

## COURSE SYLLABUS

### MGT 502: OPERATIONS MANAGEMENT

Dr. Minjoon Jun

Spring 2008

#### TEXT

(1) Russell, R.S. and Taylor, B.W., Operations Management: Quality and Competitiveness in a Global Environment, 6th ed., John Wiley & Sons, 2009, ISBN: 978-0-470-09515-7.

(2) Supplemental classroom materials.

#### OFFICE

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#### COURSE DESCRIPTION

Operations Management is concerned with the design of productive systems (operating systems) and with the development of management planning and control processes for managing them. A productive system comprises of those elements of an organization that do productive work. They consist of the transformation processes that create goods and service that an organization supplies to its customers.

The basic strategy to be followed in this course is simply that of studying the important problems confronting operations managers, and decision-making processes by which those problems are resolved. In doing so, we will also be attempting to build an integrated view of the problems and of the approaches taken to them. There will also be a great deal of emphasis on the understanding and design of management planning and control systems associated with operating problems.

The field of Operations Management evolved from Production, or Manufacturing Management. The basic concepts and methodologies to be presented were developed primarily for manufacturing operations. Operations Management, however, does not focus entirely on manufacturing problems and methodologies. Many typical problems found in the service industries (i.e., banks, hospitals, hotels, accounting firms, and department stores) are similar to those found in the manufacturing industries (i.e., automobile, machine and tool, and home appliance manufacturers).

Therefore, in this course we will attempt to generalize some of the concepts and methodologies which were originally developed for the manufacturing industries to the service industries.

### COURSE OBJECTIVES

The objectives of the course are:

1. To develop an understanding of the problems in the production and delivery of goods and service in manufacturing and service organizations.
2. To develop an understanding of the basic concepts and methodologies for designing operating systems and management planning and control as well as decision-making processes for managing them.
3. To develop an ability to apply Operations Management concepts and methodologies in a variety of settings.

### EXAMINATIONS AND GRADING SYSTEM

The course grade will be determined by your performance on three examinations, class participation, and one team project.

The grading system used in this course is as follows:

	Points
Exam I	100
Exam II	100
Exam III	100
Team Project	80
<u>Participation</u>	<u>20</u>
Total	400

Grade A: 90% +; Grade B: 80% +; Grade C: 70% +; Grade D: 60% +; Grade F: below 60%

Note: Please activate your NMSU email account (address) at

<https://accounts.nmsu.edu/>

### TEAM PROJECT

Each student group is required to submit a team project paper. The report is to be about 15 to 20 double-spaced, typewritten pages (plus exhibits). Each group is required to make a 25-30 minutes presentation on their team project, at which time the final report should be turned in.

One-half of the team project grade will be based on the class presentation, and one-half of the grade will be based on the written analysis.

## TENTATIVE CLASS SCHEDULE

<u>DATE</u>	<u>SUBJECT</u>
Jan 28	Introduction, Ch 1
Feb 4	Ch 1
Feb 11	Ch 2
Feb 18	Ch 12
Feb 25	Exam I
Mar 3	Chs 4 & 5 (pp. 184-192)
Mar 10	Ch 6
Mar 17	Ch 7
Mar 31	Exam II
Apr 7	Ch 9
Apr 14	Ch 15
Apr 21	Ch 16
Apr 28	Exam III