
OM 380: Operations Management

--- Summer Quarter 2009 ---

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The best way to contact me is via email

Office Hours: **Tuesday 2:00pm - 3:30pm**
 Thursday 2:00pm - 3:30pm

And other times by appointment

Class hours: Tuesdays, 6:00pm - 9:30pm
 112 Lindner Hall

Prerequisites: 22 QA 281
 22 QA 282

Textbook: **Operations Management for Competitive Advantage, 11th ed.**
 Chase, Aquilano & Jacobs. McGraw-Hill Irwin, 2006

Choose the option that is best for you:

- There is a full text book version (not available in the Bookstore)
ISBN #: 0072983906 OR
- Condensed paperback version (in the bookstore)
Custom ISBN #: 0073260436 OR
- Electronic version available for your use (available on-line)
Full Text, ISBN: 0390575348 Pages: 809
Condensed Version, ISBN: 0390684740 Pages: 544

*The website for the electronic options is <http://ebooks.primisonline.com>
Students will need to register with the text company. Then find your ebook and
use the drop down menus on the screens. Any questions or problems, contact
Primis at 1-800-962-9342 or email: primismhhe@mcgraw-hill.com*

Additional text resource available at:

http://highered.mcgraw-hill.com/sites/0072983906/information_center_view0/

**Optional
Readings:**

If you are looking for additional resource for learning OM, I find the following textbook to be both interesting and well explained. It reads quite well and covers some material we will study in this class as well as some more advanced topics. You might be able to find a copy in the library.

Cachon and Terwiesch, *Matching Supply with Demand: An Introduction to Operations Management*, McGraw-Hill Irwin, 2006.

Course

Objectives:

After completion of this course, students should be able to:

- Understand the basics of operations strategy
- Be able to conduct a process analysis
- Become familiar with the various aspects of product design
- Understand manufacturing and service process selection and design
- Demonstrate knowledge on quality management and be able to perform statistical quality control
- Understand forecasting and carry out time series analyses
- Be able to conduct inventory control and operations scheduling
- Be familiar with ERP systems and understand MRP
- Be familiar with lean production concepts

Blackboard: The course will be on the Blackboard Web Page system, available at <http://blackboard.uc.edu>

Email will be the primary means of my contacting you outside of class. **Please make sure that Blackboard contains your current email address and that you check your email periodically.**

Blackboard will also be used for downloading class notes. I will post **partial notes** (you will have to fill in some from lecture) for a given class on Blackboard under the *Course Documents* link. If you wish to have these partial notes during lecture, **it is your responsibility to download and print them out and bring to class.** These notes will be PowerPoint slides, and I suggest you print them out as “handouts” either 2 or 4 per page. This will make lectures much more effective and easier to follow.

Grading

Policy:	Homework	30%
	Mid Term Examination	30%
	Final Examination	30%
	Attendance and Participation	10%

Questions and/or problems with grading must be submitted in writing (for both homework and exams) no later than 1 week after the assignment has been handed back to the student.

Attendance

Policy: As indicated by the grading policy, you are expected to come to class and be prepared to discuss the material we will cover. You will only be allowed to miss a class without penalty if you provide an appropriate written note that justifies and legitimizes your absence, such as a doctor's note.

Homework

Policy: Collaboration on homework assignments is allowed and encouraged. However, all homework assignments must be written up individually. Each student is required to turn in **a hard copy** of his/her own homework answers. Even though you are encouraged to work on all assignments, you are required to **turn in only 7 out of the 8 assignments** (choose wisely). **If you submit all 8 assignments, I will drop your lowest homework assignment grade.**

Note: Assignments are due at the beginning of class, and late homework will NOT be accepted.

Note 2: Only hard copies of homework assignments will be accepted, no electronic copies.

Note 3: I may not grade all the problems assigned on a given homework. It is still your responsibility to work all the problems assigned, as I will not tell you in advance which problems I will not grade (to ensure consistency, the same problems will be graded for all students).

Note 4: This is not a requirement, but if you want to perform your calculations using Excel and would like to submit a printout of your work for the assignments, this is fine with me. Remember to be explicit in your answers, and you should print the formulas for your calculations so that I can follow what you are doing.

Academic

Dishonesty: The University Rules, including the Student Code of Conduct, and other documented policies of the department, college, and university related to academic integrity will be enforced. Any violation of these regulations, including acts of plagiarism or cheating, will be dealt with on an individual basis according to the severity of the misconduct.

**Special
Needs**

Policy: If you have any special needs related to your participation in this course, including identified visual impairment, hearing impairment, physical impairment, communication disorder, and/or specific learning disability that may influence your performance in this course, you should meet with the instructor to arrange for reasonable provisions to ensure an equitable opportunity to meet all the requirements of this course. At the discretion of the instructor, some accommodations may require prior approval by Disability Services.

Cell Phones

and Pagers: All cell phones and pagers must be turned off or put on vibrate during class. If your phone or pager goes off during class, you will be asked to leave. **Cell phones must be turned off and put away during exams.**

Quarter Schedule:
(Subject to Change)

Date	Topics Covered	Homework Assigned	Homework Due
Week 1, June 23	Ch 1: Intro Ch 2: Operations Strategy and Competitiveness	Homework 1: Starting Pg. 44 Ch 2: 1,3,5	
Week 2, June 30	Ch 5: Process Analysis and Technical Notes (TN), p. 181-202 Ch 6: Mfg. Process Selection, p.210-213	Homework 2: Pg. 174 Ch 5: 1 AND Pg. 205 Ch 5TN: TN.3, TN.5, TN.8	Homework 1
Week 3, July 7	Ch 4: Product Design Ch 6: Mfg. Process Selection, p 213-215 Ch 7: Services, 7 TN 289-291 & 295-297	Homework 3: Pg. 222 Ch. 6: 4, 5, 6, 7, 8	Homework 2
Week 4, July 14	Ch 6 Technical Notes: p. 226-248	Homework 4: Pg. 255 Ch.6 TN: 4, 5, 6, 7 a, b, c, d	Homework 3
Week 5, July 21	Ch 8: Quality Ch 8 Technical notes: p. 347-364	Homework 5: Pg. 367 Ch. 8 TN: 6, 8	Homework 4
Week 6, July 28	MID TERM EXAMINATION		Homework 5
Week 7, August 4	Forecasting*	Homework 6: Forecasting, to be posted on BB	
Week 8, August 11	Brief ERP Pg. 499-507 Ch 14: Aggregate Planning Ch 15: Inventory Control	Homework 7: Pg. 619 Ch 15: 4, 6, 10, 16	Homework 6
Week 9, August 18	Ch 17: Operations Scheduling	Homework 8: Ch 17: 3, 14, 15	Homework 7
Week 10, August 25	Ch 16 MRP Ch 12: Lean		Homework 8
Tuesday, September 1	FINAL EXAMINATION (non-comprehensive)		

*The Forecasting chapter is not included in the condensed paperback version of the textbook available at the UC bookstore. If you have the full textbook version, forecasting is chapter 13.