

Operations Management: M&IS 34060

Fall 2011: Tuesday 7:20 –10:00 p.m. (Distance Learning & Online Course)

Section 003 (Call No. 23706) : BSA A311 (Kent) ; Section 200 (Call No. 30300) : Main Bldg C104 (Ashtabula)
Section 500 (Call No. 27275) : Classroom Bldg104A (Salem) ; Section 900 (Call No. 29160) : UC325 (LCCC)

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)

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. Lecture recordings are posted on “LEARN” and we may meet using WIMBA.
- **Homework.** There will be **five (5) Excel homework** given throughout the semester. They are done using **only the Excel templates I posted on Blackboard — no handwritten nor regular Excel spreadsheet will be accepted.** Turn in the the Excel Template spreadsheet via Email with subject heading: OM-HW#?. The HW problems and their due dates are given in the syllabus. No late homework will be accepted. The homework are 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 are 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. The tests will be in-class. 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
A	400 – 450	D	250 – 299
B	350 – 399	F	Below 250
C	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.registrars.kent.edu/disability/>> for more information on registration procedures).

Tentative Class Schedule – sections 003, 200, 500, 900 - Fall 2011 Evening

Dates	Topics	Homework
Aug 30	Chapter 1: Introduction to Operations Management	
	What is Operations Management? (Video) http://ksutube.kent.edu/playback.php?playthis=62b1o5lbl	
Sept 6	Chapter 9: Management of Quality & Chapter 10. Quality Control	
Sept 13	Chapter 10: Quality Control. Deming: The Prophet of Quality (Video documentary)	HW#1: Problem 10.7, p.456 Due: Tuesday, Sept. 20
Sept 20	TEST 1 (Chapters 1, 9 and 10)	
Sept 27	Chapter 18: Waiting Lines (Queueing) Models	HW#2: Prob. 18.4, p.827 Due: Tuesday, Oct. 11
Oct 4	Chapter 18: Waiting Lines (Queueing) Models	
Oct 11	Chapter 3: Forecasting	HW#3: Prob. 3.9, p.123 Due: Tuesday, Oct. 18
Oct 18	TEST 2 (Chapters 3 and 18)	
Oct 25	Chapter 15: Supply Chain Management Global Supply Chain Management (Video) https://ksutube.kent.edu/playback.php?playthis=4t9ft28p	
Oct 25	Chapter 13: Inventory Management	HW#4: Problem 13.10, p.603 HW#5: Problem 13.13, p.604
Nov 1	Chapter 13: Inventory Management	Due: Both Due on Tuesday, Nov. 8 (Please staple both HW together)
Nov 8	TEST 3 (Chapters 11, 12)	
Nov 15	Chapter 12: MRP and ERP	
Nov 22	Chapter 12: MRP and ERP & Chapter 17: Project Management	
Nov 23 (noon) - 27	Thanksgiving Holiday	
Nov 29	Chapter 17: Project Management	
Dec 6	TEST 4 (Chapters 12, 17)	
Final Exams Schedule: Tuesday, December 13, 7:20 – 9:20 p.m. in-class (Chapters: 10, 18, 3, 13, 12, 17)		