Description of the Class: The goal of the study of Operations Management is to effectively and efficiently implement and control the processes that transform inputs into finished goods or services to satisfy the firm’s customers, employees, and management. This course is designed to provide students with a balanced blend of behavioral application and quantitative analysis as they relate to planning, designing, acquiring, operating, and maintaining the facilities and processes; purchasing of raw materials; controlling and maintaining inventories; and providing the corresponding labor needed to produce a good or service.

Prerequisites: ECON 261 and MGMT 330.

Ability/Skill Level: The relevant ability for this class is Problem Solving and the skill and level are Critical Thinking/Level 3.

Objectives: This course aims to strengthen your comprehension of operations management and to deliver you with specific operation management skills. By the end of this course you should have;

1. An understanding of what an operation manager does
2. Developed working knowledge of the concepts and methods to managing operations as well as the a terminology base allowing you to effectively deal with operations issues
3. Familiarization with the problems and issues facing operations managers
4. Increased your ability to organize, work cooperatively, and productively to complete an effective team-developed project report and oral presentation
Content & Schedule:

This course matter is tentative; the instructor as necessary will make adjustments. Test dates are also tentative and will be adjusted as the curriculum changes. See the instructor for any questions you may have regarding the schedule.

Unit 1: Introduction to Operations management
- Operations and Productivity
- Operations Strategy in a Global Environment
- Project Management
- Forecasting
- Exam 1

Unit 2: Designing Operations
- Design of Goods and Services
- Managing Quality
- Process Strategy
- Location Strategies
- Layout Strategy
- Human Resources and Job Design
- Exam 2

Unit 3: Managing Operations
- Supply Chain Management
- Inventory Management
- Aggregate Planning
- Material Requirement Planning
- Short-Term Scheduling
- Just-in-Time and Lean Production
- Maintenance and Reliability
- Exam 3

Instructional Methods: This course will primarily consist of lecture/discussion and in-class problem solving group activities. Students are required to participate in the group activities as well as interject during class lectures/discussion. Other teaching methods will consist of video presentations, guest speakers, case studies, and in-class simulation games.

Evaluation and Grading:

There will be a variety of evaluation criteria for this class

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
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<tbody>
<tr>
<td>Exams</td>
<td>400pts+</td>
</tr>
<tr>
<td>In-class Activities</td>
<td>200pts+</td>
</tr>
<tr>
<td>Homework/Article Assignments</td>
<td>100pts+</td>
</tr>
<tr>
<td>Final Project</td>
<td>100pts</td>
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<tr>
<td><strong>Total Points</strong></td>
<td><strong>800pts</strong></td>
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</tbody>
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Exams will consist of true/false, multiple choice, completion, and essays. Testable material consists of notes from class lectures, textbook readings, videos, and case studies. Each exam will have two parts, an in-class closed book and notes portion (consisting of multiple choice, matching, and/or true/false questions) and a take home portion consisting of case study, problem solving, short answer, and/or essay questions. Exams will only be allowed to be missed for a school sponsored event or personal emergency. Missing an exam with an illness will require a doctor’s note.

Homework assignments will consist of questions from the text, short case studies, online, and article assignments. In-class activities will be graded on the basis of participation and the completion of the activity. Due to fairness to all students, no late assignments will be accepted.
Exceptions to this rule is an absence resulting from a school sponsored event or a personal emergency.

A description of the final project will be distributed later on into the semester. The final project will consist of both a written report and oral presentation.

Grades will be based on the standard University System scale.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90-100%</td>
<td>A</td>
</tr>
<tr>
<td>80-89%</td>
<td>B</td>
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<tr>
<td>70-79%</td>
<td>C</td>
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<tr>
<td>60-69%</td>
<td>D</td>
</tr>
<tr>
<td>0-59%</td>
<td>F</td>
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**Student Conduct:**

Students are expected to be prepared for class discussions, examinations, assignments, and projects. This also includes reading the required material before class lectures. Students in this class are required to understand and follow the guidelines for Academic Integrity set forth by the University. Any student found violating this policy will receive an F for their semester grade. VCSU’s Academic Integrity policy can be found at [http://www.vcsu.edu/academics/academicissues.htm#integrity](http://www.vcsu.edu/academics/academicissues.htm#integrity).