Lincoln University

BA 307 – Operations Management

COURSE SYLLABUS

Fall, 2017

Course: BA 307 – Operations Management
Level: Mastery 1(M1)
Lecture Schedule: Saturday, 12:30 PM – 3:15 PM
Credit: 3 units (45 lecture hours)
Instructor: Harpal S. Dhillon, PhD
Office Hours: Saturday: 3:15 PM – 4:00 PM
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 meeting 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 6 AM and 6 PM (Pacific Time))

Textbook:

Operations Management, by William J. Stevenson. 13th edition, McGraw-Hill, 2018
ISBN-13: 978-1-259-66747-3

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

CATALOG 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 domain, the course will review asset acquisition, business segments, production planning, job design, and overall productivity analysis and improvement. (3 units)
Prerequisite: MATH 15 or BA 45

SYLLABUS COURSE DESCRIPTION

In this course, students in the MBA degree program will learn the basic concepts, and processes associated with supply change management and operations management. After students are exposed to the evolution of scientific management, industrial management, and supply chain management techniques, groups of students will be involved in a simple but real-world relevant operations management projects. Each project will be documented in the final report. The project will be initiated by selecting a supply change management problem/issue which can be addressed through a group project lasting about ten weeks. The final stage of the project will be concentrated on the testing (if feasible) the selected solution/system. Each group will (i) submit the results of the project in a formal report, and (ii) present a briefing about the project to their peers in the class.

In addition to simulating the real-world operations management activity, the group project will enable students to work together as a group in pursuit of common objective in a defined project. Individually, class members will enhance their subject matter awareness, and communication skills (written and verbal) by participating in on-line discussion (written), and in-class discussions (verbal).

EDUCATIONAL 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.

COURSE LEARNING OUTCOMES AND ASSESSMENT

No.	Course Learning Outcome (CLO)	Program Level Outcomes (PLOs)	Assessment Activities/Tasks
1	Ability to effectively apply quantitative business/organizational problem- solving methods/techniques, and technology to address real-world management problems.	1, 2 & 3	Group Project; Examinations; On-line Discussions; and In-class Discussions
2	Ability to demonstrate organizational teamwork and leadership skills necessary for effective implementation of organizational decisions and policy.	4, 5 & 6	Group Project Plan; On-line Discussions; and In-class Discussions
3	Ability to utilize theoretical knowledge, problem-solving skills, and practical experiences when conducting strategic analyses, operational planning, and operational control in a typical business organization.	2, 3, 4 & 5	Group Project Plan; Group Project
4	Ability to handle business opportunities and associated challenges of globalization by applying decision-support methodologies to address issues/problems related to operations of	2, 4 & 5	Group Project; Examinations

	global business enterprises.		
5	Ability to identify ethical issues/problems in business organizations and conduct decision-making within standard ethical framework in a global setting.	4, 5 & 6	Final Project Report; On-line Discussion Posts; In-class Discussions
6	Ability to create effective narrative communications, and present their reports/findings, orally and/or in written form, effectively to diverse professional audiences.	3 & 5	Final Project Report; On-line Discussion Posts; In-class Discussions; and Project Briefing

INSTRUCTION PROCEDURE AND METHODOLOGY

This is a direct classroom instruction course.
This class will be conducted interactively in the face-to-face sessions, and on-line for discussions and class management. All students will participate in class 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 the resources available in the school library.

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.

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. If a number of students work together on a group project, the score for the project report and presentation will be the same for all members of the project team. The Final Report for a group project will be turned in as a formal electronic 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 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.

Both examinations will be conducted electronically, within the CANVAS class. Students will be required to work on the exams in the regular classroom for this course/section (like attending a regular class).

The exams are neither 'open book' nor 'open notes'.

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

GRADING AND SCORING

All assigned work, and class activities will be graded by following the guidelines/criteria presented below:

POINT SCORE

The course grade will be based on the total number of points scored by a student. The allocation of the total of 100 points to various gradable out-of-class assignments and class activities is provided in the table below:

Activity/Task	Time/Schedule	Points (Total:100)
On-line Discussions (8)	Weekly, with some exceptions	16
In-class Discussions (9)	Weekly, with some exceptions	9
Course project	Throughout the course duration	40
Mid-term exam	In the middle of the course	15
Final exam	Last week of the course	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	Class Date	Topic(s) & Activities	Chapter(s)		Related Course Learning Outcomes (CLOs)
			Textbook	Lecture	
1	Jan. 20	(a) About the Course (b) Planning for Group Project (c) Introduction to Operations Management Planning for Group Project	Ch. 1	Ch. 1	1, 2 &3
2	Jan. 27	(a) Competitiveness (b) Strategy (c) Productivity Planning the Group Project Creation of Project Teams Selection of Project Topics	Ch. 2	Ch. 2	1, 3 & 4
3	Feb. 3	(a) Forecasting (b) Group Project Review Group Project Review Submission of Project Proposals • *On-line Discussion 1* • *In-class Discussion 1*	Ch. 3	Ch. 3	2, 3 & 4
4	Feb.10	(a) Product & Service Design (b) Reliability • *On-line Discussion 2* • *In-class Discussion 2*	Ch. 4 Ch. 4S	Ch. 4	2 & 3
5	Feb. 17	(a) Strategic Capacity Planning (b) Process Selection & Facility Layout (c) Decision Theory • *On-line Discussion 3* • *In-class Discussion 3* Project Status Review	Ch. 5 Ch. 6	Ch. 5, Ch. 5S, & Ch. 6	1, 3 & 4
6	Feb. 24	(a) Work Design & Measurement (b) Group Project Review • *On-line Discussion 4* • *In-class Discussion 4*	Ch. 7	Ch. 7	1 & 3
7	March 3	(a) Management of Quality (b) Quality Control Submission of Project Status Report 1	Ch. 9 Ch. 10	Ch. 9 & Ch.10	1 & 3
8	March 10	MID-TERM EXAMINATION	Ch. 1-7, 9 & 10		
9	March 17	Semester-Recess; NO CLASS			

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10	March 24	(a) Aggregate Planning & Scheduling (b) MRP & ERP • *On-line Discussion 5* • *In-class Discussion 5* Project Status Review	Ch. 11 Ch. 12	Ch. 11 & Ch. 12	
11	March 31	(a) Inventory Management (b) JIT & Lean Operations (c) Group Project Review • *On-line Discussion 6* • *In-class Discussion 6*	Ch. 13 Ch. 14	Ch. 13 & Ch. 14	1, 3 & 4
12	April 7	(a) Supply Chain Management (b) Scheduling • *On-line Discussion 7* • *In-class Discussion 7* Submission of Project Status Report 2	Ch. 15 Ch. 16	Ch. 15 & Ch. 16	1, 3 & 4
13	April 14	(a) Project Management (b) Location Planning & Analysis • *In-class Discussion 8*	Ch. 17 Ch. 8	Ch. 8 & 17	4, 5 & 6
14	April 21	(a) Course Review (b) Group Project Review • *In-class Discussion 9*			4, 5 & 6
15	April 28	• *On-line Discussion 8* COURSE PROJECT PRESENTATIONS			5 & 6
16	May 5	FINAL EXAMINATION	Ch. 8; Ch. 11-17		

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.
- 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 Modification: Jan. 1, 2018

APPENDIX A. Program and Institutional Learning Outcomes.

Institutional Learning Outcomes (ILOs)	
MBA Graduates of Lincoln University should be able to:	
1b	Recognize and be able to work with the components of reasoning and problem solving; understanding 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; being able to develop well-reasoned conclusions and solutions, and testing 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)	
Students graduating our MBA program will be able to:	
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

APPENDIX B. MBA Course Learning Classification

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.