OPERATIONS MANAGEMENT (QM 3023) FALL 2009

TIMOTHY L. URBAN Phone: 631–2230 Fax: 631–2037
Office: HELM 118-B E-mail: *urbantl@utulsa.edu*
Homepage URL: *http://bus.collins.utulsa.edu/qm_tlu/*

Operations management is a dynamic discipline. It involves the integration of numerous activities and processes to produce products and services in a highly-competitive global environment. How we manage productive resources is critical to strategic growth and competitiveness. Operations management entails the design and control of systems responsible for the productive use of raw materials, human resources, equipment, and facilities in the development of a product or service. Several aspects of contemporary business make the study of operations management particularly relevant: shortened product life cycles, the evolution to a service-oriented economy, the increasing globalization of companies (production facilities, customers, suppliers, competitors, etc.), increased attention to quality and the certification standards required by many companies, the focus on business processes and the restructuring/reengineering of business, among others. Thus, the management of operations is important to more than just the operations managers, an understanding of the issues and problems of operations management is critical for managers in all aspects of any business enterprise.

OFFICE HOURS: Monday/Wednesday 2:30−4:30 P.M., Tuesday/Thursday 1:00−2:00 P.M.; and by appointment.

TEXTBOOK: Stevenson, William J., *Operations Management*, Tenth Edition, 2009, Boston: McGraw-Hill/Irwin. A student study guide is available but is not required. The publisher also provides additional study resources such as chapter outlines (with key ideas and glossaries), chapter quizzes, *POWERPOINT* presentations, interactive Java applets, as well as *EXCEL* templates and data files, via *http://www.mhhe.com/stevenson10e/* (click on "Student Edition" in the Online Learning Center box). Errata for the textbook is also available on this website.

SOFTWARE: *EXCEL 2007* is available in the Information Technology Center (HELM 123−125 Computer Labs) and will be used throughout the course. *EXCEL* screen-cam tutorials for various applications are provided on the Online Learning Center provided by the publisher. *SAS* is also available and can be used for more advanced analyses.

COURSE DESCRIPTION: "Introduction to effective management of manufacturing and service systems. Topics include productivity, process and job design, capacity planning, distribution, supply chain management, aggregate production planning, inventory control, scheduling, quality assurance, and operations strategy." [*2008−2010 Undergraduate Bulletin*]

COURSE OBJECTIVES: The objectives of this course are:

1. to provide a basis for the understanding and appreciation of operations management concepts and principles as well as the issues and concerns faced by operations managers;
2. to attain a working knowledge of various techniques used to assist decision making in the design, operation, and control of productive (manufacturing, service, nonprofit, and public sector) systems;
3. to develop an ability to apply operations management techniques—and to evaluate recommendations made by technical specialists—to assist decision making in an operations/production setting;
4. to relate the operations function and to integrate operations concepts with other functional areas of business (marketing, finance, etc.); and
5. to reinforce communication and teamwork skills through the analysis and reporting of case studies.

−More specific learning objectives are provided in the textbook at the beginning of each chapter.

THE UNIVERSITY of TULSA COLLINS COLLEGE OF BUSINESS

PREREQUISITES: Junior standing; completion of Engl 1033; Acct 2113 and 2123; Econ 2013 and 2023; Math 1093 and 1103; Bus 1013; BL 2013; MIS 1123; and QM 2013 and 2023 with grades of C or higher.

METHOD OF INSTRUCTION: The classes will be lecture/discussion oriented, with an emphasis on class discussion of the material and problem solving. The class discussion will be supplemented by the use of information technologies and their application to practical, decision-making situations. Questions, comments, and constructive debate are encouraged *and expected*.

METHOD OF GRADING: There will be three examinations and three quizzes as well as written case study analyses and graded homework assignments throughout the semester. Additional end-of-chapter homework will be assigned, but will not be graded. Grading will be roughly 90's, A; 80's, B; etc., although some curving may be introduced. The number of points available is shown at right.

	POINTS
Examination I	100
Examination II	100
Examination III	115
Quizzes (3 @ 20 points each)	60
Homework and case study analyses	75
Total Points	450

POLICIES AND PROCEDURES: The document *Policies and Procedures Relating to Academic Misconduct in the Collins College of Business* shall apply to this course. "…The policies and procedures contained in this document will be enforced and…penalties will apply for academic misconduct." Copies of the document are on reserve in HELM 215, in the Reserve Room of McFarlin Library, and on the Collins College of Business home page (*http://www.collins.utulsa.edu/assets/files/ugadvising/academic_misconduct.pdf*). It is in your best interest that you read it.

Students who must miss a quiz or examination for personal reasons (illness, death in the family, etc.) should report to the Center for Student Academic Support for a formal excuse. For University-sponsored activities (athletics, conferences, etc.), the Registrar's Office circulates a list of students that will be absent; only the Registrar can certify an activity as University sponsored.

Students with disabilities should contact the Center for Student Academic Support to self-identify their needs in order to facilitate their rights under the Americans with Disabilities Act. The Center for Student Academic Support is located in Lorton Hall, Room 210.

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TENTATIVE COURSE SCHEDULE—FALL 2009

DATE	SUBJECT	READING ASSIGNMENT
AUG 25	Introduction to Course; to Operations Management	Chapter 1
AUG 27	Competitiveness, Strategy, and Productivity	Chapter 2
SEPT 1	Process Analysis	Web[†]; pp. 10−11, 239−261
SEPT 3	Project Management	Chapter 17
SEPT 8	Project Management (continued)	
SEPT 10	Simulation	Supplement to Chapter 18[‡]
SEPT 15	*Quiz,* Simulation (continued)	
SEPT 17	Service Processes	Pages 7−10, 160−164
SEPT 22	*Examination I*	
SEPT 24	Management of Waiting Lines	Chapter 18
SEPT 29	Management of Quality	Chapter 9
OCT 1	Management of Quality (continued)	Pages 148, 156−159
OCT 6	Quality Control	Chapter 10
OCT 8	Quality Control (continued)	
OCT 13	Strategic Capacity Planning	Chapter 5
	Linear Programming (LP)	Supplement to Chapter 6
OCT 15	LP (continued) and the Transportation Model	Supplement to Chapter 8
OCT 20	*Quiz,* Supply Chain Management	Chapter 11
OCT 22	Supply Chain Management (continued)	Pages 146−147
OCT 27	*Examination II*	
OCT 29	Ethics/Social Responsibility in Operations	Web*; pp. 21, 136−143, 424−425
NOV 3	Forecasting (pp. 77−90, 94−99 should be review of Stat II)	Chapter 3
NOV 5	Forecasting (continued)	
NOV 10	Aggregate Planning	Chapter 13
NOV 12	Inventory Management	Chapter 12
NOV 17	Inventory Management (continued)	
NOV 19	*Quiz,* MRP and ERP	Chapter 14
NOV 24/26	*No Class—Thanksgiving Break*	
DEC 1	MRP and ERP (continued)	
DEC 3	JIT and Lean Operations	Chapter 15
DEC 8	*No Class—Reading Days*	
DEC 10	*Examination III* (1:00−3:25 P.M.)	

[†] Internet Center for Management and Business Administration: *http://www.netmba.com/operations/process/analysis/*
[‡] McGraw-Hill: *http://highered.mcgraw-hill.com/sites/dl/free/0073377848/609565/ste41912_ch18_se_final.pdf*
* ISO: *http://www.iso.org/iso/iso_catalogue/management_standards/iso_9000_iso_14000/iso_14000_essentials.htm*