DEPARTMENT OF MANAGEMENT

COURSE SYLLABUS SUMMER FALL SEMESTER 2012

COURSE NUMBER: MGNT 3615N
COURSE TITLE: OPERATIONS MANAGEMENT
INSTRUCTOR: Faramarz Parsa, Ph.D.
EMAIL: Fparsa@westga.edu
FaramarzParsa@comcast.net
PHONE (office): (678) 839-4830
Text: (404) 307-1375
OFFICE HOURS: Monday and Wednesdays 1:00-5:00 p.m.

REQUIRED REGISTRATION TO “CONNECT”:

All course activities, lecture material, assignments, tests, etc., are conducted on McGraw–Hill’s “Connect” platform. Students are required to purchase the access code for the site and then register for the class. The combined cost of registration and e-book (most economical) runs about $100. However, if you already have the hard copy textbook (older editions will be fine too. I checked the EBay site and prices are ranging from $20-50), then you need only to purchase the access code for about $50. You will need a credit card to make your purchase on site. If you wish, you can sign up for the “trial period” which will give you full access to the site and textbook for about 3 weeks; but you need to make the final purchase before the trial period ends so that there would be no interruptions in your course activities. The following site is for your registration:
http://connect.mcgraw-hill.com/class/f_parsa_fall_2012_1

there is a text web site found at:
www.mhhe.com/stevenson11e

At this web site you will find excel templates, online quizzes, power point presentations, step-by-step solutions to examples, screen-cam tutorials, chapter outlines, updates, and videos. For on-going support you have a Digital CARE Team at:
http://mpss.mhhe.com/connectlinks.php (click “Contact Us”) or phone 1-800-331-5094 (prompt 2 for students)

You need to check the site often to know when assignments and quizzes open and when they
close. Not all work will be posted on the site at the first week of the semester. Assignments open a day or so before the period listed on “class schedule” and close about a week later. Sometimes answers are marked wrong by the website due to rounding. If you notice that, just send me an email and I will adjust your score.

**COURSE DESCRIPTION:**

This course is an introduction to the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for achieving effective operations in both goods-producing and service-rendering organizations. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.

**SPECIAL NOTE:**

This is a course in the Common Body of Knowledge (CBK). You are responsible for the content of this course, when you take the assessment test in MGNT 4660.

**EXAMS AND GRADING:**

There are four (4) exams scheduled, as indicated in the “course schedule” table. While all four tests will be given online, two of them will be administered in a proctored environment on campus so that student’s identity can be verified. All tests are open book.

<table>
<thead>
<tr>
<th>Exam</th>
<th>Weight</th>
<th>Proctor Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>#I</td>
<td>18%</td>
<td>Un-Proctored</td>
</tr>
<tr>
<td>#II</td>
<td>18%</td>
<td>Proctored</td>
</tr>
<tr>
<td>#III</td>
<td>18%</td>
<td>Un-Proctored</td>
</tr>
<tr>
<td>#IV</td>
<td>18%</td>
<td>Proctored</td>
</tr>
<tr>
<td>Assignments</td>
<td>28%</td>
<td></td>
</tr>
</tbody>
</table>

The on-line exams are available for the time window on the date specified on the schedule. Plan ahead and DO NOT WAIT UNTIL THE LAST MINUTE TO TAKE THE EXAMS.

The final grade is calculated only from the average of the four exams and assignment grades. There are NO extra credit opportunities for grade enhancement, therefore spend plenty of time preparing for the exams. The exams cover more than facts; they cover concepts, the application of concepts, and the application of concepts in solving problems.

**TIME COMMITMENT:**

Students carrying a course load of 11-18 hours in a regular semester are considered full-time. The rationale behind this designation is that 11-18 hours of course work is a FULL-TIME commitment. For each semester hour spent in class each week, students should expect to spend an average of 2 to 3 hours outside of class reading, doing assignments, studying, etc.
Thus a 12-hour course load is expected to require 24 to 36 hours of outside work in addition to the 12 hours spent in class for a total time commitment of 36 to 48 hours per week.

As you will find out, this course is one of the most challenging classes in the Business curricula. You need to invest a minimum of 7 hours weekly in studying and working the assignments for this course. It is likely that a commitment of less time than this will result in sub-optimal outcomes. If your current schedule does not allow for such commitment, you should consider dropping this class.

**IMPORTANT:**

Your exams will be made of True/False, and Multiple Choice questions (65%) as well as Problems (35%). During the exam period you will only have enough time to answer the questions and work the problems. You will NOT have the time to look for the answer or teach yourself how to do the problems during the exam. To successfully pass this course, it is vitally important that you make sure that you:

- Thoroughly study the chapter and work all example problems.
- Review the “solved problems provided at the end of each chapter.
- Spend good amount of time (hours) working the end of chapter “Problems”. These problems are usually the templates and representative problems which you will find in your exams. If you cannot work these problems out during your studies, be assured that you will not be able to work the exam problems either. The answers to most of these problems are provided in Appendix A of your text book.
- Your quiz assignments are selective number of the end of chapter problems. You will usually get three chances to do the quizzes right. You will have an automatic 15% reduction in grade for each additional attempt after the 1st one. So please do your best to do the assignment correctly on your first attempt. The correct answer and additional feedback will be given on extra attempts.
- While you will receive full feedback on the two proctored exams, you will only get the total score for the two un-proctored exams. If you wish to view see the feedback on these tests, please make an appointment to view and review them in my office during the office hours.

**COGNITIVE COURSE OBJECTIVES:**

<table>
<thead>
<tr>
<th>Learning Objective</th>
<th>Relates to Learning Goal(s)</th>
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</thead>
<tbody>
<tr>
<td><strong>1</strong> Students will apply appropriate quantitative techniques to a variety of operations-oriented problems provide accurate analysis</td>
<td>BBA2, BBA4, BBA 6</td>
</tr>
<tr>
<td><strong>2</strong> Students will demonstrate the ability to apply basic principles of operations management to real world situations.</td>
<td>BBA 6</td>
</tr>
<tr>
<td><strong>3</strong> Students will describe the overall production/operations management process and understand its function and relationship to other areas.</td>
<td>BBA 4</td>
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### COURSE SCHEDULE:

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>M 8/20</td>
<td>Production and Operations Management</td>
<td>1</td>
</tr>
<tr>
<td>W 1/22</td>
<td>Competitiveness, Strategy, and Productivity</td>
<td>2</td>
</tr>
<tr>
<td>M 8/27</td>
<td>Product and Service Design</td>
<td>4</td>
</tr>
<tr>
<td>W 8/29</td>
<td>Reliability, Reliability Problems</td>
<td>4 Supplmnt</td>
</tr>
<tr>
<td>W 9/5</td>
<td>Capacity Planning</td>
<td>5</td>
</tr>
<tr>
<td>M 9/10</td>
<td><strong>Test 1, Opens 11:00 a.m. for 24 hours (1.5 hrs)</strong></td>
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<tr>
<td>W 9/12–M 9/17</td>
<td>Process Selection and Facility Layout</td>
<td>6</td>
</tr>
<tr>
<td>W 9/19</td>
<td>Location Planning</td>
<td>8</td>
</tr>
<tr>
<td>M 9/24</td>
<td>Introduction to Quality</td>
<td>9</td>
</tr>
<tr>
<td>W 9/26–M 10/1</td>
<td>Quality Control</td>
<td>10</td>
</tr>
<tr>
<td>W 10/3</td>
<td><strong>Test 2, RCOB Lab. (proctored), See Lab schedule below (2 hrs)</strong></td>
<td></td>
</tr>
<tr>
<td>M 10/8-W 10/10</td>
<td>Project Management</td>
<td>17</td>
</tr>
<tr>
<td>M 10/15</td>
<td>Supply Chain Management</td>
<td>15</td>
</tr>
<tr>
<td>W 10/17-M 10/22</td>
<td>Aggregate Planning</td>
<td>11</td>
</tr>
<tr>
<td>W 10/24</td>
<td><strong>Test 3, Opens 11:00 a.m. for 24 hours (2 hrs)</strong></td>
<td></td>
</tr>
<tr>
<td>M 11/5- W 11/7</td>
<td>Inventory Management</td>
<td>13</td>
</tr>
<tr>
<td>M 11/12-W 11/14</td>
<td>Materials Requirement Planning</td>
<td>12</td>
</tr>
<tr>
<td>M 11/26</td>
<td>Lean Operations</td>
<td>14</td>
</tr>
<tr>
<td>W 11/28</td>
<td><strong>Test 4, RCOB Lab. (proctored), See Lab schedule below (2 hrs)</strong></td>
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### Computer Lab Schedule:

Exams 2 and 4 will be administered in the RCOB’s computer lab, room 2329.

**Test 2:**  
Wednesday October 3, 9:00-11:00 am  
Wednesday October 3, 4:00-6:00 pm

**Test 4:**  
Wednesday November 28, 9:00-11:00 am  
Wednesday November 28, 4:00-6:00 pm

All tests are open book/open notes  
you need to bring an ID to proctored exams