

Intro to Production & Operations Management

ISQS 3344 (Section 101)

Summer I 2018

Phone: (806) 834-1547

Email: jburns@ba.ttu.edu

Instructor: Dr. Burns

Office: BA E306

Office Hrs: By appointment

TEXTS: Collier and Evans, **Operations Management: Sixth Edition**, Cengage Learning, 2017.

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, up to 20 homework sets may be taken up (one for each chapter). All exams and homework sets will be graded on a basis of 0 to 100%. The homework sets will consist entirely of multiple choice graded by Blackboard. The exams will consist of multiple choice plus problems. 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 22% of the total grade; the final will be worth 24%. The homework problems carry a total worth of 20%. Class participation will be worth 12%.

Blackboard: All course materials can be found at <http://blackboard.ttu.edu>. Use your eRaider username and password to log in.

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. A seating assignment chart will be created on the second class day. 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. If you do either of these, you may be counted absent if you do not get permission from the lecturer ahead of time.

Homework: The homework assignments serve to prepare you for the exams. 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 10:00pm of the day (except the last homework) we cover that particular chapter. Blackboard will tell you which multiple choice problems you missed the next day after we cover that particular chapter. You can submit your homework anytime before the due date but Blackboard will not give you answers until after the deadline. Late submissions are not accepted *unless* you have a legitimate reason and request permission from me to submit homework late *prior* the deadline of that particular homework.

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: The exams will test your ability to apply the solution techniques discussed in class. In addition, the exams will test your general substantive understanding of the material including definitions and concepts. 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 international version of your text, while cheaper, has a completely different set of questions and problems. Do not buy or use it. 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 due by 10:00pm of the day in which we cover that particular chapter (except for the last homework). So your first homework set is due by 10:00pm tonight!

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.*

ISQS 3344 Intro to Production & Operations Management Schedule

Note: The class schedule is tentative and is subject to change at the instructor's discretion. Any changes will be announced during lecture and/or email.

	Date	Topic	Prior Reading	Assignment
1	6-5	Intro to Operations Management	Ch. 1	Homework 1 due at 10:00pm tomorrow
2	6-6	Operations Strategy	Ch. 3	Homework 2 due at 10:00pm today
3	6-7	Measuring Performance in Operations	Ch. 2	Homework 3 due at 10:00pm today
4	6-8	Goods and Service Design	Ch. 5	Homework 4 due at 10:00pm today
5	6-11	Quality Management	Ch. 15	Homework 5 due at 10:00pm today
6	6-12	Quality Control and SPC	Ch. 16	Homework 6 due at 10:00pm today
7	6-13	Process Selection, Design and Analysis	Ch. 7	Homework 7 due at 10:00pm today
8	6-14	REVIEW FOR EXAM 1		
9	6-15	Exam 1		
10	6-18	Information Architecture Enterprise Resource Planning	Ch. 4 Ch. 13 (Only ERP)	Homework 8 due at 10:00pm today
11	6-19	Facility and Work Design	Ch. 8	Homework 9 due at 10:00pm today

12	6-20	Supply Chain Design	Ch. 6	Homework 10 due at 10:00pm today
13	6-21	Supply Chain Management Tools: Simulation, Optimization	Ch. 12	Homework 11 due at 10:00pm today
14	6-22	Network Models Transshipment Problem	Handout	Homework 12 due at 10:00pm today
15	6-25	Linear Programming	Handout	Homework 13 due at 10:00pm today
16	6-26	Capacity Management	Ch. 10	Homework 14 due at 10:00pm today
17	6-27	Inventory with Independent Demand – Inventory Simulation	Ch. 11	Homework 15 due at 10:00pm today
18	6-28	REVIEW FOR EXAM 2		
19	6-29	Exam 2		
20	7-2	Forecasting and Demand Planning	Ch. 9	Homework 16 due at 10:00pm today
21	7-3	Project Management	Ch. 18	Homework 17 due at 10:00pm today
	7-4	University Holiday–No Class Meeting		
22	7-5	Lean Operating System & JIT REVIEW FOR FINAL	Ch. 17	Homework 18 due at 5:00pm today
	7-6	Final Exam-this room beginning 8:00 a.m. and ending before 10:30 a.m.		

WEB SITES

- WWW.APICS.ORG
- WWW.PMI.ORG

(Both of these sites have jobs databases)

www.integrationmanagement.com

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

Operations management focuses on carefully managing the processes to produce and distribute products and services. Usually, small businesses don't talk ...

managementhelp.org/ops_mgnt/ops_mgnt.htm - 19k - [Cached](#) - [Similar pages](#)

2. Operations management - Wikipedia, the free encyclopedia

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](#) - [Similar pages](#)

3. Operations Management – covering transaction processing issues ...

Operations Management – breaking news on the back-office issues of broker/ dealers, investment adviser firms and custodian banks.

www.operationsmanagement.com/ - [Similar pages](#)

4. Operation Management Center-The McGraw-Hill Companies

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](#) - [Similar pages](#)

5. APICS - The Association for Operations Management

APICS builds **operations management** excellence in individuals and enterprises through superior education and training, internationally recognized ...

www.apics.org/ - 33k - [Cached](#) - [Similar pages](#)

6. Operations Management: Critical Perspectives on Business and ... - Google Books 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...

7. POMS

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](#) - [Similar pages](#)

8. [Operations Management](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

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](#)

9. [Journal of Operations Management - Elsevier](#)

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](#) - [Similar pages](#)

10. [Operations Management Research - Knowledge@Wharton](#)

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](#) - [Similar pages](#)

ISQS 3344 Survey

June 5, 2018

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. Several years ago, I traveled to China. I was able to exchange \$440 US into RMB 3300. What is the exchange rate in RMB/\$?
11. Several years ago, I traveled to Brazil. 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?