

POM 3430 (343): Production & Operations Management
Winter 2018 Syllabus Section 10356

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Class: Mon and Wed 3:00 - 4:47 p.m. Office Hours: Mon & Wed 1:00 p.m. - 2:45 p.m.

Course Description: This class examines the operations function of manufacturing and service organizations. We will examine the planning, staffing, directing and controlling of transformation processes. This is an introductory class in which topical areas including forecasting, capacity planning, facility layout, production scheduling, material requirements planning, quality management and project management will be examined.

Course Prerequisites: QMM 240 and junior standing. If you have any questions about your eligibility to be enrolled in this course, please contact the School of Business Administration Undergraduate Programs Office.

Course Objectives:

1. Enhance your understanding of classic and contemporary operations management in both manufacturing and service organizations.
2. Increase your awareness of the strategic and operational problems encountered by operations managers.
3. Investigate the relationship of the operations management function with the other functional areas including marketing, accounting, finance, engineering, personnel management, logistics, etc.
4. Enhance your ability to recognize, formulate, and analyze decisions of operations managers.

Required Text: *Operations Management: An Integrated Approach*, Reid and Sanders, Wiley, 6th Edition, 2016.

Grading: Grades will be determined based upon your performance on two scheduled course exams and 5 quiz/homework assignments. The two scheduled exams are equally weighted (100 points each) and contribute 200 points towards your final grade. A total of 6 quiz/homework assignments will be administered during the semester; each being equally weighted (25 points each). Your low quiz/homework assignment grade will be dropped providing a total of 125 quiz/homework points and 325 points for the class to determine your final course grade.

With written permission, exam and quiz/assignment scores will be posted at a designated location approximately 24 hours after taken. Scores will be posted according to University guidelines. You will be provided with enough information in order keep a current projected course numerical and letter grade with each new exam or quiz score posting. This facility provides you with continuous performance feedback.

Course grades are determined relative to the maximum total of 325 points. Using this allocation of course points, final letter grades will be determined by converting your overall class average to the 32-point system of numerical grades found below.

Grading System

<u>Letter Grade</u>	<u>32-Pt System</u>	<u>Class Average</u>	<u>Letter Grade</u>	<u>32-Pt System</u>	<u>Class Average</u>
A	4.0	95.00 - 100.00	C	2.4	74.00 - 74.99
A	3.9	93.00 - 94.99	C	2.3	73.00 - 73.99
A	3.8	92.00 - 92.99	C	2.2	72.00 - 72.99
A	3.7	91.00 - 91.99	C	2.1	71.00 - 71.99
A	3.6	90.00 - 90.99	C	2.0	70.00 - 70.99
B	3.5	88.33 - 89.99	D	1.9	69.00 - 69.99
B	3.4	86.67 - 88.32	D	1.8	68.00 - 68.99
B	3.3	85.00 - 86.66	D	1.7	67.00 - 67.99
B	3.2	83.33 - 84.99	D	1.6	66.00 - 66.99
B	3.1	81.67 - 83.32	D	1.5	65.00 - 65.99
B	3.0	80.00 - 81.66	D	1.4	64.00 - 64.99
C	2.9	79.00 - 79.99	D	1.3	63.00 - 63.99
C	2.8	78.00 - 78.99	D	1.2	62.00 - 62.99
C	2.7	77.00 - 77.99	D	1.1	61.00 - 61.99
C	2.6	76.00 - 76.99	D	1.0	60.00 - 60.99
C	2.5	75.00 - 75.99	F	0.0	below 60.00

Exams: All exams will be closed book and closed note exams administered in class according to the indicated exam schedule (see below). Each exam will cover material only from the onset of the course or since the most recent exam (whichever is relevant). Each exam will be a multiple choice exam which will include a section covering concepts and issues discussed in the text and in class and a section of problems for which solutions will need to be calculated. The breakdown between the two sections will be determined by the instructor prior to administering the exam.

You will need five items for each scheduled exam: (1) one 5 by 8 inch page of handwritten notes, (2) statistical table (z table) with the format of your choosing, (3) several sharpened No. 2 pencils, (4) a working calculator, and (5) a Scantron 882 E test form.

Make-up Exams: Exams may not be missed for the convenience of the student. If in the event an exam is missed, the student needs to seek permission from the instructor to take a make-up examination. **Demonstration of an acceptable reason will be required to take a make-up exam. Without providing evidence of an acceptable reason to miss an exam, a score of zero for the missed exam will be recorded.** Make-up examinations will be given at a mutually agreed upon time and location.

Quizzes and Homework Exercises: Several quizzes/assignments will be administered during the semester. These will be either take-home quizzes, in-class quizzes, or the assigned homework. Take home quizzes and homework may be performed in a group of up to four individuals. When done in a group, only one copy of the assignment should be submitted, with all group member names appearing on the document. **Take home**

quizzes are due at the beginning of the class that immediately follows the class in which the quiz is distributed. If collected, homework is due on the day it appears in the assignment listing. There will be no late quizzes or homework assignments accepted for grading. There will be no make-up quizzes or homework assignments accepted for grading. In class quizzes will cover material discussed in class that evening or in a prior class so it is imperative that you pay attention in class and ask questions concerning material you may not understand. Any quiz/assignment that is illegible will be returned with a score of 0. **Any quiz/assignment problem that does not demonstrate the derivation of a solution will be returned with a score of 0.**

Phone Policy: Turn your phone off and put it away prior to entering the classroom. If you feel as though you are in need of an exception, speak with the instructor.

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

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. Examinations will cover all material indicated on the assignments below (regardless of whether or not it was discussed in class) in addition to any material covered in class lectures.

Class Schedule

<u>Date</u>	<u>Topic and Reading Assignment</u>	<u>Homework</u>
Jan 3	Course Introduction	
Jan 8	Operations Function	Read Chapter 1
Jan 10	Operations Strategy	Read Chapters 2 and 3
Jan 17	Operations Strategy	Continue with Chapters 2 and 3
Jan 22	Supply Chain Management	Read Chapter 4
Jan 24	Lean Management Simulation	Read Chapter 7
Jan 29	Lean Management	Read Chapter 7 and solve problems 7-1, 7-4, and 7-7
Jan 31	Total Quality Management (TQM) and Statistical Process Control (SPC)	Read Chapters 5 and 6 (pp. 197-201 and pp. 216-223) and solve problems 5-2, 5-4, 5-7, and 6-21
Feb 5	Total Quality Management (TQM) and Statistical Process Control (SPC)	Read Chapter 6 and solve problems 6-4, 6-5, and 6-6
Feb 7	Total Quality Management (TQM) and Statistical Process Control (SPC)	Read Chapter 6 and solve problem 6-8

Class Schedule (continued)

Tentative Date	<u>Topic and Reading Assignment</u>	<u>Homework Exercise</u>
Feb 12	Facility Layout Design: Process Layouts	Read Chapter 10 (pp. 372-389) and solve problems 10-1 and 10-2 (use an “intuitive” approach, not “trial and error”)
Feb 14	Facility Layout Design: Product Layouts	Read Chapter 10 (pp. 389-402) and solve problem 10-16
Feb 26	Exam 1	
Feb 28	Forecasting: The Basis of all Business Planning	Read Chapter 8 (pp. 280-294) and solve problem 8-2
Mar 5	Forecasting: The Basis of all Business Planning	Read Chapter 8 (pp. 295-297, 307-323) and solve problems 8-5 and 8-20
Mar 7	Aggregate Production Planning and Master Production Scheduling (MPS)	Read Chapter 13 and MPS Supplement (posted on Moodle)
Mar 12	Master Production Scheduling (MPS)	Read Chapter 13 and MPS Supplement (posted on Moodle); solve problems 1-5 (posted on Moodle)
Mar 14	Independent Demand Inventory Management	Read Chapter 12 (pp. 451-473) and solve problems 12-9, 12-11 (skip comparisons to 9 and 10), 12-12
Mar 19	Independent Demand Inventory Management	Read Chapter 12 (pp. 483-497) and solve problems 12-22 and 12-27
Mar 21	Independent Demand Inventory Management	
Mar 26	Resource Planning: ERP, MRP and CRP	Read Chapter 14 (pp. 539-559) and solve problems 14-1, 14-2, 14-3, and 14-4
Mar 28	Resource Planning: ERP, MRP and CRP	Read Chapter 14 (pp. 559-569) and solve Problems 14-11, 14-12 and 14-19
Apr 2	Project Management	Read Chapter 16 (pp. 613-622) and solve problems 16-1 and 16-2
Apr 4	Project Management	Read Chapter 16 (pp. 622-631) and solve problems 16-4, 16-5, 16-6, 16-7, and 16-8
Apr 9	Project Management	Read Chapter 16 (pp. 631-642) and solve problems 16-9 and 16-10
Apr 11	Review	
Apr 16	TBD	
Apr	Final Examination (12:00 – 2:00 p.m.)	

Grade Posting Permission Form

In order to comply with federal privacy guidelines, University guidelines permit grades to be posted by an anonymous identifier. Given my understanding that I may change my mind at any time during the semester with simple written notification (please check one of the following two responses),

_____ You **have** my permission to post my exam and assignment scores according to University guidelines throughout this semester.

_____ You **do not have** my permission to post my exam and assignment scores according to University guidelines throughout this semester.

Sign name _____

Print name _____

Date _____

5-digit alphanumeric post code _____