OM-301-Sec 008: Operations Management
(Syllabus – Fall 2014)

Instructor: Prof. Sid Das
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Office Hours: Friday: 1:30 p.m. - 2:30 p.m., or by Appointment
Prerequisite: C or better in OM 210; and sophomore standing.


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

Class Sessions Friday, 10:30 a.m. - 1:10 p.m.

Course Website: On Blackboard

Course Objectives: Operations Management is concerned with the planning and decision-making activities associated with the management of an organization’s operations. This course provides an examination of the principal functions of operations managers in various settings with emphasis on service operations. On completing this course, the student should have a thorough understanding of the complex, dynamic, and multi-dimensional issues in operations management.

Undergraduate Program Learning Goals (Goals addressed in this course are in bold)
1. Our students will be competent in their discipline.
2. Our students will be aware of the uses of technology in business.
3. Our students will be effective communicators.
4. Our students will have an interdisciplinary perspective.
5. Our students will be knowledgeable about global business and trade.
6. Our students will recognize the importance of ethical decisions.
7. Our students will be knowledgeable about the legal environment of business.
8. Our students will be knowledgeable about team dynamics and the characteristics of effective teams.
9. Our students will understand the value of diversity and the importance of managing diversity in the context of business.
10. Our students will be critical thinkers.

Attendance: Class attendance is essential part of learning for this course. If you have to miss any lecture, you are responsible for obtaining any information given in the class.

EXAMS: Exam dates are provided in the schedule.
No make-up exams will be given except in Extreme Emergency.
Grading Scheme:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Mid-term Exam</td>
<td>40%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>40%</td>
</tr>
<tr>
<td>Homework (2)</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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</tbody>
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Website Contents:
1. The OM 301 course website consists of separate categories containing this syllabus, **Lecture Notes**, course announcements, and assignments.
2. The website will be updated continually. During the semester, new documents may be created and existing documents may be modified as appropriate.
3. Students will be informed beforehand of the pertinent documents for the next class. It is recommended that students download the relevant documents prior to class. A suggested use of the documents, especially the **lecture notes**, is to annotate them with their own personal notes during class.
4. The website is not a substitute or replacement for classroom instruction. It is provided solely to augment classroom presentation and discussion of the material.

Practice Problems:
1. Practice problems for some topics in the syllabus will be assigned from the corresponding chapter in the text. Students will try solving them on their own and identify their strengths and weaknesses for further discussion.
2. Mastery of the subject matter is measured by skill and proficiency in problem solving. Proficiency is gained by practice. The assigned practice problems should be regarded as the minimum amount of practice.
3. Practice problems **will not be graded**. The instructor may call upon students to solve some of these practice problems in class.

Exams:
1. Two (2) mandatory exams will be given, as announced. The exams will be comprehensive of the topics they cover. All together, the two exams count for 80% of the final course average.
2. Exams are based upon the class lectures, textbook material, and discussion of the material covered.
3. All examinations and homework 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.
4. All exams given in class are closed book.
5. 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.

Homework:
1. There will be two homework assignments (10% EACH). The homework will together count for 20% of the final course grade. Each HW will have a main homework and some smaller ones.
2. 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.
3. Homework assignments will be posted on the website.
4. Homework problems, both their assignment and solution, are the sole responsibility of the individual student.
Class Participation:
1. Performance is highly associated with class attendance and participation.
2. Students are expected to attend all scheduled classes. **Attendance will be taken periodically.**
3. Class participation consists of active engagement in the presentation of material and through questions and discussions. **Students may be asked to solve problems on the board.**
4. The student is solely responsible for all assignments and material presented in class even if missed due to absence.

Connectivity and Computer Skills:
1. Every GMU student is provided with e-mail account. I sometimes e-mail course announcements to the class list. It is the student’s responsibility to activate and routinely check their GMU e-mail account.
2. 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.
3. 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.
4. The student must be familiar with the basics of the recent versions of MS Office products, especially MS Word, PowerPoint, and Excel.
5. Download the pertinent course documents before class and well before exams and assignment due dates. Bring these to class as your notes for annotation.
6. 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. On-line is not on vacation!
7. For technical help with Blackboard, contact DoIT Support Services at www.doiit.gmu.edu.

Academic Integrity
GMU is an Honor Code university; please see the University Catalog for a full description of the code and the honor committee process.

The principle of academic integrity is taken very seriously and violations are treated gravely. What does academic integrity mean in this course? Essentially this: when you are responsible for a task, you will perform that task. When you rely on someone else’s work in an aspect of the performance of that task, you will give full credit in the proper, accepted form. Another aspect of academic integrity is the free play of ideas. Vigorous discussion and debate are encouraged in this course, with the firm expectation that all aspects of the class will be conducted with civility and respect for differing ideas, perspectives, and traditions. When in doubt (of any kind) please ask for guidance and clarification.

You are bound by the Honor Code to neither receive nor furnish any assistance of any kind on any graded assignment, test, or quiz.

2. Specifically:
   - All work submitted for a grade, including tests, quizzes, and homeworks, are to be completed individually, on your own, and alone.
   - Communication and collaboration, or suspicion thereof, of any kind between students during tests and quizzes is strictly and absolutely forbidden.
   - Any evidence or suspicion of collaboration on graded homework will be construed as an honor code violation.
3. Any violations of the honor code will result in an immediate, automatic, and severe devaluation of the score on that test, quiz, or homework and the filing of formal charges to the university Honor Committee.

Other Useful Campus Resources:

OFFICE OF DISABILITY SERVICES
If you are a student with a disability and you need academic accommodations, please see me and contact the Office of Disability Services (ODS) at 993-2474. All academic accommodations must be arranged through the ODS. http://ods.gmu.edu

WRITING CENTER: A114 Robinson Hall; (703) 993-1200; http://writingcenter.gmu.edu

UNIVERSITY LIBRARIES “Ask a Librarian”
http://library.gmu.edu/mudge/IM/IMRef.html

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS): (703) 993-2380; http://caps.gmu.edu

UNIVERSITY POLICIES
The University Catalog, http://catalog.gmu.edu, is the central resource for university policies affecting student, faculty, and staff conduct in university academic affairs. Other policies are available at http://universitypolicy.gmu.edu/. All members of the university community are responsible for knowing and following established policies.

Course Grade

1. 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.

2. Whole letters, (No pluses and minuses), will be assigned as the final course grades.

3. The final letter grade is assigned objectively and strictly according to the WEIGHTED average of the numerical scores of all exams, and homework.

5. Final course letter grade assignments:

<table>
<thead>
<tr>
<th>COURSE AVERAGE</th>
<th>COURSE GRADE</th>
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<tbody>
<tr>
<td>90.00 to 100</td>
<td>A</td>
</tr>
<tr>
<td>80.00 to 89.99</td>
<td>B</td>
</tr>
<tr>
<td>70.00 to 79.99</td>
<td>C</td>
</tr>
<tr>
<td>60.00 to 69.99</td>
<td>D</td>
</tr>
<tr>
<td>≤ 59.99</td>
<td>F</td>
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NOTE: THERE WILL BE NO CELL-PHONE USE IN CLASS.
1% POINT WILL BE DEDUCTED FROM THE STUDENT’S FINAL SCORE FOR EVERY TIME CELL-PHONE IS USED IN CLASS.
<table>
<thead>
<tr>
<th>Dates</th>
<th>Topics</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep-5</td>
<td>Process Strategy (continued) Capacity Planning</td>
<td>Supplement 7</td>
</tr>
<tr>
<td>Sep-12</td>
<td>Project Management Main Homework 1 Assigned (Due: Oct 17)</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>Sep-19</td>
<td>Project Management Main Homework 1 Assigned (Due: Oct 17)</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>Sep-26</td>
<td>Demand Forecasting</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>Oct-3</td>
<td>Design of Goods and Services Sustainability in the Supply Chain Homework 1 Due today</td>
<td>Chapter 5 Supplement 5</td>
</tr>
<tr>
<td>Oct-10</td>
<td>Design of Goods and Services Sustainability in the Supply Chain Homework 1 Due today</td>
<td>Chapter 5 Supplement 5</td>
</tr>
<tr>
<td>Oct-17</td>
<td>Mid-Term Exam Exam covers all material covered to date</td>
<td></td>
</tr>
<tr>
<td>Oct-24</td>
<td>Quality Management Statistical Process Control Main Homework 2 Assigned (Due: Dec 5)</td>
<td>Chapter 6 Supplement 6</td>
</tr>
<tr>
<td>Oct-31</td>
<td>Quality Management Statistical Process Control Main Homework 2 Assigned (Due: Dec 5)</td>
<td>Chapter 6 Supplement 6</td>
</tr>
<tr>
<td>Nov 7</td>
<td>Aggregate Planning Inventory Management (Introduction)</td>
<td>Chapter 13 Chapter 12</td>
</tr>
<tr>
<td>Nov 14</td>
<td>Inventory Management</td>
<td>Chapter 12</td>
</tr>
<tr>
<td>Nov 21</td>
<td>Supply Chain Management SCM Analytics</td>
<td>Chapter 11 Supplement 11</td>
</tr>
<tr>
<td>Nov-26 to Nov-30</td>
<td>THANKSGIVING RECESS</td>
<td></td>
</tr>
<tr>
<td>Dec 5</td>
<td>Just in Time/Lean Operations Homework 2 Due today</td>
<td>Chapter 16</td>
</tr>
<tr>
<td>DEC-12</td>
<td>Final Exam (Time: 10:30 AM – 1:15 PM) Exam is on all material covered after Mid-Term Exam</td>
<td></td>
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