COURSE SYLLABUS
MGT 502: OPERATIONS MANAGEMENT
Dr. Minjoon Jun
Fall 2011

TEXT

(1) Russell, R.S. and Taylor, B.W., Operations Management: Creating Value Along
(2) Supplemental classroom materials.

OFFICE

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Office Hours: 10:30-11:20 a.m. (M) and by appointment.
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E-mail: minjun@nmsu.edu

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.
MBA LEARNING OBJECTIVES

Goal 1 Communication: Students can communicate effectively.
   • Objective 1a: Students can write effectively. (COMM write)
   • Objective 1b: Students can make a professional oral presentation. (COMM oral)

Goal 2 Critical Thinking: Students can think critically to solve problems. (THINK)

Goal 3 Quantitative Analysis: Students can solve problems using quantitative information. (QUANT)

Goal 4 Interpersonal Skills: Students can interact effectively with others in a team environment. (INTERPER)

Goal 5 Ethical and Legal Issues: Students can comprehend ethical and legal implications in business.
   • Objective 5a: Students can comprehend ethical implications in business. (ETHICS)
   • Objective 5b: Students can comprehend legal implications in business. (LEGAL)

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:

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<td>Exam I</td>
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<td>Exam II</td>
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<td>Team Project</td>
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<td>Participation</td>
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Grade A: 90% +; Grade B: 80% +; Grade C: 70% +; Grade D: 60% +; Grade F: below 60%
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.

Student Accessibility Services: Please feel free to call the Student Accessibility Services (SAS) Office at 575-646-6840 or email at sas@nmsu.edu with any questions you may have on student issues related to the Americans with Disabilities Act (ADA and/or Section 504 of the Rehabilitation Act). Students requesting accommodations and/or services relating to a disability may seek assistance from the SAS Office located in Corbett Center, Room 244. All medical information will be treated confidentially. If you have already registered, please make sure that your instructor receives a copy of the accommodation memorandum from SAS within the first two weeks of classes. It is your responsibility to inform either your instructor or a SAS representative in a timely manner if services/accommodations provided are not meeting your needs. Questions regarding NMSU's Non-discrimination Policy and discrimination complaints should be referred to Gerard Nevarez, Office of Institutional Equity, 575-646-3635.

Academic Dishonesty: 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. Please note that copying and pasting someone else’s work and claiming it as your work is cheating. The NMSU policy on academic dishonesty can be found at http://lib.nmsu.edu/plagiarism/.
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