SEMESTER/YEAR: SPRING 2010

COURSE MEETING: Wednesday second half 6:00-8:50 P.M.
6:30-9:20 P.M. MAIN ONLY

DATES: 3/10 3/17 3/24 3/31 4/7 4/14 4/21 4/28

LOCATION: ST. CHARLES

CREDITS: 3

BUS 314 – 1C OPERATIONS MANAGEMENT

Instructor: Tracy Alexander
Voice Mail: 314-529-9201
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Text: **Operations Management**
By William J. Stevenson
Published by McGraw-Hill/Irwin ISBN-13: 978-0-07-319583-4
ISBN-10: 0-07-319583-9

Pre-Requisites: MGMT 321 & MATH 141

Pre-Assignment: Read chapters 1 & 2 of the assigned text

Maryville University
The John E. Simon School of Business

Course: Bus 314-1C Operations Management (Spring 2010 / Lake St. Louis)

Instructor: Tracy Alexander Wednesday 6:00-8:50 PM

Exam # 1	200 Points
Exam # 2	200 Points
Case1	200 Points
Case 2	100 Points
Attendance / Participation	100 Points
Group Presentation/Paper	200 Points
Total	1000 Points

Grading Scale:

94-100=A	83-85=B	73-75=C
90-93=A-	80-82=B-	70-72=C-
86-89=B+	76-79=C+	0-69= **Fail for Business School**

Note: A grade lower than C- does not count for Business School Students.

Academic Accommodations

Maryville University provides accommodations and supports for students with disabilities as defined by the Americans with Disabilities Act. If you have a documented disability and wish to discuss academic accommodations, please contact the course instructor and/or the Director of the Academic Success Center located in the University Library (314-529-6850).

Teaching Methodology

This course teaches operational research and charting techniques that can be applied to a wide variety of manufacturing and service problems. Critical thinking skills and the use of computer models are applied to case analysis problems. Applied assignments and presentations are an integral part of the course.

Exams

Two exams will be administered requiring both the individual applications of critical thinking skills to case studies depicting issues of operation management in a manufacturing and/or service environment (multiple choice, true/false).

Presentations

One formal power point presentation is required on an issue relevant to management in a manufacturing and/or service environment and the communication of a proposed solution.

Attendance

Failure to attend a session will result in a 100 Point reduction from total points earned. Please leave the instructor a message regarding any absences by any means available before the session meets.

Session 1: 3/10	Session 5: 4/7
Session 2: 3/17	Session 6: 4/14
Session 3: 3/24	Session 7: 4/21
Session 4: 3/31	Session 8: 4/28

BUS 314 – 1C Operations Management

Main Focus of the Course

- Develop knowledge and application of the concepts and techniques used by organizations to continuously improve their physical resources and operational productivity.
- Understand how a manager challenges physical, cost and method constraints, in order to improve effectiveness in the delivery of goods and services.
- Appreciate and apply the methods of continuous improvement, which result in customer focused, team driven and database solutions to operations problems.

Learning Objectives

1. Gain knowledge in the role of operations management plays in national and international corporations.
2. Understand the use of Total Quality Management (TQM) concepts and their use in business.
3. Understand and apply forecasting methodology that produces reliable data for future planning decisions.

4. Analyze the technology and information needs for effective product development and process planning.
5. Ability to evaluate location characteristics and physical layouts for product and services organizations.
6. Understand the need for effective purchasing and inventory management; particularly, the use of just-in-time (JIT) approaches.

OPERTAIONS MANAGEMENT – BUS 314-1C
Course Content

Session 1 Chapters 1-3
Introduction and Forecasting
- Introduction to Operations
- Competitiveness, Strategy, and Productivity
- Developing Forecasting

Session 2 Chapters 4-6
System Design
- Product and Service Design
- Strategic Capacity Planning
- Process Selection and Facility Layout

Session 3 Chapters 7-9
System Design
- Design of Work System
- Location Planning and Analysis

Quality
- Management of Quality

Session 4 Mid-Term Chapters 10 & 11
EXAM # 1
Quality
- Management of Quality
- Quality Control

Supply Chain Management

Session 5 Chapters 12-14
Inventory Management and Scheduling
- Inventory Management
- Aggregate Planning
- MRP and ERP

Sessions 6 & 7 Chapters 15-18
Inventory Management and Scheduling
- JIT and Lean Operations
- Scheduling

Project Management
Waiting Lines and Simulations
- Management of Waiting Lines

PRESENTATIONS

Session 8

EXAM # 2

Disclaimer: This syllabus is subject to change at the discretion of the instructor.