

**MGMT 6180-U01**  
**Managing Your Organization's Operations**  
**Spring 2020**

**INSTRUCTOR:** Dr. Sungjune Park

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**OFFICE HOURS:** Tue 11:45 am – 1:00 pm & 3:45 pm – 5:30 pm, and by  
appointment

**CLASS HOURS:** Tue 1:00 pm - 3:45pm, Center City Building 601

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### **COURSE DESCRIPTION**

The operations function is an integral part of every organization, and managers must be familiar with issues arising in this area. This course educates future managers on understanding how to manage the provision of goods and services both effectively and efficiently, as well as understanding how to improve related processes.

### **COURSE OBJECTIVES**

- To introduce the student to the issues involved in managing the operations of production or service systems in an organization.
- To apply analytical tools for problem solving in various operations problems such as process design and analysis, workforce management, material and inventory management, aggregate planning, total quality management, and others.

### **COURSE MATERIALS**

- Operations Management by Krajewski /Malhotra/Ritzman, (11th Edition preferred, but an old or new edition is acceptable)  
ISBN-13: 978-0133872132, ISBN-10: 1323334750
- Selected articles from the Wall Street Journal, Business Week, and academic journals

### **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.

## GRADING

<i>Component</i>	<b>Points</b>
<b>Exam 1</b>	<b>25</b>
<b>Exam 2</b>	<b>25</b>
<b>Group Project &amp; Presentation</b>	<b>25</b>
<b>Homework Assignments</b>	<b>20</b>
<b>Class Participation</b>	<b>5</b>
<b>Total</b>	<b>100</b>

Final grades will be based on the following scale.

**A: 90 and above, B: 80-89.9, C: 70-79.9, U: 69.9 and below.**

### **Group Project**

You are required to form a group (team) of 4 students consisting of students enrolled in 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' work experience. 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 **Tuesday, January 28.**

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 project 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 (15-20 double-spaced pages excluding the references section),
- 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) and Continuous Improvement
- 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 lectures. Two or more unexcused absences will result in a lower letter grade. Whenever possible, students are expected to inform the instructor of any expected absences.

Consistent class attendance is a strong predictor of academic success. If you earn an F or U grade, your last date of attendance will be reported. This may require you to pay back any financial aid money received for this course.

## **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 <https://legal.uncc.edu/policies/up-407>

## **DISABILITY ACCOMMODATIONS:**

UNC Charlotte is committed to access to education. Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations. Contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

*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.*

**Tentative schedule**

Date	Topic	Reading Assignments*	Homework due
1/14	Course Introduction / Operations Strategy	Ch. 1	
1/21, 1/28	Process Strategy and Analysis / Quality Control / Acceptance Sampling	Ch. 2, 3, Supp. G	
2/4, 2/11	Forecasting	Ch. 8	
2/18	Operations Planning and Scheduling	Ch. 10, Supp. J	
2/25	Capacity Planning / Waiting Lines / Resource Planning	Ch. 4, Supp. B, Ch. 11	Homework I
3/3	Spring break		
3/10	Mid-term Exam		
3/17	Linear Programming	Supp. D	
3/24,3/31	Inventory Management	Ch. 9, Supp. C	
4/7, 4/14	Project Management	Ch. 7	
4/21	TQM and Six Sigma / Lean Systems / Supply Chain Design	Ch. 3, 6, 12, 13	
4/28	Supply Chain Risk Management / Supply Chain Sustainability	Ch. 14, 15	Homework II
5/5	Final Exam		