



LINCOLN UNIVERSITY

Spring Semester, 2018

Operations Management (BA 307)

COURSE SYLLABUS

Wednesday – 12:30pm - 3:15pm

Instructor: Prof. Arthur Ashurov, Ph.D. # 407

Level: Mastery 1 (M1)

Office Hours: Wednesdays from 11:30am to 12:30pm by arrangement

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Credit: 3 Units = 45 Lecture Hours

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 improvement and overall supply chain design and management. In the industry the course will review asset acquisition, business segment, and production planning, job design, and overall productivity analysis and improvement.

Required Textbook:

Operations Management, 2018, 13th Edition, William J. Stevenson; McGraw-Hill

ISBN: 978-1-259-66747-3

Last Update: January 12th, 2018

Educational Objectives:

The course objectives are the following:

1. Present to students the main principles and concepts of operations management in both manufacturing and service organizations.
2. Introduce modern systems and approaches of managing operations in these organizations.
3. Motivate and train students to apply various quantitative and qualitative methods of managing operations.



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Course Learning Outcomes:

	Course LO	Program LO	Institutional LO	Assessment Activities
1	Demonstrate an ability to understand and apply the concepts and applications of Operations Management.	PLO 1	ILO 1b, ILO 2b	Homework, participation in the in-class discussions; case studies; quizzes; midterm/final exams
2	Demonstrate essential skills of managing and improving operations decisions in manufacturing and service organizations.	PLO 2	ILO 1b, ILO 2b, ILO 4b	Participation in the in-class discussions; case studies; quizzes;
3	At the end of the course students will be able to demonstrate working knowledge of a variety of methods and tools used in managing and improving operations decisions.	PLO 3	ILO 2b, ILO 7b	Course project presentation, course project report; case studies; quizzes;
4	Be able to effectively organize team in working on a project, assign responsibility, delegate and lead.	PLO 5	ILO 4b, ILO 5b	Course project presentation; case studies

Instructional Methods:

The course will be conducted in the form of lectures and interactive discussions on the operations in manufacturing and service organizations, and management essentials. Case studies will be provided.

This is a direct classroom instruction course.

Attendance:

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

Grading Policy:

Your grade will be determined as follows:



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Grade Structure	Points
Team Presentation + Team Evaluation	70 + 30
Attendance	30
Participation in the Class	70
Midterm Exam	100
Final Exam	100
Total Points	400

Grades will be earned as follows:

Points Earned	Letter Grade
360- 400; 340-359	A; A-
320-339; 300-319; 280-299	B+; B; B-
260-279; 240-259; 220-239	C+; C; C-
180-219	D
<180	F

Exams:

We will have two exams: midterm and final exam during the course. Exams will cover all assigned chapters, any additional readings or supplementary materials covered in class. The exams are not “open book” or “open notes”.

Students for whom English is not a first language may use a dictionary during exams.

ABSOLUTELY NO MAKEUP TESTS AND PROJECTS ARE ALLOWED.

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 **on time**. Late arrivals disturb everyone else. Attendance will be taken in **10-15 minutes** after the beginning of each class.
- Students may not read other materials (newspapers, magazines) during class.
- Students are to remain in class during the entire session with the exception of breaks. **Students are not allowed to come and go during class session.**
- 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.
- All class participants are expected to exhibit respectful behaviors to other students and the instructor. All students have the right and privilege to learn in the class, free from harassment and disruption. Inappropriate or disruptive behavior will not be tolerated, nor will lewd or foul language.



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The instructor reserves the right to change this syllabus

CLASS SCHEDULE:

Date	Focus of Discussion	Homework Assignment
W: 01/17	Orientation via Syllabus. Introduction to Course. Class Discussion: Chapters 1	Ch. 1 Team Project Assignment.
W: 01/24	Chapter 2	Ch. 2
W: 01/31	Chapter 2,4	Ch. 2,4
W: 02/07	Chapter 4	Ch.4, Case 1
W: 02/14	Chapter 5	Ch.5
W: 02/21	Chapter 6	Ch. 6
W: 02/28	Chapter 9,10. Midterm Exam Review	Ch.9, 10 Case 2
W: 03/07	Midterm Exam (Chapters 1-10)	
W: 03/14	NO CLASS	
W: 03/21	Midterm Exam Results Review. Chapters 13, 14	Ch.13,14
W: 03/28	Chapter 14,15	Ch.14, Case 3
W: 04/04	Chapter 15, 16	Ch.15
W: 04/11	Chapter 16	Ch.16
W: 04/18	Project Team Presentation + Team Evaluation	
W: 04/25	Project Team Presentation + Team Evaluation Final Exam Review	
W: 05/02	Final Exam	

NOTE: This schedule may be subject to change



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Appendix A. Program and Institutional Learning Outcomes.

Institutional Learning Outcomes (ILOs)	
<i>MBA Graduates of Lincoln University should be able to:</i>	
1b	Recognize and be able to work with the components of reasoning and problem solving; understand concepts, assumptions, purpose, conclusions, implications, consequences, objections from alternative viewpoints, and frame of reference.
2b	Gather and assess relevant information, using abstract ideas to interpret it effectively; to develop well-reasoned conclusions and solutions, and test them against relevant criteria and standards
3b	Be exemplary business professionals and try to ensure that the products of their efforts will be used in socially responsible ways, will meet social needs, and will avoid harmful effects to health and welfare
4b	Lead by example in order to create highly collaborative organizational environment, and be able to develop and use strategies to encourage employees at all organizational levels to do the same.
5b	Set goals and have a vision of the future. The vision should be owned throughout the organization. As effective leaders, they should habitually pick priorities stemming from their basic values.
6b	Continually look for, develop, and offer new or improved services, and be able to use original approaches when dealing with problems in the workplace.
7b	Demonstrate fluency in the use of tools, technologies and methods in the field. They should know how to evaluate, clarify and frame complex questions or challenges using perspectives and scholarship from the business discipline.

Program Level Outcomes (PLOs)	
<i>Students graduating our MBA program will be able to:</i>	
1	Develop and exhibit applied and theoretical knowledge in the field of management and business administration
2	Use theoretical knowledge and advanced problem-solving skills to formulate solutions and identify risks in the following fields: international business, finance management, general business, human resources management, management information systems, marketing management
3	Communicate within a highly specialist environment that allows the presentation of critiques of complex strategic matters
4	Demonstrate autonomy, creativity, and responsibility for managing professional practices
5	Demonstrate leadership and set strategic objectives for team performance
6	Identify ethical issues/problems in business organizations and reach decisions within ethical framework



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Institutional Learning Outcomes (ILOs)	
<i>DBA Graduates of Lincoln University should be able to:</i>	
1c	Incorporate various modes of thinking, among them: scientific thinking, mathematical thinking, historical thinking, anthropological thinking, economic thinking, and moral thinking.
2c	Operate within alternative systems of thought, recognizing and assessing the needs, with related assumptions, implications, and practical consequences; and being able to communicate results effectively with others in figuring out solutions to complex problems
3c	as exemplary business professionals, minimize the possibility of indirectly harming others by following accepted standards at local, national or international levels; to be able to assess the likelihood and physical and social consequences of any developed product's harm to others.
4c	Integrate collaboration into organizational workflows, create a supportive environment for collaboration and teamwork, and lead by example.
5c	Have perseverance to accomplish a goal despite potential obstacles, use sound judgments to make decisions at a right time, and make timely appropriate changes in thinking, plans, and methods in achieving organizational goals.
6c	Set up realistic goals for the organization, encourage innovative strategies, and convey a clear sense of future direction to employees.
7c	Formulate and arrange ideas, designs, or techniques, and apply them to specific issues and problems. They should be able to apply current research, scholarship and or/techniques in the field.

Program Level Outcomes (PLOs)	
<i>Students graduating our DBA program will be able to:</i>	
1	Demonstrate advanced knowledge and competence in the latest academic theories, concepts, and techniques in the field of business administration.
2	Demonstrate effective research skills including formulation of research problem; integration of previous literature into an appropriate literature review; design of a research study; data analysis; and summary and presentation of results.
3	Create and present advanced forms of oral and written communications, including teaching and advising.
4	Generate, evaluate and assess the ethical obligations and responsibilities of business for the purpose of responsible management.
5	Apply the knowledge from the area of specialization and provide consulting to other business industries or other fields.



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Appendix B. Classification of LU curriculum courses.

Code	Classification	Description
Courses 300 level w/o graduate prerequisites	Mastery 1 (M1)	Mastery 1 courses introduce graduate level concepts and ideas in a specific field of study and provide an opportunity to initiate the development of graduate level competences.
Courses 300 level with graduate prerequisites	Mastery 2 (M2)	Mastery 2 courses build upon students' execution of Mastery 1 learning outcomes and allow for further development of students' mastery of concepts, ideas, and competences in the specific field of study.
Courses 398, 399	Mastery 2 / Assessment (M2A)	Mastery 2/Assessment courses are structured to provide opportunity to assess students' achievements of set program learning outcomes.