

**Oakland University**

Decision and Information Sciences

**POM 3000**

Survey of Operations Management

**Winter 2018**

Instructor: Homayoun Bayat, Ph.D. (bayat@oakland.edu)

Lectures: Wednesdays 6:30 – 9:20 pm, EC, RM: 281

Office Hrs: W. 5:30 pm in class and by appointment

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**Course Overview:** This course introduces the students to the operation of both manufacturing and service organizations. Topics included are managing operations, Designing and delivering services and products and improving operations. Since this course explores the manufacturing environment and tasks with regard to supply chain planning and control in order to achieve organizational goals and objectives, the knowledge gained from this course will also be beneficial to those students with none manufacturing fields as it will still strongly pertain to most companies and other fields and positions in all business environments.

**Required Text**

Essential Operations Management, Alex Hill & Terry Hill, Palgrave MacMillan.

***Tentative Course Syllabus***

January 03	Course Introduction
	Discussion Regarding Selecting Group Projects and Topics
January 10	Chapter 1      Managing Operations
	Discussion and Exercises Regarding Chapter 1
	Finalizing Group Project and Topics
January 17	Chapter 2      Operations Strategy
	Discussion and Exercises Regarding Chapter 2
	Group Project Presentation
January 24	Chapter 3      Designing Services and Products
	Discussion and Exercises Regarding Chapter 3

Group Project Presentation

**Note: Take Home Quiz One Is Due On January 31**

January 31 Chapter 4 Delivering Services  
Discussion and Exercises Regarding Chapter 4  
Group Project Presentation

February 07 Chapter 5 Making Products  
Discussion and Exercises Regarding Chapter 5  
Group Project Presentation

February 14 ***Mid-Term Examination***  
Group Projects Progress Status

February 21 Winter Recess

February 28 Chapter 6 Location and Layout  
Discussion and Exercises Regarding Chapter 6  
Group Project Presentation

March 07 Chapter 7 Managing Capacity  
Discussion and Exercises Regarding Chapter 7  
Group Project Presentation

March 14 Chapter 8 Scheduling and Executing Operations  
Discussion and Exercises Regarding Chapter 8  
Group Project Presentation

**Note: Second Take Home Quiz Is Due On March 21**

March 21 Chapter 9 Managing Inventory  
Discussion and Exercises Regarding chapter 09  
Group Project Presentation

March 28 Chapter 10 Managing Quality  
Discussion and Exercises Regarding Chapter 10

	Group Project Presentation
April 04	Chapter 11 Managing the Supply Chain
	Discussion and Exercises Regarding Chapter 11
	Group Project Presentation
April 11	Chapter 12 Improving Operations
	Discussion and Exercises Regarding chapter 12
	Group Project Presentation
April 18	Study Day
April 25	<b>Final Examination</b>

### **Grading:**

Course grades will be based on the following percentage breakdown:

Two Quizzes	20%
Group Project and Presentation	25%
Two Exams	40%
Class Participation	15%
Total	100 percent

Overall Grade =  $.15*(\text{Class Participation}) + .1*(\text{Quiz 1}) + .1*(\text{Quiz 2}) + .25*(\text{Group Project}) + .2*(\text{Exam1}) + .2*(\text{Exam2})$

The average grade point target for the class will be 3.4

The final grade will be based on your score relative to other members of the class. It will be determined after all the points for the different assignments are weighted and totaled by using the following formula:

$$\text{Final grade} = Xg + [(S - Xt) / (H - Xt)] * D$$

Where,

Xg = average grade point target for the class,

S = the student's weighted total points,

Xt = average weighted total points for the class,

H = the weighted total points for the student with the highest weighted total points, and

D = the difference between 4.0 and Xg

For example,

$$S = 91.00$$

$$X_t = 90.00$$

$$H = 96$$

$$D = 4.0 - 3.4 = .6$$

$$\text{Final grade} = 3.4 + [(91.00 - 90.00) / (96 - 90.00)] * .6 = 3.5$$

### **Quizzes:**

There will be two take home quizzes due on January 31 and March 21 based on materials studied and text book exercises (throughout the semester a number of exercises related to the text materials will be covered). The specifics will be discussed in class. There will be no make-up quizzes for missed quiz and a score of zero will be recorded.

### **Group Projects and Presentation:**

The students will participate in group projects and presentation. The groups, topics and the specific details of the projects will be discussed in class.

### **Exams:**

There will be two in-class examinations. Both exams will be closed-book (No electronic devices will be allowed). Use only a simple calculator, one 5 by 8 inch handwritten note, and statistical table (on an as-needed basis) during exams. Each exam will cover chapters /materials and exercises that will be covered preceding to that exam. Exams contain multiple choice questions and may also contain short answer questions. The exams will be on 2/14 and 4/24/2018.

### **Class Participation:**

Class participation grades will be based on your contribution in all class activities including exercises, critiques of each group project that will be presented by other classmates (this will be in writing and will be collected from students after each project presentation), reviewing the material before coming to class, and doing text book exercises prior to attending the class sessions (although it will not be collected nor graded, it will help you to get ready for exams, quizzes, and class discussions).

### **Fall 2018 important dates:**

<https://oakland.edu/registrar/important-dates/>

### **Cell Phone and Computer:**

Cell phone use during class is forbidden. If you use your cell phone in class you will lose attendance and participation credit. Please keep your cell phone off and put away during class. Students are permitted to use

computers during class for note-taking and other class-related work only. Those using computers during class for work not related to the class will lose attendance and participation credit.

**Academic Conduct:**

Please review Oakland University's Academic Conduct Policy. A link to the policy is on the webpage. Any indication of academic misconduct (cheating, plagiarism, etc.) will be reported to the Office of the Dean of Students.

**Moodle:**

Please check the course Moodle page regularly. Course outline, handouts, notes, resource information, etc. will be updated throughout the semester.

**Course Outline:**

The outline can be found on Moodle. The outline is subject to change for improvement as the semester progresses. Any changes will be announced in the class and/or posted on Moodle.