

Fundamentals of Operations Management

(BUS 140 / Section 13)
August 29 – December 5
Wednesday, 06:30 pm – 09:15 pm
Room: BBC 226

Ming Zhou

Office: 659

Phone: 408 – 924 - 3572

Email: zhou_m@cob.sjsu.edu

Office Hours:

Wednesday 3:00pm – 5:00 pm

And by appointment

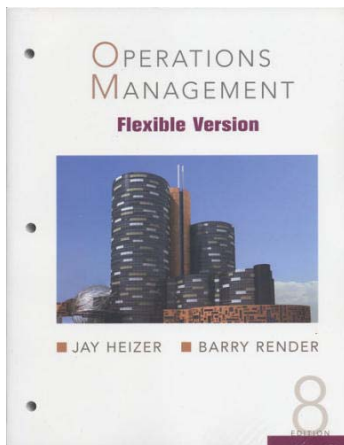
Course Website: all slides and course materials will be available before class meetings at WEBCT.

Textbook:

Operations Management

Jay Heizer and Barry Render, 8th Edition

ISBN: 0-132-20929-2



Course Objective:

- To gain an understanding and appreciation of the principles and applications relevant to the planning, design, and operation of production and service organizations.
- To develop skills necessary to effectively analyze and synthesize the many inter-relationships inherent in complex socio-economic process systems.
- To understand analytical methods and their applications in Operations Management.
- To acquire knowledge, and understanding of the world in which you will contribute your talents and leadership in the future.
- To encourage individual responsibility for meaningful participation in class and team activities. To understand what managers do about processes and to become effective operations managers in the highly competitive, global environment.

Course Topics: The course introduces general characteristics of POM systems, focuses on topics relating to operating decisions, and includes topics of design.

Specifically, the course surveys productivity strategies, decision theory, quality management, product/process planning, project management, job design and work measurement, and facilities layout. Basic analytical techniques are encompassed, and emphasis is placed on problem solving.

Attendance: Sign the attendance sheet when you enter the classroom. You are ALLOWED to miss one class for emergent needs. Further absence should be accompanied with appropriate documents, such as a note from your doctor. Prolonged absence can result in grade deterioration. It is in your best interest to bring prolonged absence to my attention as soon as possible.

College Policy:

a) Academic integrity statement (from Office of Judicial Affairs):

"Your own commitment to learning, as evidenced by your enrollment at San José State University and the University's Academic Integrity Policy requires you to be honest in all your academic course work. Faculty are required to report all infractions to the Office of Judicial Affairs. The policy on academic integrity can be found at <http://www2.sjsu.edu/senate/S04-12.pdf>

Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.

b) Campus policy in compliance with the Americans with Disabilities Act:

"If you need course adaptations or accommodations because of a disability, or if you need special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities register with DRC to establish a record of their disability."

c) College of Business Policies and Procedures:

Please check the url at http://www.cob.sjsu.edu/cob/5_STUDENT%20SERVICES/cobpolicy.htm

To ensure that every student, current and future, who takes courses in the Boccardo Business Center, has the opportunity to experience an environment that is safe, attractive, and otherwise conducive to learning, the College of Business at San José State has established the following policies:

Eating:

Eating and drinking (except water) are prohibited in the Boccardo Business Center. Students with food will be asked to leave the building. Students who disrupt the course by eating and do not leave the building will be referred to the Judicial Affairs Officer of the University.

Cell Phones:

Students will turn their cell phones off or put them on vibrate mode while in class. They will not answer their phones in class. Students whose phones disrupt the course and do not stop when requested by the instructor will be referred to the Judicial Affairs Officer of the University.

Computer Use:

In the classroom, faculty allow students to use computers only for class-related activities. These include activities such as taking notes on the lecture underway, following the lecture on Web-based PowerPoint slides that the instructor has posted, and finding Web sites to which the instructor directs students at the time of the lecture. Students who use their computers for other activities or who abuse the equipment in any way, at a minimum, will be asked to leave the class and will lose participation points for the day, and, at a maximum, will be referred to the Judicial Affairs Officer of the University for disrupting the course. (Such referral can lead to suspension from the University.) Students are urged to report to their instructors computer use that they regard as inappropriate (i.e., used for activities that are not class related).

Questions:

All students are encouraged to bring questions, concerns, and comments to my attention as soon as they arise. Please do not wait! Once final grades are submitted, changes to grades will only be made to correct errors in tallying scores.

Class Preparation:

Students will receive the greatest benefit by completing all the reading assignments in advance of class, attending class, and being active participants in classroom discussions. Sharing of opinions, ideas and questions is strongly encouraged and greatly benefits all participants.

Course Requirements:

Grades in this course will be computed as follows:

Class Participation (CP)	15%
Final Project (FP)	15%
First Exam (FE)	35%*
<u>Second Exam (SE)</u>	<u>35%*</u>
Final Grade:	100%

* Only two exams count

The score you receive for each of the above parts is multiplied by the associated weight (percentage) to generate your final grade as below:

$$\text{Final Grade} = \text{CP} \times 15\% + \text{FP} \times 15\% + \text{FE} \times 35\% + \text{SE} \times 35\%$$

For this class, scores are converted to final grades as follows:

94% and above	A
93% - 90%	A-
89% - 87%	B+

86% - 84%	B
83% - 80%	B-
79% - 77%	C+
76% - 74%	C
73% - 70%	C-
69% - 67%	D+
66% - 64%	D
63% - 60%	D-
below 60%	F

Please do not expect that falling slightly below a grade-break means you will receive the next highest grade. I will not bargain with anyone on grades. The grades are final once they are posted. Questions, such as "Is there anything I can do to earn some extra credits" or "I am so close to a B, can I get a B", should not be brought up. For example, a final score of 79 results in a final grade of "C+". It would be a mistake to expect otherwise.

Please keep in mind that the grade you receive is highly correlated to the effort you put into the class. I don't "give" grades, you earn them. If you expect a certain grade, put the required effort in from day one.

- **Exams: 70%**

The exams will consist of true or false, multiple choice, short essay, and calculation questions. The exams are required. In cases of prolonged absence, it is the best for you to contact the Undergraduate Office so that a member of the staff can email all your professors simultaneously.

Three exams (two regular exams and a final) will be given. Exams may be taken only on the assigned dates. No make-up exams will be given. However, only two of the exams will "count." This means students may select to take all three exams and the lowest score will automatically be dropped or students may choose to skip (or miss) one exam. Each of the exams represents 35% of the overall grade.

- **Final Project: 15%**

Everyone should find a group. A group shall have 4 to 6 students. I would strongly recommend you to establish effective communication channels, such as email addresses and/or cell phone numbers, among group members as early as possible.

For the project, you should apply a problem-solving technique we discuss in the class to a real-life problem and solve it using the technique. You need to submit a progress report (1 page) on October 31. An 8-10 page write-up is due by December 5. Project presentations are scheduled in the last day of class. Each presentation should be less than 15 minutes.

You are required to address the following aspects in the final project:

- Why you choose the problem? Or, what makes it interesting?
- Why do you think the technique you choose is appropriate for the problem?
- Discuss the results you obtain.
- Your conclusions and comments.

Class Participation: 15%

Participation is the key to a lively class. 15% of the course grade will depend upon your contributions to our class sessions. Class participation provides the opportunity to practice speaking and persuasive skills, as well as the ability to listen. Comments that are vague, repetitive, unrelated to the current topic, disrespectful of others, or without sufficient foundation will be evaluated negatively. What matters is the quality of one's contributions to the class discussion, not the number of times one speaks. Note: Attendance does not equal participation.

Guidelines for Evaluating Participation

Outstanding Contributor: Contributions in class reflect exceptional preparation. Ideas offered are always substantive, provide one or more major insights as well as direction for the class. Challenges are well substantiated and persuasively presented. If this person were not a member of the class, the quality of discussion would be diminished markedly.

Good Contributor: Contributions in class reflect thorough preparation. Ideas offered are usually substantive, provide good insights and sometimes direction for the class. Challenges are well substantiated and often persuasive. If this person were not a member of the class, the quality of discussion would be diminished.

Adequate Contributor: Contributions in class reflect satisfactory preparation. Ideas offered are sometimes substantive, provide generally useful insights but seldom offer a new direction for the discussion. Challenges are sometimes presented, fairly well substantiated, and are sometimes persuasive. If this person were not a member of the class, the quality of discussion would be diminished somewhat.

Non-Participant: This person says little or nothing in class. Hence, there is not an adequate basis for evaluation. If this person were not a member of the class, the quality of discussion would not be changed.

Unsatisfactory Contributor: Contributions in class reflect inadequate preparation. Ideas offered are seldom substantive, provide few if any insights and never a constructive direction for the class. Integrative comments and effective challenges are absent. If this person were not a member of the class, valuable air-time would be saved.

Note: The above system is from Prof. Richard J. Murnane at the Harvard Graduate School of Education.

Class Outline:

NOTE: Advance preparation for each class session is noted as part of that session. For example, for September 12, 2007, "Chapter 5 " means that chapter 5 in the Heizer and Render book will be discussed. While I will make every effort to adhere to this schedule, particularly with respect to exams, ALL DATES AND ASSIGNMENTS ARE SUBJECT TO CHANGE. Advance notice of any changes will be given with ample time for student feedback.

Date	Class	Topic
8/29/07	1	Introduction + Operations and Productivity (Chapter 1)
9/5/07	2	Exercise questions for Chapter 1 + Forecasting (Chapter 4)
9/12/07	3	Exercise questions for Chapter 4 + Design of Goods and Services (Chapter 5)
9/19/07	4	Supply Chain Management (Chapter 11) + Catch Up Review + Q & A session
9/26/07	5	First Exam
10/3/07	6	Process Strategy and Capacity Planning (Chapter 7 + Supplement)
10/10/07	7	Decision Theory (Part 4 A) + Exercise questions for Chapter 7, Ch7 S, and Part 4A
10/17/07	8	Layout Strategy (Chapter 8)
10/24/07	9	Exercise questions for Chapter 8 + Catch Up Review + Q & A session
10/31/06	10	Second Exam + Progress Report Due
11/7/07	11	Short Term Scheduling (Chapter 15)
11/14/07	12	Exercise questions for Chapter 15 + JIT and Lean Production Systems (Chapter 16)
11/21/07	13	All classes after 5:00pm will not meet, No Class
11/28/07	14	Managing Quality and Statistical Process Control (Chapter 6)
12/5/07	15	Final Project Due + (1) Final Project Presentation

Final Exam: Wednesday, Dec 12, 2007, 19:45 – 22:00