

Production and Operations Management --- MGT 502
Spring 2008

Professor:	C. David Wieters, Ph.D., CFPIM	
Office:	none	
Phone:	(915) 581-0774	E-mail: Use WebCT mail Alternative if WebCT is Down dwieters@nmsu.edu via internet
Office Hours:	TBA	
Home Pages	http://salsa.nmsu.edu	
Text (required):	Russell, Roberta S. and Taylor III, Bernard W. <u>Operations Management</u> . 5th ed., Hoboken, NJ: John Wiley & Sons, Inc. 2006 http://www.nmsubookstore.com/nmsu/	
Capabilities:	E-mail account, spreadsheet --Excel capable, Internet access to WebCT access and Internet Exercises.	
Course Description	Systems and specialized models applied to the management of production facilities and service operations, including physical and human resources. Prerequisite: graduate students only	
Objectives and Outcomes	Upon successful completion of this course you should : <ol style="list-style-type: none"> 1. Be able to identify the basic issues associated with the transformation processes associated with the production of goods or services, 2. Be able to apply basic analysis tools available to the operations manager in planning, designing, and continuously improving the value adding system, 3. Be able to recognize the relevance of operations management in a variety of career positions, most importantly in the career directions of your choice. 	
Methodology	Homework using Microsoft Office: WORD, Excel and Powerpoint, on-line progress quizzes and exams, Web-CT Slides and Internet resources.	
Evaluation and Grading		
4 Exams (drop lowest)	60%	A 90 to 100%
Integrative cumulative application project ¹	15%	B 80 to 89 %
Quizzes, Homework, Drop-box assignments (dropping the lowest)	25%	C 70 to 79% D 60 to 69% F Less than 60%

¹ The College of Business has requested that this course be one of several that perform “outcomes assessment” in the quantitative analysis area. This serves both the student and the university in pursuit of continuous improvement. There are no templates for doing this, so this assignment is my effort to provide a meaningful learning experience for the student while meeting the request of the college’s Graduate Committee.

General University Policies

<p>STUDENTS WITH DISABILITIES: If you have (or believe you have) a disability & would benefit from classroom accommodation(s), contact the Services for Students with Disabilities (SSD) at Corbett Center, Room 244 (Phone 646-6840; TTY 646-1918). All medical info is treated confidentially. Do not wait until you receive a failing grade. Retroactive accommodations cannot be considered. Information, instructions & forms from the Services for Students with Disabilities Office are online at http://www.nmsu.edu/~ssd/index.html. Accommodations: SSD Office, 646-6840 (Corbett Center, room 244); Discrimination: Office for Institutional Equity, 646-3635, O'Loughlin House.</p>	
<p>Student Responsibilities</p> <ol style="list-style-type: none"> 1. Within a few days of the start of the semester, register with SSD & obtain forms. 2. Within the first 2 weeks of beginning of classes (or within 1 week of the date services are to commence), deliver the completed forms to the instructor(s). 3. Within 5 days of giving the forms to faculty & at least 1 week before any scheduled exam, retrieve the signed forms from faculty & return them to SSD. 4. Contact the SSD Office if services/accommodations requested are not being provided, not meeting your needs, or additional accommodations are needed. 	<p>Faculty Responsibilities</p> <ol style="list-style-type: none"> 1. Within five 5 working days after student gives you the forms, sign them, retain a copy, & return originals to the student. 2. Contact SSD immediately if there are any questions or disputes regarding accommodation(s), disruptive behavior, etc. 3. Refer the student to SSD for any additional accommodations.

Last Day to Add: The last day to add this class **1/28/08**.

Withdrawal Policies: The last day to drop and receive a "W" is **3/10/08**.

Incomplete Grades: The incomplete grade "I" may only be assigned for circumstances beyond the student's control that occur **AFTER** the last day to withdraw from the course. Job related circumstances are generally not appropriate grounds for assigning an "I" grade. See graduate catalog for full details.

Course Schedule: We reserve the right to change classroom policies or assignments if circumstances dictate. Any changes will be announced via e-mail/HomePage and it is your responsibility to be aware of them.

MGT 502 Schedule			
January 16 through May 9, 2008			
Class	Date	Chapter Reading Topics & Study Prep for HW due next period	Homework Due on prior Reading & Study Bold verbs highlight things for you to do.
1	Jan 17 Th	Ch 1 Introduction to Operations Management	Purchase text, obtain e-mail account and access to WebCT. Log onto http://www.nmsubookstore.com/nmsu/ or www.wiley.com/college/russell and check out student resources.
2	Jan. 22 Tu	Ch. 2: Operations Strategy : Operations Components of Competitive Strategy	Ch 1. Review key historical people and events, impact of e-business, globalization, and productivity concept. Complete the On-line Quiz for Chapter 1 (End of Chap Questions 1-1,1-2, 1-6 & 1-15) These are focusing questions requiring only a paragraph or in some cases a sentence or two
3	Jan.24 Th Jan 28 is last day to add	Ch. 5: Product & Service Design --Importance of Concurrent-Cross Functional Design Teams	Ch 2. Study the Product-Process Matrix as a guide to selecting the “right” manufacturing strategy and the Service-Process Matrix as guide to service delivery. Do Quiz Ch 2 End of Chap Questions Do Integrative Project Part I. Overview of your firm
4	Jan 29 Tu	Ch. 5: Product & Service Design- Designing for reliability.	Ch 5. Study Quality Function Deployment, The House of Quality and Robust Design. pp200-206 Ch 5. Use Excel to solve the end of chap. problem 5-8 on page 214. Submit your answer via the Assignment Drop box. Your filename should be [last name_Ch5_No8.xls] no spaces and use underscore_ , NOT dash-. Note: WebCT doesn't like dashes or blanks in file names.

5	Jan 31 Th	Ch.7 Facility Layout: Process Layout and Product Layouts	Do Integrative Project Part II. Product & Process
6	Feb 5 Tu	Ch.7 Facility Layout : Process Layout and Product Layouts	Ch 7. Study characteristics of Process and Product layouts, their pros and cons. pp. 259-263, and cellular layouts pp. 275-280
7	Feb 7 Th	Ch.7 Facility Layout : Process Layout and Product Layouts	Ch.7 Solve <u>Problems</u> 7-4 and 7-6 (Process Layout based on load summary) and 7-11 (Process Layout based on Relationships) Use Excel. Drop-box assignment
8	Feb 12 Tu	Ch.7 Facility Layout : Cellular Layouts and Group Technology	Ch 7. Solve <u>Problem</u> 7-17 Line Balance. Use the Longest task among candidates rule. Drop-box assignment Exam 1 released for review period
9	Feb 14 Th		Exam 1 Ch 1, 2, 5, 7 Released. Questions of clarification e-mailed by Feb 14. My response to questions by Feb 16. Submit exam by Tuesday, Feb. 19 see deadline on Drop-box. Do Integrative Project Part III. Process Layout
10	Feb 19 Tu	Ch.9 Project Management : PERT/CPM Activity on the Node approach with Excel	Exam 1 Submission Deadline Ch 9. Study chapter 9 (we will use only AON method, so AOA network format will not be tested) View Animated Power Point slides (posted on <u>WebCT</u>) on AON format and analysis alternative developed by your instructor. My format is similar, but is modified to simplify the arithmetic.
11	Feb 21 Th	Ch.9 Project Management	Work on CPM computational problems from Drop-box assignment.
12	Feb 26 Tu	Ch.9 Project Management	Do Ch 9 Drop Box computational problems that will be posted in advance.
13	Feb 28 Th	Ch.10 Supply Chain Management	Do Integrative Project Part IV. Project Management
14	Mar 4 Tu	Ch. 11 Forecasting: Role of Forecasting,	Do Integrative Project Part V. Supply Chain Management
15	Mar 6	Ch. 11 Forecasting:	Ch 11. Do <u>Problems</u> 11-1, 11-5, 11-17

	Th	Introduction of Times Series analysis using Excel	using Excel. Submit your answers to the appropriate Drop Box
16	Mar 11 Tu	Ch. 11 Forecasting Mar 10 is Last Day to Drop with a "W"	Exam 2 released, Submission Deadline is next Tuesday Do Integrative Project Part VI. Forecasting
17	Mar 13 Th	Ch. 12 Inventory Management	
18	Mar 18 Tu		Exam 2 Ch 9, 10 Submission Deadline
19	Mar 20 Th	Ch. 12 Inventory Management	Do Integrative Project Part VII. Inventory Management
	Mar 24-28	Spring Break	
20	Apr 1 Tu	Ch. 15 Lean Mfg concepts, tools and philosophy	Ch. 12 Do Drop Box using Excel <u>Problems</u> 12-2, 12-4, 12-21, and 12-39
21	Apr 3 Th	Ch. 15 Lean Mfg	Ch 15. Do on-line Quiz on Lean Mfg terms and concepts Release Exam 3 Due in one week
22	Apr 8 Tu	Ch. 14 MRP Enterprise Resource Planning <u>Theme</u> : Modeling and decision support system for complex product/service systems.	
23	Apr 10 Th		Exam 3 Ch 11, 12, 15 Submission Deadline
24	Apr 15 Tu	Ch. 3: Quality Management <u>Theme</u> : What is quality and how can we achieve it?	Ch 14 Do MRP logic Drop Box assignment
25	Apr 17 Th	Ch. 3: Quality Management	Ch 3 Do Quiz on Quality Concepts Do Integrative Project Part VIII. Resource Planning
26	Apr 22 Tu	Ch. 4: SPC <u>Theme</u> : How to monitor quality of our	Do Integrative Project Part IX. Lean Operations

		output.	
27	Apr 24 Th	Ch. 4: SPC	Ch 4 Do Quiz on SPC concepts Do Integrative Project Part X. Quality & SPC
28	Apr 29 Tu	Ch. 4: SPC	Ch 4 Do <u>Problems 4-1, 4-14 and 4-17</u> on Excel and submit via Drop-Box.
29	May 1 Th	Review for Final Exam	Final version of integrative project due.
		exam week May 7-11	Final Exam Ch 14, 3, 4

rev. 1-9-08