**Intro to Operations Management**

BA 3304 (Section 002) Instructor: Dr. Burns

Fall 2016 Office: BA E306

Phone: 834-1547 Email: jburns@ba.ttu.edu Office Hrs: By appointment

**TEXTS:** Collier and Evans, **Operations Management: Fifth Edition**, Cengage Learning, 2015.

Welcome to a course on operations management (OM). When you think about it, just about every task we engage in has an operation or process associated with it. Only when we concentrate on the underlying processes can we expect to make substantial improvements in profitability, and productivity. This course delivers to you the student a learning experience of designing and managing the operations of an enterprise.

**Grading:** Two exams and a comprehensive final will be administered. All exams will be mandatory. Make-up exams will be administered in my office only to students with excusable conflicts. Exams will take place in this classroom during the regular meeting time, the final excepted.

 In addition to the exams, three problem sets may be taken up. All exams and problem sets will be graded on a basis of 0 to 100%. The letter grade break-down used in assigning all grades, including the final grade is: A: 90 – 100%, B: 80 – 89.99%, C: 70 – 79.99%, D: 60 – 69.99%, F: below 60. Each exam will be worth 20% of the total grade; the final will be worth 21%. The problem sets (homework sets) carry a total worth of 24%. Class attendance and participation will be worth 15%.

**WEB Site:** The web site for course materials related to this course is located at <http://burns.ba.ttu.edu/3304_powerpoints_F16.htm>. However there is no longer a link to the PowerPoints there. If you purchase the book new, the PowerPoints will be included in the online package that comes with the book. But I will make changes to the PowerPoints. The modified version of the PowerPoints will also be available on Blackboard. You will also want to use the online website available at <http://login.cengage.com>. The Cengage code for this course is **CM-9781285451459-0000209**

**Attendance:** Class attendance will be taken. The seat you sit in on the second class period will be "your seat" for the remainder of the semester. Late entrances and early exits to and from the classroom are distractions which disrupt the class. If you must arrive late or if you must leave early, please make your entrance/departure as quiet and orderly as possible. In addition, class attendance will be taken each class day and will be worth a total of 15% of the class grade.

**Homework:** The homework assignments serve to prepare you for the exams. Working with others on the homework problems is permissible, but you must understand the problem solutions. You will find that "keeping current" on the homework will greatly facilitate their solution. You should answer the multiple choice immediately after the material has been covered in class. The homework will utilize Blackboard and will consist of a collection of multiple choice problems for each chapter—twenty or so per chapter. The homework is due by 9 pm of the day before we will review for the exam. Blackboard will tell you which multiple choice problems you missed after 9 pm. You can submit your homework early but Blackboard will not give you answers until after the due date and time (9 pm in this case).

**Reading:** The reading assignments will enable you to work the homework problems with understanding and to comprehend the material covered in class. The student is advised to have read each assigned reading for the class period before coming to class.

**Exams:** Each exam will consist of a subset of the multiple choice questions used for the homework. The exams will test your understanding of definitions and concepts explained in each chapter. In addition, the exams will test your ability to work math problems, again utilizing the multiple choice format. Each exam will consist of multiple choice and possibly some word problems. Multiple choice questions may be used to lead you through a solution procedure.

**Academic Conduct:** The Texas Tech policy for academic conduct (Student Affairs Handbook, pg. 33-42) applies to all students, at all times. Any student who violates the academic conduct policy will be subjected to the appropriate disciplinary sanctions (Student Affairs Handbook, pg. 37). In absence of evidence to the contrary, students will be treated as trustworthy, honest, and just. Your integrity is worth far more than your grade in this class. Once your course grade has been determined, it is impossible to do extra work to improve the grade after the fact. After the end of the semester, do not ask me for the opportunity to do extra work.

**Disabled Students:** If, for any reason, you have a physical, visual, hearing or cognitive impairment that hinders your ability to write, see, hear or take exams, please advise the instructor of your condition, and provide a letter of verification from your doctor. As the instructor, I will make every effort to accommodate your situation as best as I can. You are also advised that you have certain rights as stated in Section 504 of the Rehabilitation Act of 1973 and described in the Student Affairs Handbook.

**Policy:** The instructor reserves the right to make whatever changes are necessary in the syllabus or in the above-stated procedures. If changes are made, the student will be informed of them.

**Pedagogy and Syllabus**: Each class day we will cover a separate chapter of our text. The purpose of the homework is to get you ready to take the exams. The homework is a superset of the questions that will be asked on the exams. The pedagogy is compelling, if you don’t mind my saying so: you will read the chapters, listen to the lectures, do the homework and then you should be ready to take the exams. Notice the due dates for the homework. The homework is graded in three sets, prior to each of the three exams. The homework is due on the dates shown on the course schedule that is online.

***Learning Objectives/Outcomes of Course:***

*1. To create a sense of excitement and interest in operations management*

*2. To understand why operations management is so important in modern society*

*3. To comprehend that operations management is embedded in and interacting with all of the other management disciplines*

*4. To understand the major trends in operations management today*

*5. To understand the importance of projects and project management in operations*

*6. To learn the relationships between strategy and operations management*

*7. To comprehend the importance of models in operations management*

*8. To be able to completely design the operations component of an Enterprise*

*9. To provide a learning experience that is interesting, substantive, and useful.*

**WEB SITES**

1. [WWW.APICS.ORG](http://WWW.APICS.ORG)
2. [WWW.PMI.ORG](http://WWW.PMI.ORG)

(Both of these sites have jobs databases)

[www.integrationmanagement.com](http://www.integrationmanagement.com)

[www.cio.com](http://www.cio.com)

For 1000’s more websites on operations management, visit my web pages at

<http://burns.ba.ttu.edu/Some%20Operations%20Management%20Web%20Sites.htm>

For websites on project management, visit my web pages at <http://burns.ba.ttu.edu/PM%20Web%20Sites.htm>

For a website on green architecture, visit <http://www.architecture2030.org/media/index.html>

1. [Operations Management](http://managementhelp.org/ops_mgnt/ops_mgnt.htm)

Operations management focuses on carefully managing the processes to produce and distribute products and services. Usually, small businesses don't talk **...**
**management**help.org/ops\_mgnt/ops\_mgnt.htm - 19k - [Cached](http://74.125.95.132/search?q=cache:EyKHHeDETfwJ:managementhelp.org/ops_mgnt/ops_mgnt.htm+operations+management&hl=en&ct=clnk&cd=1&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:managementhelp.org/ops_mgnt/ops_mgnt.htm)

1. [Operations management - Wikipedia, the free encyclopedia](http://en.wikipedia.org/wiki/Operations_management)

Dec 9, 2008 **...** Operations management is an area of business that is concerned with the production of good quality goods and services, and involves the **...**
en.wikipedia.org/wiki/**Operations**\_**management** - 26k - [Cached](http://74.125.95.132/search?q=cache:AREu0HgptSIJ:en.wikipedia.org/wiki/Operations_management+operations+management&hl=en&ct=clnk&cd=2&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:en.wikipedia.org/wiki/Operations_management)

1. [Operations Management – covering transaction processing issues **...**](http://www.operationsmanagement.com/)

Operations Management – breaking news on the back-office issues of broker/ dealers, investment adviser firms and custodian banks.
www.**operationsmanagement**.com/ - [Similar pages](http://www.google.com/search?hl=en&q=related:www.operationsmanagement.com/)

1. [Operation Management Center-The McGraw-Hill Companies](http://www.mhhe.com/omc/index.html)

OMC, McGraw-Hill. Linked to over 100 operations-related articles, classified by OM Topic. image. OM Resources · Company Tours · OM Articles **...**
www.mhhe.com/omc/index.html - 11k - [Cached](http://74.125.95.132/search?q=cache:_b96zjfVsgEJ:www.mhhe.com/omc/index.html+operations+management&hl=en&ct=clnk&cd=4&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:www.mhhe.com/omc/index.html)

1. [APICS - The Association for Operations Management](http://www.apics.org/)

APICS builds operations management excellence in individuals and enterprises through superior education and training, internationally recognized **...**
www.apics.org/ - 33k - [Cached](http://74.125.95.132/search?q=cache:jWFfEPNDQp0J:www.apics.org/+operations+management&hl=en&ct=clnk&cd=5&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:www.apics.org/)

1. [Operations Management: Critical Perspectives on Business and ... - Google Books Result](http://books.google.com/books?hl=en&id=wnIhuahCMiEC&dq=operations+management&printsec=frontcover&source=web&ots=gF0nx0A8zW&sig=GxmbQx6qfKLFKi4qlTAyzLq4cYI&sa=X&oi=book_result&resnum=6&ct=result)

by Michael Lewis, Nigel Slack - 2003 - Production management
**...** Management 55 MACHINES AND MEN Henry Ford with S. Crowther Source: Henry Ford with S. Crowther. Chapter VI from My Life and Work, London: William **...**
books.google.com/books?isbn=0415249244**...**

1. [POMS](http://www.poms.org/)

Production and Operations Management is now on Business Week’s list of 20 premier **...** Until now operations management was the only discipline missing in the **...**
www.poms.org/ - 30k - [Cached](http://74.125.95.132/search?q=cache:AZyRgGCju_IJ:www.poms.org/+operations+management&hl=en&ct=clnk&cd=7&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:www.poms.org/)

1. [Operations Management](http://www-afa.adm.ohio-state.edu/u-majors/pdf/opermgt.pdf)

File Format: PDF/Adobe Acrobat - [View as HTML](http://74.125.95.132/search?q=cache:CXEHCBeEw1gJ:www-afa.adm.ohio-state.edu/u-majors/pdf/opermgt.pdf+operations+management&hl=en&ct=clnk&cd=8&gl=us)
The importance of operations management has increased **...** production and operations management majors, promotes faculty/student **...**
www-afa.adm.ohio-state.edu/u-majors/pdf/opermgt.pdf - [Similar pages](http://www.google.com/search?hl=en&q=related:www-afa.adm.ohio-state.edu/u-majors/pdf/opermgt.pdf)

1. [Journal of Operations Management - Elsevier](http://www.elsevier.com/wps/find/journaldescription.cws_home/523929/description)

The mission of the Journal of Operations Management is to publish original, high -quality research papers in the field of operations management. **...**
www.elsevier.com/wps/find/journaldescription.cws\_home/523929/description - 33k - [Cached](http://74.125.95.132/search?q=cache:4vpwJYf7wQEJ:www.elsevier.com/wps/find/journaldescription.cws_home/523929/description+operations+management&hl=en&ct=clnk&cd=9&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:www.elsevier.com/wps/find/journaldescription.cws_home/523929/description)

1. [Operations Management Research - Knowledge@Wharton](http://knowledge.wharton.upenn.edu/category.cfm?cid=13)

Operations Management Research by Knowledge@Wharton, the online business journal of the Wharton School. Knowledge@Wharton covers research in Finance, **...**
knowledge.wharton.upenn.edu/category.cfm?cid=13 - 33k - [Cached](http://74.125.95.132/search?q=cache:5iLAC1hsdy8J:knowledge.wharton.upenn.edu/category.cfm%3Fcid%3D13+operations+management&hl=en&ct=clnk&cd=10&gl=us) - [Similar pages](http://www.google.com/search?hl=en&q=related:knowledge.wharton.upenn.edu/category.cfm%3Fcid%3D13)

BA 3304 Survey

August 30, 2016

1. Have you had a course in management science or operations research or decision theory before, at either the graduate or undergraduate level? (YES/NO)
2. Have you seen operations management, possibly at the undergraduate level? (YES/NO)
3. Are you familiar with the use of spreadsheets? (YES/NO)
4. Are you familiar with business process reengineering as a concept? (YES/NO)
5. Do you believe that (the content of) this course is genuinely worthwhile for your career and major? (YES/NO)
6. What is your major?
7. What type of work do you plan to do following graduation?
8. How many semester hours are you taking this summer session?
9. Are you working part-time? How many hours/wk?
10. Four years ago, I traveled to China. I was able to exchange $440 US into RMB 3300. what is the exchange rate in RMB/$?
11. In Brazil, a liter of regular unleaded gasoline costs R$ 2.57 (that is, 2.57 hayish per liter). If the exchange rate is .52 dollars per R$ (hayish) and there are 3.78 liters in a gallon, what is the cost of unleaded gas in $/gallon?