

Syllabus for BSBM QM 319

Operations Management Principles

Important Note: This syllabus document contains the basic information of this course. The most current syllabus is available in the full course.

Course Description

Operations Management encompasses the fundamental action of an organization: the provision of goods and services. This course will cover a number of techniques and methodologies as well as theory related to the design, development, analysis, and management of operations. The central concepts of quality, forecasting, inventory, scheduling, and control will provide the framework within which these techniques and methodologies are introduced. Major concepts like theory of constraints, lean operations, Six Sigma, and sustainability will be introduced.

Prerequisites

QM 210, MATH 112, Junior standing, business major/minor

Course Learning Outcomes

- Recognize and apply operations terminology and concepts.
- Describe the role played by the operations function in a manufacturing or service organization and its relation to other functional areas.
- Recognize and apply different tools and techniques available to managers for directing day-to-day operations of a business or department.
- Apply necessary improvements in the organization's operations in order to be competitive in the changing global markets.
- Analyze the role of sustainability in operations management and the trends that companies are following in applying sustainability to their operations.
- Appreciate the role of bottlenecks in organizations and apply the theory of constraints to businesses and personal life.
- Analyze a range of operations decision situations and apply the appropriate decision-making concepts and techniques.
- Demonstrate teamwork, discussion, research, review, and report-writing skills.
- Develop the ability to work in diverse groups.

Course Requirements/Components

Readings

Readings come from the textbook, *Operations management: An integrated approach* (Wiley, 2015), *The goal* (any edition), and other sources.

Self-Introduction PowerPoint

You have the option to earn extra credit by completing a self-introduction activity for which you will create a PowerPoint presentation about yourself.

Lesson Assignments

For the lesson assignments, you and your classmates will be assigned to groups that will work together to complete the assignment.

For most lesson assignments, the groups will work together on case studies from selected textbook chapters. For each of these chapters, the groups will be assigned the same case study and will answer questions about the case assigned. Each group will submit **one set of case study responses** from the entire group to the instructor.

There are two lesson assignments that differ. One requires the groups to write a short report on an assigned topic related to the lesson content. The other engages the groups in an internet activity from the textbook chapter for that lesson. Each group will submit **one assignment** from the entire group to the instructor.

Research Paper

The same groups that worked on the lesson assignments will also work on a course research paper related to operations management and sustainability. Each group must select its topic from a provided list of possible topics.

There are two parts to the research paper assignment.

- Part 1: Each group will complete a project plan for the research paper.
- Part 2: At the end of the course, each group will submit their 12-page research paper. Each group will submit **one report** from the entire group to the instructor.

The Goal Book Report

For this assignment, you will complete a 5-page book report on the book *The Goal*. You will complete this project individually. A major part of the report will involve applying the Theory of Constraints to businesses and to your own personal life.

Project Management Activity

For this activity (in the last lesson) you will be provided with a case that discusses a project for an organization. You will complete this activity individually. You will be asked to submit a written assignment that requires you to discuss issues related to teamwork, scope management, and risk management. In addition, you will be asked to develop a project plan. A grading rubric will be used to assess this activity.

Quizzes and Examinations

There are two quizzes in the course. These will consist of multiple-choice questions. Quiz 1 covers Chapters 1-6; Quiz 2 covers Chapters 7-8, 12, 15, and 16.

Policy on Late Course Work

Refer to the Grading section for the policy on late course work.

Outline of Course Topics

Date	Material to be covered	Type of Decision	
Lesson 1	Introduction to Operations Management (Ch 1)	Strategic	
Lessons 2 & 3	Operations Strategy and Competitiveness (Ch 2) Product Design and Process Selection (Ch 3)		
Lessons 4 & 5	E-Commerce and Supply Chain Management (Ch 4) Total Quality Management (Ch 5)		
Lessons 6 & 7	Statistical Quality Control (Ch 6) Just-in-Time and Lean Systems (Ch 7)		
Lesson 8	Forecasting (Ch 8)		
Lessons 9 & 10	Independent Demand Inventory Management (Ch 12) Scheduling (Ch 15)		
Lesson 11	Project Management (Ch 16)		Tactical

Grading

Policy on Late Course Work

Students are expected to submit all course work by the due dates noted in the course. Late work is subject to the late penalties stated below. In extenuating circumstances, the student must contact the instructor as soon as possible before the work is due to discuss the situation. In those circumstances, the appropriate course of action will be discussed.

- Late lesson assignments will be penalized 20% of the credit for each day it is late for up to three days.
- Late quizzes will not receive any credit.
- Late projects (Research Paper, *The Goal* Book Report, and Project Management Activity) will be penalized 20% of the credit for each day it is late for up to three days.

Course Grade

The following grading scales will be used to evaluate all course requirements and determine your final grade:

Assignments	Weights
2 Quizzes 15% each	30%
Lesson Assignments	25%
“The Goal” Book Report	10%
Research Paper Project Plan	5%
Research Paper	20%
Project Management Activity	5%
Participation in Group Activities	5%
Total	100%
Introduce Yourself Assignment (optional; extra credit)	2%

Percent	Letter Grade
94-100%	A
90-93%	A-
87-89%	B+
84-86%	B
80-83%	B-
77-79%	C+
74-76%	C
70-73%	C-
<70%	F