MBAD6141-U90 Operations Management

Summer (I), 2019

INSTRUCTOR: Dr. Sungjune Park
OFFICE: 353B Friday
PHONE: 704 687-7628
OFFICE HOURS: Mon, Wed: 1:30 pm – 2:30 pm (Main Campus) and 5:00 pm – 5:30 pm, CCB (Center City Building) and by appointment
CLASS HOURS: Mon, Wed: 5:30pm – 9:15pm, CCB 602
EMAIL: supark@uncc.edu

COURSE DESCRIPTION:
Design, operation, and control of service and manufacturing systems. Emphasis on using analytical tools for problem solving in process analysis and reengineering, work-force management, material and inventory management, aggregate planning, total quality management, and others.

COURSE OBJECTIVES:
1. To introduce the student to the issues involved in managing the physical operations of a production or service system.
2. To provide analytical tools for common problems in these systems

TEXTBOOK:
1. Operations Management by Krajewski /Malhotra/Ritzman, (11th Edition preferred, but an old or new edition is acceptable)
2. Selected articles from the Wall Street Journal and Business Week

COURSE APPROACH:
Although the instructor will be responsible for delivering basic concepts to students, textbook readings, supplemental readings, cases, lectures, class discussion, and student presentations will help to convey the main body of knowledge and to stimulate the desired critical thinking. The instructor will serve as catalyst, facilitator and evaluator in a collaborative learning experience. The most effective learning will result from your involvement in critical thinking through class discussions and presentations as well as through your homework assignments.
TENTATIVE COURSE SCHEDULE:

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Reading Assignments*</th>
<th>Homework due</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/20</td>
<td>Course Introduction / Operations Strategy / Process Strategy and Analysis</td>
<td>Ch. 1, 2</td>
<td></td>
</tr>
<tr>
<td>5/22</td>
<td>Quality Control / Acceptance Sampling</td>
<td>Ch. 3, Supp. G</td>
<td></td>
</tr>
<tr>
<td>5/29</td>
<td>Forecasting</td>
<td>Ch. 8</td>
<td></td>
</tr>
<tr>
<td>6/3</td>
<td>Operations Planning and Scheduling / Resource Planning</td>
<td>Ch. 10, Ch. 11, Supp. J</td>
<td></td>
</tr>
<tr>
<td>6/10</td>
<td>Mid-term Exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/12</td>
<td>Inventory Management</td>
<td>Ch. 9, Supp. C</td>
<td></td>
</tr>
<tr>
<td>6/17</td>
<td>Project Management</td>
<td>Ch. 7</td>
<td></td>
</tr>
<tr>
<td>6/19</td>
<td>TQM / Lean Systems / Supply Chain Design</td>
<td>Ch. 3, 6, 12, 13</td>
<td>Homework II</td>
</tr>
<tr>
<td>6/24</td>
<td>Supply Chain Risk Management / Supply Chain Sustainability</td>
<td>Ch. 14, 15</td>
<td></td>
</tr>
<tr>
<td>6/26</td>
<td>Final Exam (6:30 – 9:00 pm)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Up-to-date course schedule and any additional readings will be available in Canvas. It is the student's responsibility to be aware of any changes in the course schedule, course contents, and course policies by visiting Canvas regularly.

GRADING:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-term Exam</td>
<td>30%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>30%</td>
</tr>
<tr>
<td>Group Assignment &amp; Presentation</td>
<td>20%</td>
</tr>
<tr>
<td>Homework Assignments &amp; Class Participation</td>
<td>20%</td>
</tr>
</tbody>
</table>

The course grade is based on a straight scale as follows:

- A: 90.0 or more
- B: 80.0 – 89.9
- C: 70.0 – 79.9
- U: Less than 70.0

Group Assignment

You are required to form a group (team) of 4 students consisting of students enrolled in this section of this course. In keeping with diversity as one of the core principles of the Belk College, individual group compositions should reflect the diversity of the class. It is also suggested that groups be diverse with respect to group members’ tenure in the MBA program. If necessary, as the instructor, I can assist in the formation of the groups. The groups will need to be formed and their proposed composition communicated by e-mail to me by Wednesday, May 22, 9:20 pm.

Designate someone within your group to be the “Group Communicator.” The group communicator will be responsible for communicating with me, and will be my contact person for communicating with your group.
The group assignment is a research report on a topic in operations management. One topic will be assigned to each group. Groups are required to research a topic in operations management. The findings will be reported in three ways:

- a written report,
- a class presentation at the end of the semester, and
- a three-page or less single-spaced summary of findings

should be provided for the class. The presentations, the reports, and the summaries will be graded. Topics of interest are:

- Lean Systems and Just-In-Time Inventory (JIT) Management
- Total Quality Management (TQM)
- Supply Chain Design
- Supply Chain Risk Management
- Supply Chain Sustainability

I will provide each group with three references on each topic.

**Homework Assignments**

Homework assignments may be submitted as group work, unless otherwise specified, as students are encouraged to collaborate and help each other. All work submitted for evaluation must be of professional quality in terms of both content and presentation. Handwritten work will not receive full credit. All assignments are expected on their due date. The late penalty is a grade reduction as follows: 1 day late - 30%, 2 days late - 60%, 3 days or more late - 100%. No exceptions will be made. If you know you will miss class, make arrangements to turn in your work ahead of time.

**Class Participation**

Class participation refers to regular class attendance, contributing positively, regularly, and significantly to class discussion, being well-prepared for class, as well as the timely and careful completion of assigned homework and exercises.

**ATTENDANCE POLICY:**

Everyone is expected to attend all nine lectures. Two or more absences will result in a lower letter grade. Whenever possible, students are expected to inform the instructor of any expected absences.

**STUDENT CONDUCT:**

All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online at: [http://www.legal.uncc.edu/policies/ps-105.html](http://www.legal.uncc.edu/policies/ps-105.html)
DISABILITY ACCOMMODATIONS:

If you have a disability that qualifies you for academic accommodations, please provide a letter of accommodation from the Office of Disability Services in the beginning of the semester. For more information regarding accommodations, please contact the Office of Disability Services at 704-687-4355 or stop by their office in 230 Fretwell.

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.