



Lincoln University

BA 307 – Operations Management

COURSE SYLLABUS

Spring, 2017

Lecture Schedule: Saturday, 12:30 PM – 3:15 PM

Credit: 3 units (45 lecture hours)

Instructor: Harpal S. Dhillon, PhD

Office Hours: Saturday: 3:15 PM – 4:00 PM

Students are advised to schedule appointments by signing their names on the appointment list which is located in the class web site. Additional guidance regarding scheduling of one-on-one meeting with the professor will be provided in the first class. Students are encouraged to communicate with the professor through e-mail messages.

E-mail: hdhillon@lincolnuca.edu

Phone: (202) 330-2979 (Please call me on the phone between 6 AM and 6 PM (Pacific Time))

Textbook:

Operations Management, by William J. Stevenson. 11th edition, McGraw-Hill, 2012

ISBN-13: 978-0-07-352525-9

The study material in the textbook will be supplemented by content posted in the class web site.

Prerequisite: MATH 15 or BA 45

COURSE 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 improvements and overall supply chain design and management. In the industry the course will review asset acquisition, business segments, and production planning, job design, and overall productivity analysis and improvement.

COURSE OBJECTIVES

In this course, students will learn three basic elements of modern operations management: (i) supply chain management; (ii) product and service design; and (iii) process design and management. Through the textbook, additional materials, and project work, students will become familiar with various industries, and selected products and services.

LEARNING OUTCOMES

After completing this course successfully, students will be able to:

1. Explain how sound operations management enhances the competitiveness of an organization in the market place.
2. Demonstrate a clear understanding of the interface between the 'operations' and other functional segments, such as management information systems, marketing and finance in a business organization.
3. Explain and apply different strategies and techniques for designing and improving operations processes.
4. Utilize quantitative models and computer based analytic and optimization tools to solve/address operations management problems in real-world settings.
5. Select and utilize the most appropriate processes and tools for various situations/scenarios in the operations management domain.

INSTRUCTION PROCEDURE AND METHODOLOGY

This class will be conducted interactively in the face-to-face sessions and also on-line. All students will participate in class discussions, formal presentations, and in-class exercises. Short oral presentations may also be required in conjunction with homework assignments. Assignments will be given weekly and may consist of textbook exercises and research questions. Students must complete all assignments and take all quizzes, mid-term exam and final exam on the **specified due dates**. Plagiarism will result in the grade "F" and a report to the administration.

Students are expected to utilize their personal laptop computers, the computer lab, and the resources available in the school library.

ATTENDANCE

Students are expected to attend each class session. If you cannot attend a class due to

a valid reason, please notify the instructor prior to the class.

CLASS PROJECTS

Project work is designed to familiarize students with an industry, product, or technology of their interest. Projects may be assigned individually, and/or as group projects. If a number of students work together on a group project, the score for the project report and presentation will be the same for all members of the project team. The Final Report for a group project will be turned in as a formal electronic document. All sources of content in a project report must be referenced. APA standard is recommended for formatting and organizing project reports.

EXAMINATIONS

Both, mid-term and final exams will include questions requiring written essay answers. The essay answers must be written clearly, easy to read, and organized logically with reference to the questions being answered. Graphs, charts, tables, and other supporting illustrations should be inserted in the answers, where appropriate. Examples to illustrate the answers are required. Exams will cover all assigned chapters, and any additional readings or supplementary materials covered in class.

Both examinations will be conducted electronically, within the CANVAS class. Students will be required to work on the exams in the regular classroom for this course/section (like attending a regular class).

The exams are neither 'open book' nor 'open notes'.

TIME SPENT ON OUT-OF-CLASS WORK

The estimated time which a student should spend on out-of-class work/assignments in this course is 6 hours every week (about 90 hours for the course).

GRADING AND SCORING

All activities will be graded according to the guidelines/criteria presented below:

POINT SCORE

The course grade will be based on the total number of points scored by a student. The allocation of the total of 100 points to various gradable out-of-class assignments and class activities is provided in the table below:

Activity/Task	Time/Schedule	Points (Total:100)
On-line Discussions (8)	Weekly, with some exceptions	16
In-class Discussions (9)	Weekly, with some exceptions	9
Course project	Throughout the course duration	40
Mid-term exam	In the middle of the course	15
Final exam	Last week of the course	20

COURSE GRADE

The points needed for securing a given course grade are shown in the table posted below:

Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Points	94-100	90-93	87-89	83-86	80-82	77-79	73-76	70-72	67-69	60-66	0-59

If both grades for the midterm and final exams are "F", the term grade for the course will be 'F' regardless of the grades for the project and classroom activities.

MAKE-UP WORK

Assignments are to be completed on time during the course. Late assignments will result in a reduced grade. Mid-term and final exams and group presentations cannot be made up if missed, unless there is a documented emergency.

COURSE SCHEDULE

WEEK	Class Date	Topic(s) & Activities	Chapter(s)	
			Textbook	Lecture
1	Jan. 21	(a) About the Course (b) Planning for Group Project (c) Introduction to Operations Management Planning for Group Project	Ch. 1	Ch. 1
2	Jan. 28	(a) Competitiveness (b) Strategy (c) Productivity Planning the Group Project Creation of Project Teams Selection of Project Topics	Ch. 2	Ch. 2
3	Feb. 04	(a) Forecasting (b) Group Project Review Group Project Review Submission of Project Proposals <ul style="list-style-type: none"> • <i>On-line Discussion 1</i> • <i>In-class Discussion 1</i> 	Ch. 3	Ch. 3
4	Feb. 11	(a) Product & Service Design (b) Reliability <ul style="list-style-type: none"> • <i>On-line Discussion 2</i> • <i>In-class Discussion 2</i> 	Ch. 4 Ch. 4S	Ch. 4
5	Feb. 18	(a) Strategic Capacity Planning (b) Process Selection & Facility Layout (c) Decision Theory <ul style="list-style-type: none"> • <i>On-line Discussion 3</i> • <i>In-class Discussion 3</i> Project Status Review	Ch. 5 Ch. 6	Ch. 5, Ch. 5S, & Ch. 6
6	Feb. 25	(a) Work Design & Measurement (b) Group Project Review <ul style="list-style-type: none"> • <i>On-line Discussion 4</i> • <i>In-class Discussion 4</i> 	Ch. 7	Ch. 7
7	Mar. 04	(a) Management of Quality (b) Quality Control Submission of Project Status Report 1	Ch. 9 Ch. 10	Ch. 9 & Ch. 10
8	Mar. 11	MID-TERM EXAMINATION	Ch. 1-10	
9	Mar. 18	NO CLASS - Semester Recess		
10	Mar. 25	(a) Aggregate Planning & Scheduling (b) MRP & ERP <ul style="list-style-type: none"> • <i>On-line Discussion 5</i> • <i>In-class Discussion 5</i> Project Status Review	Ch. 11 Ch. 12	Ch. 11 & Ch. 12

11	Apr. 01	(a) Inventory Management (b) JIT & Lean Operations (c) Group Project Review <ul style="list-style-type: none"> • <i>On-line Discussion 6</i> • <i>In-class Discussion 6</i> 	Ch. 13 Ch. 14	Ch. 13 & Ch. 14
12	Apr. 08	(a) Supply Chain Management (b) Scheduling <ul style="list-style-type: none"> • <i>On-line Discussion 7</i> • <i>In-class Discussion 7</i> Submission of Project Status Report 2	Ch. 15 Ch. 16	Ch. 15 & Ch. 16
13	Apr. 15	(a) Project Management (b) Location Planning & Analysis <ul style="list-style-type: none"> • <i>On-line Discussion 8</i> • <i>In-class Discussion 8</i> 	Ch. 17 Ch. 8	Ch. 8 & 17
14	Apr. 22	(a) Course Review (b) Group Project Review <ul style="list-style-type: none"> • <i>In-class Discussion 9</i> 		
15	Apr. 29	Course Project Presentations		
16	May 05	FINAL EXAMINATION	Ch. 8; Ch. 11-17	

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.
- 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.
- Questions and comments during the class are welcome. Do not hesitate to ask questions – do not leave anything unclear for yourself.

MODIFICATION OF THE SYLLABUS

The instructor reserves the right to modify this syllabus at any time during the semester.

Date of last revision of syllabus: Jan. 1, 2017

