COURSE SYLLABUS

MGT 502: OPERATIONS MANAGEMENT
Dr. Minjoon Jun
Spring 2015

TEXT

(2) Supplemental classroom materials.

OFFICE

Office: GU 317
Office Hours: 11:00-11:50 a.m. (Tu) 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. (Please refer to the following writing and presentation survival toolkit: http://business.nmsu.edu/students/survival-kit/).
- 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 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:

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<thead>
<tr>
<th>Points</th>
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<tbody>
<tr>
<td>Exam I</td>
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<tr>
<td>Exam II</td>
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<td>Exam III</td>
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<tr>
<td>Team Project</td>
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<tr>
<td>Participation</td>
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<td>Total</td>
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- 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.

Notice Concerning Disabilities and Discrimination:

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act (ADAAA) covers issues relating to disability and accommodations. If a student has questions or needs an accommodation in the classroom (all medical information is treated confidentially), contact:

Trudy Luken, Director
Student Accessibility Services (SAS) - Corbett Center, Rm. 244
Phone: (575) 646-6840 E-mail: sas@nmsu.edu
Website: [http://sas.nmsu.edu/](http://sas.nmsu.edu/)

NMSU policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status. Furthermore, Title IX prohibits sex discrimination to include sexual misconduct: sexual violence (sexual assault, rape), sexual harassment and retaliation.

For more information on discrimination issues, Title IX, Campus SaVE Act, NMSU Policy Chapter 3.25, NMSU's complaint process, or to file a complaint contact:

Gerard Nevarez, Title IX Coordinator
Agustin Diaz, Title IX Deputy Coordinator
Office of Institutional Equity (OIE) - O'Loughlin House, 1130 University Avenue
Phone: (575) 646-3635 E-mail: equity@nmsu.edu
Website: [http://www.nmsu.edu/~eeo/](http://www.nmsu.edu/~eeo/)

Other NMSU Resources:

NMSU Police Department: (575) 646-3311 [www.nmsupolice.com](http://www.nmsupolice.com)
NMSU Police Victim Services: (575) 646-3424
NMSU Counseling Center: (575) 646-2731
NMSU Dean of Students: (575) 646-1722
For Any On-campus Emergencies: 911

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/](http://lib.nmsu.edu/plagiarism/).
TENTATIVE CLASS SCHEDULE

<table>
<thead>
<tr>
<th>DATE</th>
<th>SUBJECT</th>
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<tbody>
<tr>
<td>Jan 19</td>
<td>Martin Luther King Holiday (No Class)</td>
</tr>
<tr>
<td>Jan 26</td>
<td>Introduction, Ch 1</td>
</tr>
<tr>
<td>Feb 2</td>
<td>Ch 1 &amp; Ch 2</td>
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<tr>
<td>Feb 9</td>
<td>Ch 12</td>
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<tr>
<td>Feb 16</td>
<td>Exam I</td>
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<tr>
<td>Feb 23</td>
<td>Chs 4 &amp; 5 (pp. 192-204 only)</td>
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<td>Mar 2</td>
<td>Ch 6</td>
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<td>Mar 9</td>
<td>Ch 7</td>
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<td>Mar 16</td>
<td>Exam II</td>
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<tr>
<td>Mar 23</td>
<td>Spring Break (March 23 – March 27)</td>
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<tr>
<td>Mar 30</td>
<td>Ch 9 Group1</td>
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<tr>
<td>Apr 6</td>
<td>Ch 15 G2</td>
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<td>Apr 13</td>
<td>Ch 16</td>
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<tr>
<td>Apr 20</td>
<td>G3, G4, G5</td>
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<td>Apr 27</td>
<td>Exam III</td>
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