



# Lincoln University

## BA 307 – Operations Management COURSE SYLLABUS

Spring, 2019

- Instructor:** Prof. Arthur Ashurov, Ph.D.  
**Lecture Schedule:** Tuesday, 3:30 PM – 6:15 PM  
**Credits:** 3 units / 45 lecture hours  
**Level:** Mastery 1 (M1)  
**Office Hours:** Tuesday, 11:15 AM – 12:15 PM  
E-mail: [ashurov@lincolnuca.edu](mailto:ashurov@lincolnuca.edu)  
Phone: (510) 628-8010
- Textbooks:** Operations Management, 2018, 13th Edition, William J. Stevenson;  
McGraw-Hill; ISBN: 978-1-259-66747-3
- Last Revision:** January 4, 2019

### CATALOG 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. *Prerequisite: MATH 15 or BA 115.*

### 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**

	<b>Course LO</b>	<b>Program LO</b>	<b>Institutional LO</b>	<b>Assessment Activities</b>
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 4	ILO 4b, ILO 5b, ILO 6b	Course project presentation, course project report; case studies; quizzes.

**INSTRUCTIONAL METHODS**

*This is a direct classroom instruction course.*

The course will be conducted in the form of lectures and interactive discussions on the present small business entrepreneurial thinking and management practice. 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.

**DROPPING THE CLASS**

If you decide not to continue in the class, please call or go to Admissions and Records and drop yourself. You do not need to involve the instructor. **Do not assume that the instructor will drop you for not attending the class.**

<sup>1</sup> 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:

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

Grades will be earned as follows:

<b>Points Earned</b>	<b>Letter Grade</b>
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 of the semester. 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.***

**CLASS SCHEDULE**

<b>Date</b>	<b>Focus of Discussion</b>	<b>Homework Assignment</b>
Tu: 01/15	Orientation via Syllabus. Introduction to Course. Class Discussion.	Ch. 1 Team Project Assignment.
Tu: 01/22	Operations and Production Models.	Ch. 2
Tu: 01/29	Competitiveness and Productivity.	Ch. 2, 4
Tu: 02/05	Production Processes and Layout for Manufacturing and Services.	Ch. 4; Case 1
Tu: 02/12	Capacity and Product Design.	Ch. 5, 6
Tu: 02/19	Quality and Quality Control. Midterm Exam Review.	Ch. 9, 10; Case 2
Tu: 02/26	<b>Midterm Exam (Chapters 1-10)</b>	
Tu: 03/05	Midterm Exam Results Review. Inventory Management.	Ch. 13
Tu: 03/19	JIT and Lean Production.	Ch. 14
Tu: 03/26	Supply Chain Management.	Ch. 14, 15
Tu: 04/02	Scheduling for Manufacturing.	Ch. 15, 16; Case 3
Tu: 04/09	Scheduling for Services.	Ch. 16
Tu: 04/16	Project Team Presentation + Team Evaluation	
Tu: 04/23	Project Team Presentation + Team Evaluation Final Exam Review	
Tu: 04/30	<b>Final Exam</b>	