



## MGT 225: Operations Management

Term: 2021 Summer Session

Instructor: Staff

Language of Instruction: English

Classroom: TBA

Office Hours: TBA

Class Sessions Per Week: 5

Total Weeks: 5

Total Class Sessions: 25

Class Session Length (minutes): 145

Credit Hours: 4

### Course Description:

Operations management is one of the core functions of a firm or organization, which deals with the whole process on transformation of materials, labor, and customer, etc. into goods and services. In a organization, marketing deals with the demands for products and finance provides capital for the products, whereas operations produce and deliver goods and services to the customers.

This course will address the main concepts, tools and quantitative models that operations manager will make use of in their daily operations, from a very practical perspective and combining business cases, excel spreadsheet and solving exercise. Upon completion students are expected to develop ability of solving real business world problems in the insight of a operations manager.

### Learning Objectives:

Upon completion, students are expected to

1. Identify the main functions in the area of Operations Management and be clear about the main concepts involved in operations management.
2. Understand and describe different productions and operations activities in a company or a organization.



3. To able to apply appropriate tools or quantitative model to design operations plan and solve real business world operations management problem both in oral and written level.

### Course Materials:

#### **Texts:**

*Operations Management*, Jay Heizer and Barry Render, 12th edition

### Course Format and Requirements:

The general teaching approach is lecturing, case discussions, as well as problem solving and demonstrations in the classroom. For many topics, we will start with an example (which can be a real business problem or a simplified version) with concrete numbers and clearly defined questions that are often of managerial relevance. Then we provide rigorous Excel spreadsheet analysis to solve the problem and discuss managerial insights based on the analysis.

#### **Attendance:**

Your attendance is expected for each class session and is critical to the success of the class. Please note that attendance will be taken every class. It's understandable that sometimes personal issues come up and making class is sometimes difficult, but you shall notify your professor in advance.

A student can miss up to 3 (Three) classes without any penalty for attendance points. The fourth absence will result in a loss of all attendance score (10% of the final score). University excused absences will be considered up until 24 hours after the class period has ended. Leaving the lecture early without permission is automatically an unexcused absence. Two late arrivals constitute an un-excused absence.

All phones, laptops and other electronic devices should be turned off, unless you get the permission from your instructor.

### Grading Scale:

**A+: 98%-100%**

**A: 93%-97%**

**A-: 90%-92%**



- B+: 88%-89%**
- B: 83%-87%**
- B-: 80%-82%**
- C+: 78%-79%**
- C: 73%-77%**
- C-: 70%-72%**
- D+: 68%-69%**
- D: 63%-67%**
- D-: 60%-62%**
- F: Below 60%**

Course Assignments:

**Weekly Quizzes (10%)**

Weekly quizzes will be assigned based on course need. Quizzes will includes multiple choice questions, True or false, short answer questions or analytical case questions. It will cover course materials in relevant chapters and it will test students’ understanding on course materials. As long as students can have active participation in class, this part will be simple for them.

**Case Analytic Writing Assignment (20%)**

This is an individual writing task. Students will be assigned two grade case analytic writing. This task is designed to help students solidify the concepts we learn in class and develop a systematic understanding on course materials. It will also help students have a good preparation for exams.

**Midterm Exams (15%+15%)**

These exams will be based on concepts covered in class and problems in the homework assignments. The 2 midterm exams will be in-class, close-book and non-cumulative.

**Final Exam(30%)**

The final exam will be close-book. Note that the final will not be taken during the normal class times. Exact time and location for final will be announced in the last week of sessions.

Course Assessment:

Attendance	10%
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Weekly Quizzes	10%
Case Analytic Writing Assignment (2)	20%
Midterm Exam 1	15%
Midterm Exam 2	15%
Final Exam	30%
<b>Total</b>	<b>100%</b>

### Course Schedule:

Week	Topics	Activities
1	<ul style="list-style-type: none"><li>● Course Syllabus+Course Introduction</li><li>● Intro to Operations Management</li><li>● Operations, Productivity, Goods and Services</li><li>● Project Management</li><li>● Forecasting and Demand: Types, Steps and Approaches of Forecasting</li><li>● Operations Strategy in an Organization</li></ul>	Weekly Quizzes In Class Case Discussion
2	<ul style="list-style-type: none"><li>● Goods and Services Design</li><li>● Process Strategy: Four Process Strategy, Process Selection, Analysis and Design</li><li>● Decision Process and Tools</li><li>● Linear Programming Problems and Sensitivity Analysis</li></ul>	Weekly Quizzes In Class Case Discussion Case analytic Writing Assignment 1 Midterm 1



3	<ul style="list-style-type: none"><li>● Capacity Management</li><li>● Facility, Location and work Design</li><li>● Introduction to Supply Chain Design: Sourcing, Integrated Supply Chain Level, Logistics, Distribution, Transportation Model Analysis</li><li>● Inventory Management, EOQ Model</li></ul>	Weekly Quizzes In Class Case Discussion
4	<ul style="list-style-type: none"><li>● Quality Management and Control: Total Quality Management(TQM), Six Sigma, Benchmarking, Just-in-time(JIT), Taguchi Concepts, TQM tools</li><li>● Measure Performance in Operations</li><li>● Aggregate Planning and S&amp;OP</li><li>● Material Requirements Planning(MRP) and ERP</li></ul>	Weekly Quizzes In Class Case Discussion Case analytic Writing Assignment 2 Midterm 2
5	<ul style="list-style-type: none"><li>● Operations Scheduling</li><li>● Lean Operations</li><li>● Maintenance and Reliability</li><li>● Stimulation Exercises</li><li>● Course summary</li></ul>	Weekly Quizzes In Class Case Discussion Final Exam

### Academic Integrity:

Students are encouraged to study together, and to discuss lecture topics with one another, but all other work should be completed independently.

Students are expected to adhere to the standards of academic honesty and integrity that are described in the Shanghai Normal University's *Academic Conduct Code*. Any work suspected of



violating the standards of the *Academic Conduct Code* will be reported to the Dean's Office. Penalties for violating the *Academic Conduct Code* may include dismissal from the program. All students have an individual responsibility to know and understand the provisions of the *Academic Conduct Code*.

**Special Needs or Assistance:**

Please contact the Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material. Our goal is to help you learn, not to penalize you for issues which mask your learning.