

Operations Management
MSIS 3223
Spring 2008

Instructor: Christie Fuller
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Course Description: Introductory examination of the management of processes or systems that create goods and/or provide services. Management decision-making techniques and their application to problems in production and operations management are emphasized. Topics include decision analysis, forecasting, facility layout, location planning, quality management, inventory planning, and project management.

Objectives:

1. To give students an understanding of the field of Operations Management –that part of the organization which creates goods or provides services.
2. To help students formulate and analyze decision situations.
3. To help students utilize a number of mathematical and statistical techniques available for the solution of POM decision situations.

Guidelines:

1. Prerequisite: MSIS 2103 and Stat 2023 or equivalent.
2. Textbook: Operations Management (9th Edition) by W.J. Stevenson.
3. Grades, PowerPoint slides, most (if not all) homework assignments, and other course materials will be posted at <http://oc.okstate.edu>. If you do not know your user name and password, and cannot retrieve it using the instructions posted at oc.okstate.edu, please contact the IT helpdesk, 405 744-HELP, 113 Math Sciences.
4. There will be a total of three exams for the course, including the final. The final exam is not comprehensive. Each exam is worth 100 points. Students must provide a green Scantron answer sheet for each of the exams. The instructor will provide students with a formula sheet for exams. Students are **NOT** allowed to use their own formula sheet during exams, in either written or electronic form. All types of calculators are allowed to be used on exams, with the exception of those on cellular phones. However, students using graphing calculators are not allowed to use the program function of the calculator during exams. The instructor reserves the right to inspect all calculators during exams to verify they are not being used improperly. You must provide your own calculator. During exams, you will only be allowed to have pencils, a calculator, the scantron sheet, and the exam at your seat.
5. Graded assignments will be given during the course. Assignments will be worth a total of 50 points. All assignments must be turned in by the date and time specified by your instructor. Late work will receive a score of zero. Exceptions to this policy are rare and will be made only under extreme and unusual circumstances. To receive full credit on assignments, you must show your work. Some assignments may be given as in-class exercises.
6. The total number of points that can be earned in the course is 350. Final grades are assigned as described below:

<u>Grade</u>	<u>Meaning</u>	<u>Requirements</u>	<u>Points</u>
A	Superior	90%	315-350
B	Good	80-90%	280-314
C	Adequate	70-80%	245-279
D	Minimum Passing	60-70%	210-244
F	Failing	Below 60%	Below 210

The final criteria used for determining grades (60%, 70%, etc.) may be slightly lower if the distribution of grade scores shows that this is advisable.

7. It is important to attend all classes. If you have to miss a lecture, determine what you have missed and take appropriate measures. **I recommend that you exchange phone numbers or email addresses with a classmate so that you can obtain notes for any missed class periods.**
8. All papers submitted for grading, including tests, should be legible and neat with the final answers circled, highlighted, or underlined. Your name (first and last) must also be neat and legible.
9. Academic Integrity Policy:
Oklahoma State University is committed to the maintenance of the highest standards of integrity and ethical conduct of its members. This level of ethical behavior and integrity will be maintained in this course. Participating in a behavior that violates academic integrity (e.g., unauthorized collaboration on homework or assignments, plagiarism, multiple submissions of the same assignment, cheating on examinations, fabricating information, helping another person cheat, having unauthorized advance access to examinations, altering or destroying the work of others, and fraudulently altering academic records) will result in your being sanctioned. Violations may subject you to disciplinary action including the following: receiving a failing grade on an assignment, examination or course, receiving a notation of a violation of academic integrity on your transcript, and being suspended from the University. You have the right to appeal the charge. Contact the Office of Academic Affairs, 101 Whitehurst, 405-744-5627, <<http://osu.okstate.edu/acadaffr/aa/academicintegrity.htm>>.
10. **Tentative** course outline:

<u>Topics</u>	<u>Readings</u>
I. Introduction	Ch 1&2
II. Decision Making/Linear Programming	Ch 5Supplement, 6Supplement
III. Forecasting	Ch 3
IV. Process Selection & Facility Layout	Ch 6
EXAM I Monday, February 4	
V. Design of Work Systems	Ch 7
VI. Location Planning and Analysis	Ch 8
VII. Transportation Model	Ch 8Supplement: text and <u>DVD-ROM pp. 1-32(approx.)</u>
VIII. Quality Management and Control	Ch 9, 10
EXAM II Monday, March 10	
IX. Inventory Management	Ch 12
X. Scheduling	Ch 16
XI. Project Management	Ch 17
XII. Waiting Lines and Simulation	Ch 18
EXAM III	
MW 12:00 Section: Wednesday, April 30 10am-11:50 am	
Monday 7:30 Section: Monday, April 28, 8pm-9:50 pm	

If you cannot take an exam at the scheduled time, you must contact me **in advance to arrange for a makeup and have your absence from the regular exam time APPROVED in advance** in order to be allowed to take a makeup exam. Students may be required to document the reason for their absence from the exam. A makeup may be harder than the scheduled test. Makeup exams will be allowed only in extreme and unusual circumstances. If a mutually agreeable time for a makeup exam cannot be scheduled, the makeup exam will be given during Finals Week.

If any member of the class believes that s/he has a physical, emotional, or psychological disability and needs accommodations of any nature, the instructor will work with you and the university Office of Student Disability Services (SU 315, 744-7116 v/t) to provide reasonable accommodations to ensure that you have a fair opportunity to perform in this class. Please advise the instructor of such disability and the accommodations as soon as possible. You will need to also contact the Student Disability Services office in order to receive accommodations. No accommodations will be made without prior notification.

The instructor reserves the right, when necessary, to modify the syllabus: alter the grading policy, change examination dates, and modify the course content. Modifications will be announced and discussed in class. Students are responsible for those changes.