

OPERATIONS MANAGEMENT
MSIS 3223
SPRING 2008

Instructor: Supavich Pengnate (Fone)
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Place: CLB 214

Time: Tuesday/Thursday 2:00 – 3:15

Prerequisite: MSIS 2103 and Stat 2023 or equivalent.

Textbook: Stevenson, William J., Operations Management, 9th Edition, McGraw-Hill/Irwin, New York, 2007.

Course Description

The course is an introduction to the managerial processes underlying operations management in both service-providing and goods-producing organizations. Specific topics to be covered include decision analysis, process design, capacity planning, facilities location and design, application of forecasting in operations, inventory planning, and project management.

Course Objectives

1. To give students an understanding of the field of Operations Management (OM) – that part of the organization that 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 technique available for the solution of OM decision situations

Exams

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. Exams are closed book. All types of calculators are allowed to be used on exams, with the exception of those on cellular phones. You must provide you own calculator. **Failure to take an exam on the scheduled date and at the scheduled time will result in a score of zero on the exam.** I generally do not curve my exam scores. I **may** (very rarely) score a small curve for the overall course score. 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.

Homework Problem

Graded Homework problems will be given during the course with a total of 50 points. Homework will be assigned throughout the semester. All homeworks must be submitted by the date and time specified by your instructor. **Late work will receive a score of zero.**

Grades

The total number of points that can be earned in the course is 350. Final grades are assigned as described below:

Grades	Meaning	Percentage	Points
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

Other Guidelines

1. 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.**
2. 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.
3. 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>

Tentative course outline

<u>Topics</u>	<u>Readings</u>
1. Introduction	Ch 1&2
2. Decision Theory/Linear Programming	Ch 5Supplement, 6Supplement
3. Forecasting	Ch 3
4. Product and Service Design/Reliability	Ch 4, 4Supplement
EXAM I - Thursday, February 7, 5:30-6:30pm, AGH 108	
5. Strategic Capacity Planning for Products and Services	Ch 5
6. Process Selection and Facility Layout	Ch 6
7. Design of Work Systems	Ch 7
8. Location Planning and Analysis	Ch 8
9. Transportation Model with DS for Windows Software	Ch 8Supplement
EXAM II - Thursday, March 13, 5:30-6:30pm, AGH 108	
10. Quality Management and Control	Ch 9, 10, 10Supplement
11. Inventory Management	Ch 12
12. Material Requirements Planning (MRP)	Ch 14
13. Enterprise Resource Planning (ERP)	Ch 14
14. Project Management	Ch 17
FINAL EXAM - Friday, May 2, 12:00-1:50pm, AGH 108	

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.