Lincoln University

Course Title	Operations Management	Instructor: Dr. Walter Kruz
Course No.	BA 307	Contact: wrkruz@lincolnuca.edu
Units	3 (45 lecture hours)	Office Hours: By arrangement
Class Hours	Tues 12:30 – 3:15 PM	
Semester	Spring 2015	

Textbook:

- Operations Management, by Stevenson. 11th edition, McGraw-Hill, 2012, ISBN 978-0-07-352525-9
- Various other resources from industry publications

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.
Pre-requisite: MATH 15 or BA 45

Learning Objectives:
By taking the course, students will learn three basic principles of modern operations management; supply chain management, product and service design, and quality management. Through additional materials and project work, students will become familiar with various industries and products of their interest.

Methodology:
This class offers a highly interactive learning environment. All students will participate in class discussions, research findings, and class exercises. Short oral presentations may also be assigned. Assignments will be given weekly and may consist of textbook exercises and research questions. Attendance is highly encouraged as exams include questions from class discussions.

Students will benefit from using a laptop, the computer lab, and the school library.

Standards:
Standards for this class are similar to those found in professional organizations. Punctuality and deliverables are very important. All assignments are due on the date indicated and collected during the first 10 minutes of the class. Late assignments will not be collected or graded. Make-up exams are allowed only due to a documented medical excuse. Students are encouraged to study and work in groups for enhanced learning.

Project:
Project work, if assigned, is designed to familiarize students with an industry, product, or technology of their interest. Projects may be assigned individually or as a group project. If as a group, the grade is the same for all members. Drafts may be evaluated on an agreed upon schedule during the semester. Final deliverable will be turned in as a hard copy. Plagiarism is not allowed; all sources must be referenced. APA standard is recommended.

Testing:
Typically, the class will consist of two or three exams of equal weight throughout the semester. All exams are individual deliverables. They consist of short answers related to the material being discussed and some mathematical problems. The exam format is closed book with no electronic devices allowed. Failure to follow instructions during exams will result in 0 points earned for that exam.

Grading:
Quizzes, homework assignments, exams, and the project allow a student to accumulate points throughout the semester. These total earned points are added and compared against the total possible as a percentage.

Exams and Project are typically worth 100 pts each (~ 75% of the total points). Homework and quizzes from 5-10 pts (~ 25% of the total points). Assuming that 2 exams, one project, and 10 homework/quiz assignments are given, this will mean a total possible of 400 points could be accumulated. The student grade will be calculated as follows:

Grade = (Student's score / Total possible points) * 100 = %

A final grade is then assigned as follows:

95 – 100%	A
90 – 94%	A-
87 – 89%	B+
84 – 86%	B
80 – 83%	B-
76 – 79%	C+
70 – 75%	C
66 – 69%	C-
60 – 65%	D
Less than 59%	F

Classroom Protocol:
Students are expected to arrive on time and be prepared to participate. Laptop use is allowed only for a class purpose. No cell phones allowed.

Schedule:
This is a proposed schedule. It will change according to class progress or student interests.

Session 1	Chapter 1 Intro to Ops, Class Project planning	Lecture, exercises,
Session 2	Chapter 2 Competitiveness, Productivity	Lecture, exercises,
Session 3	Chapter 18 Waiting lines	Lecture, exercises,
Session 4	Chapter 3 Forecasting	Lecture, exercises,
Session 5	Review	Exam #1
Session 6	Chapter 4, 4S Product and Service Design	Lecture, exercises,
Session 7	Chapter 11 Supply Chain Management	Lecture, exercises,
Session 8	Chapter 12 Inventory Management	Lecture, exercises,
Session 9	Review	Exam #2
Session 10	Chapter 9 Management of Quality	Lecture, exercises,
Session 11	Chapter 10 Quality Control	Lecture, exercises,
Session 12	Chapter 14 MRP and ERP	Lecture, exercises,
Session 13	Chapter 15 JIT and Lean	Lecture, exercises,
Session 14	Chapter 6S Linear programming	Lecture, exercises
Session 15	Review	Exam #3

Faculty Information:
Academic: BA/BS Physics/Mathematics, MS Engineering, MBA, DBA
Professional: Dr. Kruz is an industry consultant. His expertise includes senior management experience in operations, engineering, and project management, as well as international training and projects focusing on systems integration. His research area includes competitiveness, innovation, and business performance.

Update:
January 2, 2016