Course Syllabus
OM 301: Operations Management

Fall Semester, 2012
Section 006 – Class meets Thursday, 7:20-10:00 PM, Nguyen Engineering 1101

Instructor Name: John Pendola
Office Enterprise 054 (inside Ent 047)
Office Phone and Voice Mail: (703) 403-3751.
Office Hours: Usually on campus by 6PM class nights - By Appointment
e-mail: jpendola@gmu.edu

Class web page: The URL for this section of OM 301 is available on Blackboard via http://mymasonportal.gmu.edu

Prerequisites: Grade of “C” or better in DESC 210, and sophomore standing.

Course Description:
Note: The text is a required reading but it is not a substitute or replacement for classroom instruction.

Course will introduce concepts, principles and techniques for managing manufacturing and service operations. Operations managers pursue effectiveness and efficiency in value-adding operations at all business organizations, private or public. Quantitative / qualitative methods for improving management of operations will be covered. By the end of the course, the student will be able to:

⇒ Develop tools to improve business processes in order to increase competitiveness.
⇒ Design new processes by using quantitative and qualitative tools to integrate business functions and new technologies.
⇒ Understand the components of operations management and how they are related to other major business decision areas.
⇒ Learn project management techniques.
⇒ Develop logic and analytical thinking required in handling real-world business processes.
⇒ Develop tools to analyze and manage efficiently the supply chain processes.
⇒ Understand how to use statistical quality tools to analyze variability in processes (optional topic).
⇒ Apply decision-making tools such as control charts, forecasting models and inventory models in both manufacturing and service applications (optional topic).

Learning goals for the ISOM Major
Learning Goals for the ISOM Major, students will be able to:
(note: Goals addressed in this course are highlighted in bold text)

1. **Apply knowledge of information technology and business functions to understand its application in assessing, designing and improving business processes.**
2. Develop data organization, storage and processing solutions to support organizational needs for information management. They will also have the option of developing skills in the area of supporting decision making through business intelligence solutions.
3. Use knowledge of computer networks as part of the IT solutions for improving business processes. They will also have option of developing more advanced skills in the areas of network and security.
4. **Effectively manage information technology projects.**
5. Understand the overall systems development life cycle and be able to recommend IT system solutions accordingly. They will also have option of learning appropriate development tools to develop prototype of IT solutions for business management.

Course requirements and grading:
- Students must be officially registered in this section to receive a grade. It is the sole responsibility of the student to verify their own registration status. (I will not verify your registration.) Specifically, you will not receive a grade if your name does not appear on the official class list. (Don’t wait until the end of the semester to be surprised.) Registration problems should be directed to either the SOM Office of Student Services or the Registrar’s Office.
- Grading for the course will be based on total points earned by the end of the course. Points will be derived from two Mid-Term Exams, Final Exam, class participation and homework. Use of the textbook, class notes, etc., is prohibited unless otherwise stated by me. Whole letters will be assigned as the final course grades.
- Final course letter grade assignments:
<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90% and above</td>
</tr>
<tr>
<td>B</td>
<td>80% - 89.9%</td>
</tr>
<tr>
<td>C</td>
<td>70% - 79.9%</td>
</tr>
<tr>
<td>D</td>
<td>60% - 70%</td>
</tr>
<tr>
<td>F</td>
<td>below 60%</td>
</tr>
</tbody>
</table>

Two Mid-Term Exams = 50%
Final Exam = 20%
Homework/Class Participation/Blackboard = 30%

Total = 100%

**Learning Tools of the Course**

Primary learning tools of the course include the following:

- **Lectures** - My teaching philosophy is dominated by the adage that ‘learning is an active process’. Lectures are ‘interactive’ in the sense that a constant questioning process takes place with responses expected. To be successful in learning the concepts, you must be actively engaged in the material.

- **Exams** - Two (2) mandatory, midterm exams and a Final Exam will be given, as announced. The exams will be comprehensive of the topics they cover. Exams are based upon the class lectures, textbook material, and discussion of the material covered during the classes. **All examinations are to be by individual effort as they will be graded.** NO collaboration of any kind is permitted. See the honor code paragraph below. Any collaboration will be treated as an Honor Code violation.

- **Homework** - To be successful in this course, homework will be an integral part of learning the course material. It is in the best interest of the student to complete each and every homework assignment. Homework is for the student’s benefit; it is a diagnostic tool by which the student may assess their understanding and performance. Failure to do so will adversely affect performance, and will negatively impact exam and course grades. Avoid falling behind. Homework assignments will be posted on the website. Homework problems, both their assignment and solution, are the sole responsibility of the individual student.

  - Homework will only be accepted through Blackboard submission. Scanned, hand written work will not be accepted.
  - All graphs must be done in Excel or similar spreadsheet program. No hand drawn graphs will be accepted.
  - Late Homework is not accepted. If a student needs more time, simply request an extension for that assignment. The request must be made prior to the start of the class period in which the assignment is due. I usually limit a student to 1 extension per term. If using an extension, the assignment is due within one week of the extension.
  - Blackboard discussion items are reviewed for content as well as quantity.
  - No Group work is allowed.

**Connectivity and Computer Skills:**
• Every GMU student is provided with an e-mail account. I will e-mail course announcements to the class list. It is the student’s responsibility to activate and routinely check their GMU e-mail account.
• Most of the course material is available on-line from my course website and is accessible for download over the Internet. It is the student’s responsibility to have reliable and adequate Internet connectivity and access. This includes the use of GMU computers available on campus. Further, the student must be familiar with Internet browsers and navigation.
• For technical help with your personal computing systems, call the GMU support center at 703-993-8870 or send e-mail to support@gmu.edu. However, it is the student’s responsibility to work with their ISP or personal consultant to determine and resolve connectivity and other problems.
• The student must be familiar with the basics of the recent versions of MS Office products, especially MS Word, PowerPoint, and Excel.
• Download the pertinent course documents before class and well before exams and assignment due dates. Bring these to class as your notes for annotation.
• The course website is an electronic medium to facilitate the transfer and dissemination of the course content. It is not a replacement or substitute for attending class.

Attendance Policy
Attendance in this class is highly recommended in order to be successful in learning the course content. My past experiences as well as my expectations are that in order to be successful in this class, attendance is essential. The student is solely responsible for all assignments and material presented in class even if missed due to absence. Attendance will be taken.

Laptops and Tape Recorders
Laptops are allowed in class. If you have special circumstances, please see the instructor to discuss.

Make up Exams
Notice will be given before each exam; if you cannot take the exam at the designated time, you must make arrangements with the instructor before the exam is given. Exams may be made up only under extreme emergencies AND at the sole discretion of the instructor. A penalty for lateness may be assigned. Missed exams will be assigned a score of zero.

Disability
All academic accommodations due to disability must be arranged through the Disability Resource Center (DRC). If you are a student with a disability and you require academic accommodations, please contact the DRC at 993-2474. I will cooperate fully with the DRC to accommodate a student’s special needs.

Honor Code
Students are obligated to strict adherence to the University honor system and code, as described in the 2011-12 George Mason University catalog.

Topics and Schedule
Some sections in text chapters will be skipped, as announced. Some material not contained in the text may be presented in class, as noted. The exam dates and the specific material coverage for each exam will be announced in class. For other important dates, consult the Fall 2008
Schedule of Classes for the Academic Calendar. The tentative list of topics is given below. The list below follows the basic order and coverage of topics in the required text. Specifics topics to be covered in each class will be sent via email or posted on Blackboard prior to each session. I expect to cover Chapters 1 during the first class session. **The list is subject to change during the semester.**
## Course Topics

<table>
<thead>
<tr>
<th>Date</th>
<th>Section 006</th>
<th>Topics Covered</th>
<th>Assignment/Test</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>30-Aug</td>
<td></td>
<td>Introduction Heizer CH 1/2</td>
<td>Class Introduction on Blackboard/Toyota Comments Due 7:20PM</td>
<td>5</td>
</tr>
<tr>
<td>6-Sep</td>
<td></td>
<td>Heizer CH 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13-Sep</td>
<td></td>
<td>Heizer CH 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-Sep</td>
<td></td>
<td>Negotiation/Teams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27-Sep</td>
<td></td>
<td>Heizer CH 3 Team Exercise Guest (TBD)</td>
<td>HW 1 - Problem Set in Excel Due 9:30PM</td>
<td>10</td>
</tr>
<tr>
<td>4-Oct</td>
<td></td>
<td>TBD/Review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11-Oct</td>
<td></td>
<td>Exam 1</td>
<td>No Class - Take Home Exam Covers CH 1,2,3,4, Due 10:00PM</td>
<td>25</td>
</tr>
<tr>
<td>18-Oct</td>
<td></td>
<td>Heizer CH 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-Oct</td>
<td></td>
<td>Heizer CH 8, Pareto</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-Nov</td>
<td></td>
<td>Heizer CH 11/ S7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8-Nov</td>
<td></td>
<td>Heizer CH 12</td>
<td>Toyota Comments Due 7:20 PM</td>
<td>10</td>
</tr>
<tr>
<td>15-Nov</td>
<td></td>
<td>Heizer CH 5/Case Review</td>
<td>HW - Cases in Excel Due 9:30PM</td>
<td>15</td>
</tr>
<tr>
<td>22-Nov</td>
<td></td>
<td></td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>29-Nov</td>
<td></td>
<td>Exam 2</td>
<td>Take Home Exam Covers CH 5,6,8,S7,12 Submit no later than 29 November 10:00PM</td>
<td>20</td>
</tr>
<tr>
<td>6-Dec</td>
<td></td>
<td>Negotiation/TBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13-Dec</td>
<td></td>
<td>Final Exam</td>
<td>No Class - Take Home Exam Due 10:00 PM</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total Points</td>
<td>105</td>
</tr>
</tbody>
</table>