**Business Operations 370—Introduction to Operations and Systems Management**

**Instructor: Ken Pekie (885-1039) Class Time and Location: ALB 335, Mon/Tues/Wed/Thur 10:30am – 1:20pm**

**Office Location and Hours: ALB 223, Mon/Tues/Wed 8:00 – 10:00 or by apt.**

**Required Texts:** Operations Management, William J. Stevenson, 11th ed., *The Goal,* Eliyahu Goldratt

Notes on the Books: I recommend you rent the Stevenson text from Amazon or another text book source. *The Goal* is available in paperback from a variety of sources.

**Course Purpose and Description:** Operations and Systems management cover a wide range of topics, including: Fundamentals, Productivity, Product and Process selection, Location selection, Supply Chain Management, Quality Management, Quality Control, Inventory Management, Forecasting, Aggregate Planning, Master Production, Material Requirements Planning, Lean Operations, Capacity Planning, Queuing Theory as well as other topics.

Throughout the class, we will explore how operations are linked to the other business functions, including: Finance, Accounting, Human Resources, Marketing and Information Systems. Operations Management as well as accounting, finance, HR, Marketing and Information Systems are all part of a system. They impact each other and each is also impacted by events external to the organization. As you go through your time at the University of Idaho, systems thinking provides the student with a significant advantage.

A key principle of this course is that you’re a co-producer of your own learning. The more actively you participate and engage in the course, the more you’ll learn and moreover, the more the course will add value to your education and career. Learning is an active intent to integrate the material from the class with your own experience and the world around you.

**Classroom Atmosphere**

As a co-producer of your learning, you’re encouraged to ask questions and create a dialogue between and among the other students and faculty. Many of the topics and in-class exercises are problem oriented and your comments and ideas may help other students gain a greater understanding of the material.

Cell Phones should be on vibrate (or turned off) and unless needed as a calculator, be stored in your backpack or satchel. Lap tops are encouraged but should not be used to surf the web during class time.

**BBLearn**

This class is an on line and in person hybrid and I’ll be making extensive use of BBLearn. As I have students ranging from China to the Middle East, BBLearn windows for homework and discussions will be open for 36 hours. Having said that, you may only have 20 minutes to complete an assignment but you’ll have a 36 hour time frame to complete that assignment. Exams will also be in BBLearn and you’ll have a minimum of 72 hours to complete the exam. They’ll be time limited to 2 hours.

.**Homework:**

I’ll assign approximately 12 homework assignments that will be loaded and graded in BBLearn. For the most part questions will be multiple choice, True/False and some short essay. At the end of the class, I’ll drop the low score. Point values will vary from 10 to 20 points

**Exams**

You’ll have an exam at the end of week 2 and at the end of week 4. The exam at week 4 will cover the material after the first exam and not be comprehensive. Exams will be posted in BBLearn.

**Discussions**

I’ll post between 6 and 8 discussion questions in BBLearn based on course material and current events. Every student is expected to respond to the question and ideally, generate a discussion. These events will be graded 5 points for participating and no points for not participating.

**Research Paper**

Each student will select one company to research and, using David Garvin’s Dimensions of Quality, determine how that company either meets or perhaps fails to meet customer expectations and requirements. The paper should be MS Word Document, 4-5 pages in length, 12 pt. New Times Roman font and double spaced. You’ll want to use the Toulmin method of analysis on each dimension that is applicable. Each student (whether on line or in class) will need to select a different company and forward their selection to me. In the event two students pick the same company, I’ll use the time I received the e-mail as the selection criteria. You can pick any manufacturing or service related company and the greater the variety the better. I’ll be posting a grading rubric as well to help guide your efforts.

**Class Schedule**

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| Monday, July 11 | Fundamentals of Operations Management,  Competitiveness, Strategy and Productivity | Stevenson, Chapters 1, 2,  In Class Productivity Problems  Homework |
| Tuesday, July 12 | Location Analysis, Introduction to Quality,  Product/Service Design | Stevenson, Chapters 8, 5, 6  Location Homework Assignment |
| Wednesday, July 13 | Review Homework,  Product and Process Design, Line Balancing | Stevenson, Chapters 6, 7  Homework  Line Balancing Problems |
| Thursday, July 14 | Line Balancing, Process Management Quality Control | Stevenson, Chapters 9,10  homework |
| Monday, July 18 | Process Management Quality Control (cont’d)  Inventory Management | Stevenson ‘Chapters 10, 13  Homework assignment. SPC problems. ) |
| Tuesday, July 19 | Inventory Management, Forecasting, Aggregate Planning | Stevenson Chapters 4, 11  Homework assignment |
| Wednesday, July 20 | Aggregate Planning, Master Production Schedule, Introduction to MRP | Stevenson Chapter 11  homework |
| Thursday, July 21 | MRP and ERP | Stevenson Chapter 11  Exam # 1 (100 points)  *The Goal* Chapters 12- 22 |
| Monday, July 25 | Scheduling, Line Balancing | Stevenson Chapter 16. homework |
| Tuesday, July 26 | Supply Chain Management, Lean Operations | Stevenson, Chapters 14,15  homework |
| Wednesday, July 27 | Lean Operations | Stevenson, Chapters 14,15  homework |
| Thursday, July 28 | Introduction to Queuing, | Stevenson, Chapter 18  homework |
| Monday, Aug 1 | Queuing | Stevenson, Chapter 18  Homework. |
| Tuesday, Aug 2 | Capacity Planning | Stevenson Chapter 5  Review homework  **Research paper due** |
| Wednesday, Aug 3 | Theory of Constraints  Project Management | Stevenson, Chapter 5, 17 |
| Thursday, Aug 4 | Final Exam | Final Exam 100 points  *The Goal* chapters 23-40 |

**Grading Criteria**:

The final exam is not comprehensive.

* 2 exams worth 200 points total
* Homework approximately 160 total points
* Discussions are worth approximately 60 points
* Research paper is worth 50 points

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| >89.5% (421 points) = A |
| >79.5% but less than 89.5% (374 points to 420 points) = B |
| >69.5% but less than 79.5% (327 points to 373) = C |
| >59.5% but less than 69.5% (280 points to 326) = D |
| <59.5% or < 279 points = F |