

POM 4440 / POM 6400: Process Management Winter 2018

Instructor: Dr. T.J. Wharton
E-mail: wharton@oakland.edu
Class: Thursday 6:30 - 9:20 p.m.

Office: 351 Elliott Hall
Office Phone: 248-370-4284
Office hours: Thursday 5:00 p.m. – 6:00 p.m.

Course Description: This course examines the management of business processes in order to attain objectives including productivity enhancement, cost reduction and quality improvements. Organizational efforts to continuously improve processes and enhance customer satisfaction are examined with a primary focus on the complementary subjects of Total Quality Management (TQM), Lean, and Sustainability. Specific topics such as leadership styles; costs of quality; employee empowerment, participation, and teamwork; statistical process control tools; process improvement techniques; product design; variance reduction; value and non-value adding activities; waste elimination; lean practices and tools, and sustainable operations will be examined

Course Prerequisites: POM 343 or POM 3430 with a minimum grade of 2.0. If you have any questions about your eligibility to be enrolled in this course, please contact the School of Business Administration Undergraduate Programs Office. *You cannot take this course if you have previously taken POM 440 or POM 640.*

Course Objectives:

- Examine the essential building blocks of TQM, Lean, and sustainable operations
- Understand the synergies that exist between TQM, Lean, and sustainable operations
- Appreciate the value of softer skills: leadership, organizational culture, teamwork
- Trace the evolutionary path of TQM, Lean, and sustainable operations
- Be able to apply various TQM and Lean tools
- Examine sustainability: practices and alternative applications

Text:

Pascal, Dennis. *Lean Production Simplified: A Plain-Language Guide to the World's Most Powerful Production System. 3rd Edition.* Taylor & Francis Group. CRC Press. 2015.

Required

Fliedner, Gene. *Leading and Managing Lean, Business.* Expert Press: New York, NY, 2016.

Recommended

Grading: Your course grade will be based on the following point breakdown:

Participation.	50
Exercises/Cases/Projects	150
Unannounced Quizzes.	50
Exams.	300

Exercises/Cases/Projects: Throughout the semester there will be numerous assignments (e.g., exercises/cases/projects) that you will be doing, either individually, or in a group. A “hard copy” of your assignment is due at the start of class on the date indicated on Moodle. Any changes in due dates will be announced in class and posted to Moodle. *Late assignments will be penalized 20% prior to grading. No late assignments will be accepted later than one class period after the due date.* Details of the assignments will be discussed in class and posted to Moodle. Some assignments may be collected on Moodle. If this is the case, a link to upload them will be provided.

Exams: The quizzes and exams may consist of a mix of problems, short answer, multiple choice and/or true and false questions. You will need to bring a scantron to exam and (Scantron882 ES). The exams will be closed book. You may, however, use four 8 1/2 x 11 pages of notes, both sides. Specific coverage of each exam will be posted to Moodle. If the University is closed on the day of an exam, the exam will take place during the next scheduled class.

Exam Make-up Policy: If for some good reason you must miss an exam, please contact me prior to the start of the class in which the exam is given to discuss your options. *No make-ups will be scheduled if I am not contacted before the quiz or exam has been given.*

Quizzes: Throughout the semester I will be giving unannounced quizzes. These quizzes will be on the materials covered the prior week, or scheduled for the evening of the quiz. Each will be 10 points, and take less than 20 minutes. Please have a scantron available for every class, in case it is needed for the quiz. Quizzes may be open- or closed-books, depending on the instructor’s discretion. If missed, they cannot be rescheduled. You may, however throw out your lowest quiz score. Generally, the quizzes will be given sometime after the mid-class break.

Check Moodle Regularly: Many (but not all) class handouts and assignments will be posted to Moodle. Please check the class site regularly. Any changes in the course outline or syllabus will be posted to Moodle.

Class Participation: Class participation will be based upon the value of your contribution as assessed by the instructor. Obviously, if you do not attend class, you cannot participate or contribute. For this reason, attendance is a necessary part of the participation grade and will be taken semi-regularly. Details regarding the grading of participation will be provided in class.

Academic Honesty: The Oakland University policy on academic dishonesty will be strictly followed with no exceptions.

Phone Policy: Turn your phone on vibrate, and put it away prior to entering the classroom. If you feel as though you require an exception to this policy, please speak with the instructor.

Class Schedule: The class schedule, below, indicates class dates, exam dates, material to be covered, and homework assignments. The reading material and assignments should be prepared prior to class. Minor adjustments may be made to this schedule as necessary.

Class Schedule Tentative

<u>Date</u>	<u>Topic and Assignments</u>	<u>Text Readings will be posted to Moodle</u>
Jan 4	Course Introduction, Problem Formulation	
Jan 11	Process Design, Process Mapping EXERCISE	
Jan 18	TQM: Introduction to TQM and Strategic TQM Practices CASE	
Jan 25	SQC, SPC, Process Capability, 6 Sigma	
Feb 1	The History of TQM and Lean	
Feb 8	Lean Practices and Tools EXERCISE	
Feb 15	Exam 1	
Feb 22	Winter Break	
Mar 1	Lean Culture and Leadership EXERCISE	
Mar 8	Lean Supply Chain CASE	
Mar 15	No Class: Online Project	
Mar 22	Sustainability CASE	
Mar 29	Sustainability	
Apr 4	Lean Technology Presentations (Group Project)	
Apr 11	Lean Technology Presentations (Group Project)	
Apr 18	Final Examination, Thursday, 7:00 – 9:00 p.m.	