COURSE SYLLABUS
MGT 344: OPERATIONS MANAGEMENT
Dr. Minjoon Jun
Fall 2014

TEXT

(2) Supplemental classroom materials.

OFFICE

Office: GU 317
Office Hours: 11:00-11:50 a.m. (Th) and by appointment.
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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.

BBA LEARNING OBJECTIVES

Goal 1 Communication: Students are effective communicators (Please refer to the following writing and presentation
survival toolkit: http://business.nmsu.edu/students/survival-kit/).
Goal 2 Diversity: Students can demonstrate knowledge of diversity.
Goal 3 Information Technology: Students are effective users of information technology.
Goal 4 Critical Thinking: Students can solve problems and think critically.
Goal 5 Legal and Ethical: Students can recognize legal and ethical issues.

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 think critically and apply Operations Management concepts and methodologies to solve
   operations problems.
4. To develop an ability to write effectively and make effective oral presentations.

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%

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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