



Lincoln University

BA 307 – Operations Management

COURSE SYLLABUS Spring, 2018

Instructor: Prof. Arthur Ashurov, PhD
Lecture Schedule: Wednesday, 12:30 PM – 3:15 PM
Credits: 3 units / 45 lecture hours
Level: Mastery 1 (M1)
Office Hours: Wednesdays from 11:30am to 12:30pm by arrangement.
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Textbooks: Operations Management, 2018, 13th Edition, William J. Stevenson; McGraw-Hill
ISBN: 978-1-259-66747-3

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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.

Prerequisites: MATH 15 or BA115

EDUCATIONAL OBJECTIVES

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.

COURSE LEARNING OUTCOMES¹

	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

This is a direct classroom instruction course.

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.

Assignments and projects require students to actively use resources of the library. Detailed guide to business *resources of the library* as well as the description of Lincoln University approach to *information literacy* are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

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.

¹ Detailed description of learning outcomes and information about the assessment procedure are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

GRADING POLICY

Your grade will be determined as follows:

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.

The instructor reserves the right to change this syllabus

COURSE SCHEDULE

Date	Focus of Discussion	Homework Assignment
W: 01/17	Orientation via Syllabus. Introduction to Course.	Ch. 1 Team Project Assignment.
W: 01/24	Competitiveness and Strategy	Ch. 2
W: 01/31	Productivity. Product Design	Ch. 2,4
W: 02/07	Service Design	Ch.4, Case 1
W: 02/14	Strategic Capacity Planning for Products and Services	Ch.5
W: 02/21	Process Selection and Facility Layout	Ch. 6
W: 02/28	Management of Quality and Quality Control. 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. Inventory Management.	Ch.13,14
W: 03/28	JIT and Lean Operations	Ch.14, Case 3
W: 04/04	Supply Chain Management	Ch.15
W: 04/11	Scheduling	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	