Thursday, Sept. 15
Sept 15	Deming: The Prophet of Quality (Video documentary)	
Sept 20	TEST 1 (Chapters 1, 9 and 10)	
Sept 22,27,29 Oct 4	Chapter 18: Waiting Lines (Queueing) Models	HW#2: Prob. 18.4, p.827 Due: Thursday, Oct. 6
Oct 6	Chapter 18: Queueing & Chapter 3: Forecasting	
Oct 11, 13	Chapter 3: Forecasting	HW#3: Prob. 3.9, p.123 Due: Tuesday, Oct. 18
Oct 18	TEST 2 (Chapters 3 and 18)	
Oct 20	Chapter 15: Supply Chain Management.	
Oct 25, 27 Nov 1, 3	Chapter 13: Inventory Management.	HW#4: Problem 13.10, p.603 HW#5: Problem 13.13, p.604 Due: Both Due on Tuesday, Nov. 8 (Please staple both HW together)
Nov 8	TEST 3 (Chapters 11, 12)	
Nov 10, 15	Chapter 12: MRP and ERP	
Nov 17	Chapter 12: MRP and ERP & Chapter 17: Project Management	
Nov 22	NO CLASS – DSI Conference	
Nov 23 (noon) - 27	Thanksgiving Holiday	
Nov 29 Dec 1	Chapter 17: Project Management	
Dec 6	TEST 4 (Chapters 12, 17)	
Dec 8	Office hour	

**Final Exams Schedule:**  
(Chapters: 10, 18, 3, 13, 12, 17)

Section 001: Tuesday, December 13, 12:45 - 2:45 p.m. in BSA 200