Lincoln University

BA 307 – Operations Management

COURSE SYLLABUS
Spring 2020

Professor:	Harpal S. Dhillon, PhD
Lecture Schedule:	Saturday: 9:00 AM – 11:45 PM
Credits:	3 units (45 lecture hours)
Level:	Mastery 2 (M2)
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).
Phone communication in emergency situations only.

Textbook: William J. Stevenson; *Operations Management*
13th edition, McGraw- Hill, 2018
ISBN-13: 978-1-259-66747-3

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

Last Revision: January 8, 2020
Prerequisite: None

CATALOG 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 domain, the course will review asset acquisition, business segments, production planning, job design, and overall productivity analysis and improvement. (3 units) *Prerequisite: MATH 15 or BA 45*

SYLLABUS COURSE DESCRIPTION

In this course, students in the MBA degree program will learn the basic concepts, and processes associated with supply change management and operations management. After students are exposed to the evolution of scientific management, industrial management, and supply chain management

techniques, groups of students will be involved in a simple but real-world relevant operations management projects. Each project will be documented in the final report. The project will be initiated by selecting a supply change management problem/issue which can be addressed through a group project lasting about ten weeks. The final stage of the project will be concentrated on the testing (if feasible) the selected solution/system. Each group will (i) submit the results of the project in a formal report, and (ii) present a briefing about the project to their peers in the class.

In addition to simulating the real-world operations management activity, the group project will enable students to work together as a group in pursuit of common objective in a defined project. Individually, class members will enhance their subject matter awareness, and communication skills (written and verbal) by participating in on-line discussion (written), and in-class discussions (verbal).

COURSE OBJECTIVES

In this course, students will learn three basic elements of modern operations management:
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.

COURSE LEARNING OUTCOMES AND ASSESSMENT[1]

	Course LO	Program LO	Institutional LO	Assessment Activities
1	Demonstrate an ability to understand and apply the concepts and applications of Operations Management.	PLO 1	ILO 1b, ILO 2b	Group Project; Examinations; On-line Discussions; and In-class Discussions
2	Demonstrate essential skills of managing and improving operations decisions in manufacturing and service organizations.	PLO 2	ILO 1b, ILO 2b, ILO 4b	Group Project Plan; On-line Discussions; Case-Studies, and In-class Discussions
3	At the end of the course students will be able to demonstrate working knowledge of a variety of methods and tools used in managing and improving operations decisions.	PLO 3	ILO 2b, ILO 7b	Group Project; Examinations; On-line Discussions; Case-Studies, and In-class Discussions
4	Be able to effectively organize team in working on a project; assign responsibility, delegate, and lead.	PLO 5	ILO 4b, ILO 5b	Group Project, Final Project Report; In-class Discussions; and Project Briefing

INSTRUCTION PROCEDURE AND METHODOLOGY

This class will be conducted interactively in the face-to-face sessions, and on-line for discussions and

[1] Detailed description of learning outcomes and information about the assessment procedure are available at the Center for Teaching and Learning website (ctl.lincolnuca.edu).

class management. 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.

Assignments and projects require students to actively use resources of the library. Detailed guide to business resources of the library as well as the description of Lincoln University approach to information literacy are available at the Center for Teaching and Learning website (ctl.lincolnuca.edu).

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 assigned work, and class activities will be graded by following 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	45
Mid-term exam	In the middle of the course	15
Final exam	Last week of the course	15

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)		Related Program Learning Outcomes
			Textbook	Lecture	
1	Jan. 25	(a) About the Course (b) Planning for Group Project (c) Introduction to Operations Management Planning for Group Project	Ch. 1	Ch. 1	1, 2 & 3
2	Feb. 1	(a) Competitiveness (b) Strategy (c) Productivity Planning the Group Project Creation of Project Teams Selection of Project Topics	Ch. 2	Ch. 2	1, 3 & 4

3	Feb. 8	(a) Forecasting (b) Group Project Review Group Project Review Submission of Project Proposals • *On-line Discussion 1* • *In-class Discussion 1*	Ch. 3	Ch. 3	2, 3 & 4
4	Feb. 15	(a) Product & Service Design (c) Reliability • *On-line Discussion 2* • *In-class Discussion 2*	Ch. 4 Ch. 4S	Ch. 4	2 & 3
5	Feb. 22	(a) Strategic Capacity Planning (b) Process Selection & Facility Layout (c) Decision Theory • *On-line Discussion 3* • *In-class Discussion 3* Project Status Review	Ch. 5 Ch. 6	Ch. 5, Ch. 5S, & Ch. 6	1, 3 & 4
6	Feb. 29	(a) Work Design & Measurement (b) Group Project Review • *On-line Discussion 4* • *In-class Discussion 4*	Ch. 7	Ch. 7	1 & 3
7	March 7	MID-TERM EXAMINATION	Ch. 1-7		
8	March 14	No class-Spring Recess			
9	March 21	(a) Management of Quality (b) Quality Control Submission of Project Status Report 1	Ch. 9 Ch. 10	Ch. 9 & Ch.10	1 & 3
10	March 28	(a) Aggregate Planning & Scheduling (b) MRP & ERP • *On-line Discussion 5* • *In-class Discussion 5* Project Status Review	Ch. 11 Ch. 12	Ch. 11 & Ch. 12	
11	April 4	(a) Inventory Management (b) JIT & Lean Operations (c) Group Project Review • *On-line Discussion 6* • *In-class Discussion 6*	Ch. 13 Ch. 14	Ch. 13 & Ch. 14	1, 3 & 4
12	April 11	(a) Supply Chain Management (b) Scheduling • *On-line Discussion 7* • *In-class Discussion 7* Submission of Project Status Report 2	Ch. 15 Ch. 16	Ch. 15 & Ch. 16	1, 3 & 4
13	April 18	(a) Project Management (b) Location Planning & Analysis • *In-class Discussion 8*	Ch. 17 Ch. 8	Ch. 8 & Ch. 17	4
14	April 25	(a) Course Review (b) Group Project Review • *In-class Discussion 9*			

15	May 2	• *On-line Discussion 8* COURSE PROJECT PRESENTATIONS			3 & 4
16	May 9	FINAL EXAMINATION	Ch. 9-17		

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.