



FALL 2012 (08/25/2012-12/14/2012)
Course Syllabus

LOCATOR INFORMATION:

Course Name: Operations Management-MGMT 3020
Credit Hours: 3
Contact Hours: Monday and Wednesday 2:40 pm – 4:05 pm
Class Room: Room 250, Avon Williams Campus

INSTRUCTOR:

Name: Joel K. Jolayemi
Office: AWC Room K-446, College of Business
Phone: 615 963-7134
E-mail: jjolayemi@tnstate.edu

Office Hours: Monday & Wednesday: 8:30 a.m. – 12:00 noon. Thursday: 9:00 – 12 noon.

CLASS WEBSITE: <https://elearn.tnstate.edu>

Please check this site regularly. Announcements, course materials and assignments will be posted on this site.

TEXTBOOK & MATERIALS:

- Required Textbook: Operations Management (11th ed.), by William J. Stevenson: Published by McGraw-Hill, 2011. ISBN-13: 978-0073525259; ISBN-10: 0073525251
- The WEB – Extensive use of the WEB.
- Journals and other periodicals.

COURSE DESCRIPTIONS:

Operations Management (OM) is the planning, design, operations, and management and control of the processes or systems that produce goods and services. OM an interesting mix of managing people and applying sophisticated technology.

The course is approached from the point of view of an operations manager. We will show both manufacturing and service perspectives on all topics. We will give examples of (and, in many cases, demonstrate) the latest business applications of key OM principles, methods and techniques. The goal is to lead students to achieve proficiency and skill in the applications of the key principles, methods, and techniques of OM.

Two of the hot topics in business today are Supply Chain Management and JIT/Lean Systems. We will provide overviews of these topics from the view of operations function.

COURSE OBJECTIVES:

- Learn and apply concepts fundamental to all operations-manufacturing or service.
- Understand the impact of globalization of businesses on the operations function.
- Learn how operations can be used to gain competitive advantage.
- Business decision making based on quantitative and qualitative analysis.

ACADEMIC INTEGRITY:

Academic honesty and integrity lie at the heart of any educational enterprise. Students are expected to do their own work and neither to give nor to receive assistance during quizzes and examinations. Deliberate violations of academic integrity (plagiarism, cheating, misrepresentation, and fabrication of information) are not tolerated. Actions outlined in the Tennessee State University Student Handbook under Code of Student Conduct will be followed for incidents of academic misconduct.

REASONABLE ACCOMMODATIONS:

Any students requiring accommodations should contact Patricia Scudder, Director of Students with Disabilities-Disabled Student Services Office, at 963-7400, preferably before the fourth class meeting. The College of Business, in conjunction with the Office of Disabled Student Services, makes reasonable accommodations for qualified students with medically documented disabilities. I need to be aware of your status if it will affect your class activities and assignments – before assignments are due.

CODE OF STUDENT CONDUCT:

There will be no eating, drinking, sleeping or disruptive behavior in the classroom. Each student is encouraged to participate in classroom activities, ask questions, and work along with the class as recommendations/problem solutions to illustrations, examples, and cases are examined. Additionally, cell phones must be turned off upon entering the classroom and should remain so until class has ended. Action will be taken against those students who do not adhere to appropriate classroom behavior.

PROCEDURES AND REQUIREMENTS:

1. Attendance Policy:

- Students are expected to be present for all class meetings.
- Material covered during an absence is the responsibility of the student, except in cases where the student has an acceptable reason for the absence.
- The attendance policy stated in the catalog applies
- **A bonus of 1.5 points will be awarded** to students whose number of absence from class, late arrivals to class, and early departures from class are not greater than three when added together. **A penalty of –1.5 points will be awarded** if otherwise, unless there are acceptable reasons.
- Note that attendance can be taken at any time during class period. Note also that attendance can be taken more than one time within a class period, depending on the prevailing situation in class.
- Quiz can be given during any class session without prior notice.
- Eating is not allowed in the class. Drinking of beverages or water in the class is not also allowed.
- Cell phones should be shut-off before entering class.

- An extra bonus of at least 1.5 points will be awarded to those that participate very actively in class.

2. Assignments:

- Where to find: All assignments will be given in class or posted on class website.
- Submission and due: Students are required to submit typed hard-copies of their assignments. Late submissions will be penalized.

3. Projects/cases:

Students will be required to turn in written projects/cases. May be required to make oral presentation in class using PowerPoint, the Web, Spreadsheet and/or Database software products; and be able to work well in team environments.

4. Tests and Exams:

There will be two TEST (less coverage than exam) and two EXAMS. All TESTS and EXAMS will be closed book. The Final Exam will be cumulative, covering all topics in the course. Quizzes may be given randomly in class and will be treated as part of assignments. There is no make-up arrangement for quiz. Make-up test/exam will NOT be administered for unacceptable absence.

5. Method of Instruction:

Instruction will be by lectures, hands-on use of Operations Management software, and case analysis. The course will be delivered in a multimedia environment PowerPoint, Videos, Microsoft Excel spreadsheet templates, and Practice Exams on CD-ROMs.

Evaluation Policy.

The final grade will be calculated as follows:

Assignments/cases/class exercises:	20%
Tests:	30%
Mid-Semester Exam:	20%
Final Exam	30%

The grading scale is:

100%-90%	=	A
89%-80%	=	B
79%-70%	=	C
69%-60%	=	D
Less than 60%	=	F

COURSE OUTLINE AND CLASS ASSIGNMENTS (see next page)

Weeks	Topics	Chapters/ Handouts
1	Introduction to Production and Operations Management.	Chapter 1.
2	Competitiveness, Strategy, and Productivity. Case Assignments.	Chapter 2.
3	Project Management.	Chapter 17.
	Exam 1.	
4	Product and Service Design. Assignment.	Chapter 4.
5	Strategic Capacity planning for Products and Services. Assignment/Cases.	Chapter 5.
6	Decision Theory	Chapter 5s
	Mid-term Exam	
7	Spring Break.	
8/9	Process Selection and Facility Layout.	Chapter 6.
9/ 10	Management of Quality.	Chapter 9.
11	Inventory Management	Chapter 13
	Exam 2.	
12	Supply Chain Management.	Chapter 15.
13	Aggregate Planning.	Chapter 11.
14	JIT & Lean Operations.	Chapter 14.

FINAL EXAM.

Note: The above **Tentative Class Schedule** and **Assignments** may be revised during the course of the term; you are responsible to keep up with any changes announced in class.