COURSE SYLLABUS

MGT 344: OPERATIONS MANAGEMENT
Dr. Minjoon Jun
Fall 2009

TEXT

(1) Heizer, J. and Render, B.W., Operations Management 9th ed., Prentice Hall, 2008, ISBN: 0-13-234271-5.
(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. Excessive absences can be expected to lead to a failing grade.

The grading system used in this course is as follows:

	Points
Exam I	100
Exam II	100
Exam III	100
Team Project	80
Participation	20
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 20 double-spaced, typewritten pages (plus exhibits). Each group is required to make a 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.

OTHER IMPORTANT INFORMATION

Incomplete Grades: Incomplete grades may be given only if a student has passed the first half of the course, and provides evidence of a documented illness or family crisis that the instructor believes genuinely precludes successful completion of the course.

Withdrawals: it is the responsibility of the student to know important dates such as University drop dates. Moreover, it is the responsibility of the student to officially withdraw from any class that he or she intends to drop.

Students with Disabilities: If you have, or believe you have, a disability and would benefit from any accommodation(s), you may wish to self-identify by contacting the Services with Disabilities (SSD) office located at Garcia Annex (phone: 646-6840; TTY:646-1918) to register. If you have already registered, please make sure that your instructor receives a copy of the accommodation memorandum from SSD within the first two weeks of classes. It will be your responsibility to inform either your instructor or SSD representative (in a timely manner) if the services/accommodations provided are not meeting your needs. If you have a condition that may affect your ability to exit safely from the premises in an emergency or that may cause an emergency during class, you are encouraged to discuss any concerns with the instructor or Ms. Jane Spinti, SSD Coordinator. Feel free to call MS. Elva G. Telles, EEO/ADA & Employee Relations Director, at 646-3333 with any questions about the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act of 1973. All medical information will be treated confidentially.

Cheating: Cheating will not be tolerated. Punishment for those caught cheating will be an "F" in the course. The person will also be subject to further sanctions as indicated in the student code of conduct.

TENTATIVE CLASS SCHEDULE

DATE		SUBJECT
Aug	20	Introduction
	25	Ch 1
	27	Ch 2
Sep	1	Ch 2
	3	Ch 6
	8	Ch 6
	10	Ch 4
	15	Ch 4
	17	Exam I
	22	Ch 5
	24	Ch 5
	29	Ch 7
Oct	1	Ch 7
	6	Ch 9
	8	Ch 9
	13	Ch 9
	15	Exam II
	20	Ch 3
	22	Ch 3
	27	Presentations (Group 1, 2)
	29	Presentations (G2, G3)
Nov	3	Ch 14 Presentation (G5)
	5	Ch 14
	10	Ch 14
	12	Ch 16
	17	Ch 16
	19	Exam III
	24	Thanksgiving Holiday
	26	Thanksgiving Holiday
Dec	1	Presentations (G6, G7)
	3	Presentations (G8, G9)