BAMAN – Summer 2014
OPIM 301 – Operations Management

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Web: SUCourse

Class Times: TBA
Office Hours: TBA

Course Objective:
Operations management involves planning and integration of various processes of an organization in producing the goods and/or providing the services the organization sells in the market place. Understanding the role of an organization’s operations function and how it impacts the organization’s competitiveness is crucial for competing in today’s highly globalized markets. Many organizations have suffered a decline in their market share as a result of not effectively competing on the basis of product/process design, cost and quality by making the right decisions in a timely manner.

Learning Outcomes:
Upon successful completion of the course, the student should:

1. A well-grounded understanding of what operations management is and how it fits into the overall organizational structure
2. Demonstrate a good understanding of product (goods or services) and process design, and their implications on the organizational success
3. Understand various production and/or service processes; learn the techniques to analyze, design/redesign and improve organizational performance
4. Use quantitative and qualitative analysis techniques to improve operations related managerial decision processes
5. Describe the importance of quality management from both philosophical as well as statistical process standpoint; develop a basic understanding of the statistical process control techniques
6. Demonstrate an understanding of basic inventory management concepts
7. Understand how to develop the decision-making information to deal with managerial problems related to operations from a business perspective.
Course Material:
The course will closely follow the Operations Management textbook by Stevenson (see below for details about the book). You are strongly recommended to purchase the textbook as we will cover most of the topics in the book. Additional readings (e.g., technical articles, case studies, etc.) will be assigned over the course of the semester. These additional materials will be posted on the class Website (i.e., SUCourse).

Operations Management with Connect Plus

Course Web:
In this course, students will actively use the SUCourse online system. Lecture notes, slides and additional material will be available on SUCourse. Students will be expected to visit the course web site at least two or three times a week.

Sabanci University uses a very powerful web-based tool called Turnitin. Turnitin is the worldwide standard in online plagiarism prevention. It allows instructors to compare student papers against a database composed of millions of articles. Every paper submitted by students will be scanned and cross-checked by Turnitin, and results will be reflected in students’ grades.

Instructional Design:
The course is designed to be lecture driven. Students are expected and encouraged to productively participate in class discussions. The success of this course depends on each participant (instructor and students) to actively contribute to the community of learners.

Grading:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation &amp; professionalism</td>
<td>15%</td>
</tr>
<tr>
<td>Homework assignments</td>
<td>15%</td>
</tr>
<tr>
<td>In-class quizzes</td>
<td>10%</td>
</tr>
<tr>
<td>Mid-term examination I</td>
<td>20%</td>
</tr>
<tr>
<td>Mid-term examination II</td>
<td>20%</td>
</tr>
<tr>
<td>Final examination</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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</tbody>
</table>

A decision whether to curve will be made at the end of the semester.

Peer Evaluation in Teamwork
With the team-based simulation games, students will be asked to provide an evaluation of the members of their team. Each student will divide 100 points between the members of her team, including him/her. This division should reflect that student’s judgment of the contribution of the members of his/her team. The scores should not be merely functions of time spent by each member, but they should be measures of the “contribution;” their
relative contribution to the idea generation, research, analysis, report writing, etc. If the
team was highly functional, and each member did what they committed themselves to,
then the student can assign the same mark to each member of the team. If, on the other
hand, some members of the team did not fulfill their commitments and did not contribute
as much as the others, then points can be distributed unevenly.

Requirements:
There will be three in-class exams. The exams may include a mix of multiple-choice,
fill-in-the-blank, short answer essay questions and numerical problems. A make-up exam
will be given within one week of the exam date to student having a valid medical excuse.

In-class quizzes are designed to assess your knowledge about the topic covered in the
current or previous lecture. You are expected to re-read the relevant material of the
previous week to take a very-short quiz in class either using the SUCourse assessment
tool or on paper during the class meeting.

Several homework assignments will be given during the semester. You have to turn in
your typed, well-organized homework report electronically using course Website by the
stated due date/time. The homework assignments are to be solved individually. This
means that you are not to solve problems together or compare answers prior to turning in
the work. Cooperative efforts on individual work will result in an immediate score of
zero for all parties involved. The purpose of the homework assignments is to provide you
with practice and exposure to the relevant material. Students will be allowed for late
submissions up to 48 hours past the due date/time, but each day of late submission (even
if it is only a few minutes late) will cost 25% of the grade; after 48 hours, no late
homework assignments will not be accepted.

If you miss a particular assignment or exam due to sickness, accident, etc., you must
bring in an official report describing the situation before you can request a make-up for
the missed grade opportunity.

Academic Honesty:
Learning is enhanced with cooperation and as such you are encouraged to work in
groups, ask for and give help freely in all appropriate settings. At the same time, as a
matter of personal integrity, you should only represent your own work as yours. Any
work that is submitted for evaluation in this class should be an original piece of writing,
presenting your ideas in your own words. Everything you borrow from books, articles, or
web sites should be properly cited. Although you are encouraged to discuss your ideas
with others (including your friends in the class), it is important that you do not share your
writing (slides, MS Excel files, reports, etc.) with anyone. Using ideas, text and other
intellectual property developed by someone else while claiming it is your original work is
plagiarism. Copying from others or providing answers or information, written or oral, to
others is cheating. Unauthorized help from another person or having someone else write
one’s paper or assignment is collusion. Cheating, plagiarism and collusion are serious
offenses that could result in an F grade and disciplinary action. Please pay utmost
attention to avoid such accusations.
Tentative Course/Topic Schedule:

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>READING ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.  Introduction to Operations Management</td>
<td>Chapter 1 &amp; 2</td>
</tr>
<tr>
<td>II. Decision Theory</td>
<td>Chapter 5S</td>
</tr>
<tr>
<td>III. Linear Programming</td>
<td>Chapter 19</td>
</tr>
<tr>
<td>MIDTERM EXAM I (TBA)</td>
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<tr>
<td>IV. Forecasting</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>V.  Product and Service Design</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>VI. Strategic Capacity Planning</td>
<td>Chapter 5</td>
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<tr>
<td>VII. Process Selection &amp; Facility Layout</td>
<td>Chapter 6</td>
</tr>
<tr>
<td>MIDTERM EXAM II (TBA)</td>
<td></td>
</tr>
<tr>
<td>VIII. Location Planning &amp; Analysis and Transp. Model</td>
<td>Chapter 8 &amp; 8S</td>
</tr>
<tr>
<td>IX/X. Quality Management &amp; Quality Control</td>
<td>Chapter 9 &amp; 10</td>
</tr>
<tr>
<td>XI. Inventory Management</td>
<td>Chapter 13</td>
</tr>
<tr>
<td>XII. Project Management (tentative)</td>
<td>Chapter 17</td>
</tr>
<tr>
<td>FINAL EXAM (Date: TBA)</td>
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TBD: to be announced.

*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 and will be posted on the class website. Students are responsible for those changes.*