

**OPERATIONS MANAGEMENT
MSIS 3223
SPRING 2008**

Instructor: Dr. T. Ireland
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Office Hours: 9:30-10:20 MWF and 2:30-4:30 MW **and by appointment**
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Description: An introduction to the operations management process, and an examination of decision-making techniques applicable in the management of production or service oriented organizations.

- Objectives:**
1. To give students an understanding of the field of Operations Management (OM) - 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 OM decision situations.

Guidelines:

1. The prerequisites are College Algebra (Math 1513 or equivalent), Basic Statistics (STAT 2013 or 2023 or equivalent), and MSIS 2103.
2. There are 3 semester exams, including the final. Each exam is worth 100 points. (Each student will need to purchase **three** scantron testing forms for exam purposes. You will be asked to turn these forms in during the first two weeks of class. Please do not write your name on the scantrons.)
3. Graded homework problems and various computer projects will be assigned during the semester. These activities will be worth 50 points. The total number of points that can be earned in the course is 350.
4. Final grades are assigned as described below: The final criteria, including homework requirements (60%, 70%, etc.), may be slightly lower if the distribution of grade scores shows that this is advisable.

<u>Grade</u>	<u>Meaning</u>	<u>Requirements</u>
A	Superior	Minimum of 315 points (90%).
B	Good	Between 280 and 314 points (80%-90%)
C	Adequate	Between 245 and 279 points (70%-80%)
D	Minimum Passing	Between 210 and 244 points (60%-70%)
F	Failing	Below 209 points (60%)

5. Nongraded homework may be assigned daily, or as needed, to help you practice the techniques presented. Answers are available, and problems discussed from time to time in class. You are invited to visit your professor during office hours to discuss homework problems.
6. Since so much material is covered in a short time, it is important to attend all classes. If you should have to miss a lecture, determine what you have missed and take appropriate measures. If you cannot be in class on a test day, please contact your professor in advance of the test to arrange for a makeup. A makeup is harder than the scheduled test.
7. By attending class regularly, you are helping your chances for a good grade by participating in class

discussions, getting handouts and announcements, opportunities to earn bonus points, and practice and review to help you do well in the exams.

8. All papers submitted for grading, including tests, should be legible and neat with the final answers circled or underlined.
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 will result in your being sanctioned. For more information refer to: <http://osu.okstate.edu/acadaffr/aa/academicintegrity.htm>.

10. The OSU **drop** policy is as follows:

January 7-January 14	No transcript entry
January 15-April 4	Grade of "W" recorded
After April 4	Drop by petition only

11. Textbook: *Operations Management* (9th edition) by W. J. Stevenson

<u>Topics</u>	<u>Readings</u>
I. Introduction	Ch. 1&2 pp. 2-57
II. Decision Theory/Linear Programming	Ch. 5S, pp. 205-219 6S, pp. 278-294
III. Forecasting	Ch. 3, pp. 66-111
IV. Product and Service Design/Reliability	Ch. 4 & 4s, pp. 124-172
EXAM I	
V. Strategic Capacity Planning	Ch. 5, pp. 176-199
VI. Process Selection & Facility Layout	Ch. 6, pp. 226-267
VII. Design of Work Systems	Ch. 7, pp. 310-344
VIII. Location Planning & Analysis	Ch. 8, pp. 360-384
IX. Transportation Model	Ch. 8S, pp. 389-391 and DVD-ROM
EXAM II	
X. Quality Management and Control	Ch. 9, 10, 10s, pp. 396-439, 446-497
XI. Inventory Management	Ch. 12, pp. 540-583
XII. Material Requirements Planning (MRP) and ERP	Ch. 14, pp. 634-667
XIII. Project Management	Ch. 17, pp. 760-801
FINAL EXAM	

12. Exams: **EXAM I: February 7, Thursday evening, 5:30-7:00 p.m. (AGH 101)**
- EXAM I: March 13, Thursday evening, 5:30-7:00 p.m. (AGH 101)**
- FINAL: May 2, Friday afternoon, 12:00-1:50 p.m. (AGH 101)**

Note: Students with conflicting night classes need to contact me about taking exams at another time.

If any member of the class thinks that s/he has a physical, emotional, or psychological disability and needs special accommodations of any nature, the instructor will work with you and the university Office of Student Disability Services (SU 315, 744-7166 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.