Lincoln University

BA 307 – Operations Management

COURSE SYLLABUS

Spring 2016

Lecture Schedule: Saturday, 9 AM – 11:45 AM
Credit: 3 units (45 lecture hours)
Instructor: Harpal S. Dhillon, PhD
Office Hours: Saturday: 12:00 to 12:30 PM, and
by arrangement.
Students are advised to schedule appointments by signing their names on the appointment list which is located in the class web site. Additional guidance regarding scheduling of one-on-one meetings with the professor will be provided in the first class. Students are encouraged to communicate with the professor through e-mail messages.
E-mail: hdhillon@lincolnuca.edu
Phone: (202) 330-2979 (Please call me on the phone between 9 AM and 9 PM (Pacific Time))

TEXTBOOK:

Operations Management, 6th Edition (2015)

R. Dan Reid and Nada R. Sanders

ISBN-10: 1118952618, ISBN-13: 978-1118952610. Publisher: Wiley, Inc.

The study material in the textbook will be supplemented by content posted in the class web site (CANVAS).

PREREQUISITE:

MATH 15 or BA 45

COURSE DESCRIPTION

The objective of this course is to prepare the graduate student for management of core operations of an organization. It will review core operations of manufacturing product

design, sourcing and purchasing, scheduling and control, productivity improvements and overall supply chain design and management. In the industry the course will review asset acquisition, business segments, and production planning, job design, and overall productivity analysis and improvement.

COURSE OBJECTIVES

In this course, students will learn three basic elements of modern operations management: (i) supply chain management; (ii) product and service design; and (iii) process design and management. Through the textbook, additional materials, and project work, students will become familiar with various industries, and selected products and services.

LEARNING OUTCOMES

After completing this course successfully, students will be able to:

1. Explain how sound operations management enhances the competitiveness of an organization in the market place.

2. Demonstrate a clear understanding of the interface between the 'operations' and other functional segments, such as management information systems, marketing and finance in a business organization.

3. Explain and apply different strategies and techniques for designing and improving operations processes.

4. Utilize quantitative models and computer based analytic and optimization tools to solve/address operations management problems in real-world settings.

5. Select and utilize the most appropriate processes and tools for various situations/scenarios in the operations management domain.

INSTRUCTION PROCEDURE AND METHODOLOGY

This class will be conducted interactively in the face-to-face sessions and also on-line. All students will participate in-class discussions, on-line discussions, formal presentations, and in-class exercises. Short oral presentations may also be required in conjunction with homework assignments. Assignments will be given weekly and may consist of textbook exercises and research questions. Students must complete all assignments and take all quizzes, mid-term exam and final exam on the **specified due dates**. Plagiarism will result in the grade "F" and a report to the administration.

Students are expected to utilize their personal laptop computers, the computer lab, and resources available in the school library.

TIME SPENT ON OUT-OF-CLASS WORK

BA 307- Operations Management
Syllabus

The estimated time which a student should spend on out-of-class work/assignments in this course is 6 hours every week (about 90 hours for the course).

ATTENDANCE

Students are expected to attend each class session. If a student cannot attend a class due to a valid reason, the instructor must be informed prior to the class, unless the absence is caused by a last-minute emergency.

CLASS PROJECTS

Project work is designed to familiarize students with an industry, product, or technology of their interest. Projects may be assigned individually, and/or as group projects. For a group project, the grade (score) will be the same for all members. Final deliverable for a group project will be turned in as a hard copy document. All sources of content in a project report must be referenced. APA standard is recommended for formatting and organizing project reports.

EXAMINATIONS

Both, mid-term and final exams will include five questions requiring written essay answers.

The essay answers must be written clearly, easy to read, and organized logically with reference to the questions being answered. Graphs, charts, tables, and other supporting illustrations should be inserted in the answers, where appropriate. Examples to illustrate the answers are required. Exams will cover all assigned chapters, and any additional readings or supplementary materials covered in class. The final exam will cover the textbook chapters assigned for reading after the week for the Mid-term examination. The exams are neither 'open book' nor 'open notes'.

Both examinations will be on-line (in CANVAS) and conducted in the class room at Lincoln campus.

TIME SPENT ON OUT-OF-CLASS WORK

The estimated time which a student should spend on out-of-class work/assignments in this course is 6 hours every week (about 90 hours for the course).

ATTENDANCE

Students are expected to attend each class session. If you cannot attend a class due to a valid reason, please notify the instructor prior to the class.

EXAMS

Both, mid-term and final exams will include five questions requiring structure written essay answers.

The essay answers must be written clearly, easy to read, and organized logically with reference to the questions being answered. Graphs, charts, tables, and other supporting illustrations should be inserted in the answers, where appropriate. Examples to illustrate the answers are required. Exams will cover all assigned chapters, and any additional readings or supplementary materials covered in class.

The final exam will cover the textbook chapters and topics assigned during the weeks after the Mid-term exam.

The exams are neither 'open book' nor 'open notes'. The exams will be conducted on-line (in CANVAS) in the class room at Lincoln campus.

GRADING AND SCORING

All activities will be graded according to the guidelines/criteria presented below:

POINT SCORE

In exams, every answer is graded by points from 0 to 100 and the total points for an exam are calculated as the average of the points received for all answers in the exam. The final grade for the course will be given as the total weighted score for all activities according to the percentage shown in the table below.

Activity	Time/Schedule	Percent of Course Grade
Gradable discussions, on-line (CANVAS) and in-class, weekly	Every week	25%
Course Project	Throughout the term	35%
Mid-term exam	In the middle of the term	20%
Final exam	Last week of the term	20%

COURSE GRADE

The points needed for securing a given course grade are shown in the table posted below:

Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Points	94-100	90-93	87-89	83-86	80-82	77-79	73-76	70-72	67-69	60-66	0-59

If both grades for the midterm and final exams are "F" the term grade for the course will be 'F' regardless of the grades for the project and classroom activities.

MAKE-UP WORK

Assignments are to be completed on time during the course. Late assignments will result in a reduced grade. Mid-term and final exams and group presentations cannot be made-up if missed, unless there is a documented emergency.

COURSE SCHEDULE

WEEK	DATE	TOPIC/ACTIVITY	CHAPTERS	
			Book	**Class**
1	Jan. 23	• Overview of course objectives and class activities, including. • Introduction to Operations Management • Group Project Preview	1, 2	1
2	Jan. 30	• Formation of project teams. • Operations Strategy and Competitiveness • Formation of Project Teams	2, 3	2
3	Feb. 6	• Submission of Project Proposals • Product Design & Process Selection • On-line Discussion 1 • In-class Discussion 1	3	3
4	Feb.13	• Supply Chain Management • On-line Discussion 2 • In-class Discussion 2	4, 5	4
5	Feb. 20	• Total Quality Management • Statistical Quality Control • On-line Discussion 3 • In-class Discussion 3	5, 6	5, 6
6	Feb. 27	• Statistical Quality Control • On-line Discussion 4 • In-class Discussion 4	6, 7, 12	6

7	Mar. 5	• Just-in-Time and Lean Systems • Inventory Management • Project Progress Report	7, 12	7, 12
8	Mar. 12	Mid-term Examination	1-7 & 12	
9	Mar.19	No class- Spring Break		
10	Mar. 26	• Forecasting • Capacity Planning & Facility Location • Mid-term Exam Review • On-line Discussion 6	8, 9	8
11	Apr. 2	• Facility Layout • Work System Design • In-class Discussion 6	10, 11	11
12	Apr. 9	• Aggregate Planning • Resource Planning • Project Progress Report • On-line Discussion 7 • In-class Discussion 7	13, 14	13, 14
13	Apr. 16	• Resource Planning • Scheduling • In-class Discussion 8	13, 14 & 15	13, 14
14	Apr. 23	• Scheduling • Project Management • In-class Discussion 9	15, 16	15, 16
15	Apr. 30	Group Project- Briefing/Presentation • On-line Discussion 8		

| 16 | May 7 | Final Examination | 8-11 & 13-16 | |

OTHER COMMENTS
- Please participate. What you put into the class will determine what you get out of it, and what others get out of it.
- Please come to the class on time. Late arrivals disturb everyone else.
- If you miss a class, you are responsible for getting notes/slide printouts on the material covered from a classmate or the instructor.
- To avoid distracting noise in class, cellular phones must be turned off or the ringing mode silenced.
- Questions and comments during the class are welcome. Do not hesitate to ask questions – do not leave anything unclear for yourself.

MODIFICATION OF THE SYLLABUS

The instructor reserves the right to modify this syllabus at any time during the semester.

Date of last revision of syllabus: January 10, 2016