OM-301-Sec 006: Operations Management  
(Syllabus – Summer 2014)

Instructor: Jorge Haddock  
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Phone: 703-993-1813  
Fax: 703-993-1809  
Office Hours: By Appointment  
Prerequisite: Prerequisite: OM 210 or OM 211 and sophomore standing  
Class Sessions Tuesday, Thursday, 7:00pm to 9:40pm  
Classroom: Robinson A111

Course Website: On Blackboard

Course Description:  
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).

Approach to Learning:  
The approach of the course will include lectures, exams, and individual assignments (homework).

• Lectures: See Topics Covered.
• Exams: There will be 3 exams during the semester and a final exam to cover the topics studied in operations management.

Course Website: MyMason (BB)
Representative Text(s) and Required Materials:
- Additional material as determined by the instructor

Attendance: Class attendance is highly recommended. 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. Exceptions will be handled on a case-by-case basis under extreme emergency circumstances.

Grading:

<table>
<thead>
<tr>
<th>Exam</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Exam I</td>
<td>25%</td>
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<tr>
<td>Exam II</td>
<td>25%</td>
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<tr>
<td>Exam III</td>
<td>25%</td>
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<tr>
<td>Final Exam</td>
<td>25%</td>
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<td>Total</td>
<td>100%</td>
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Website Contents:
- The OM 301 course website consists of separate categories containing this syllabus, Lecture Notes, course announcements, and assignments.
- The website will be updated often. During the semester, new documents may be created and existing documents may be modified as appropriate.

Practice Problems:
- Practice problems for some topics in the syllabus may 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.
- 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.
- Practice problems will not be graded. The instructor may call upon students to solve some of these practice problems in class.

Exams:
- Four (4) mandatory exams 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.
- All examinations are to be done 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.
- All exams given in class are closed book.
- 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.

5/19/2014
Class Participation:
- Performance is highly associated with class attendance and participation.
- Students are expected to attend all scheduled classes.
- The student is solely responsible for all assignments and material presented in class even if missed due to absence.
- There will be no cell-phone use in class.

Course Grade
1. Students must be officially registered in this section to receive a grade. 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.
4. 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>
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<tr>
<td>80.00 to 89.99</td>
<td>B</td>
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<td>70.00 to 79.99</td>
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<td>60.00 to 69.99</td>
<td>D</td>
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<td>≤ 59.99</td>
<td>F</td>
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<tr>
<td>Dates</td>
<td>Topics</td>
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<tr>
<td>T, May-20</td>
<td>Operations and Productivity</td>
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<td>Operations Strategy in a Global Environment</td>
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<td>Process Strategy</td>
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<td>R, May-22</td>
<td>Project Management</td>
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<td><strong>T, May 27</strong></td>
<td><strong>Exam I</strong></td>
</tr>
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<td>R, May 29</td>
<td>Demand Forecasting</td>
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<td>Design of Goods and Services</td>
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<td>T, June 3</td>
<td>Supplement to Chapter 5 <em>(Sustainability in the Supply Chain)</em></td>
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<td></td>
<td>Managing Quality</td>
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<td><strong>R, June 5</strong></td>
<td><strong>Exam II</strong></td>
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<tr>
<td>T, June 10</td>
<td>Supplement to Chapter 6 <em>(Statistical Process Control)</em></td>
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<td>Supply Chain Management</td>
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<tr>
<td>R, June 12</td>
<td>Inventory Management</td>
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<td>T, June 17</td>
<td>JIT, TPS and Lean Operations</td>
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<td><strong>R, June 19</strong></td>
<td><strong>Exam III</strong></td>
</tr>
<tr>
<td><strong>T, June 24</strong></td>
<td><strong>Final Exam</strong></td>
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Connectivity and Computer Skills:
• It is the student’s responsibility to activate and routinely check their Mason e-mail account.
• For technical help with your personal computing systems, call the Mason support center at 703-993-8870 or send e-mail to support@gmu.edu.
• For technical help with Blackboard, contact DoIT Support Services at www.doiiit.gmu.edu.

Academic Integrity
Mason 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. Academic integrity in this course means that 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. Specifically:
• All work submitted for a grade, including tests, quizzes, and homework, are to be completed individually.
• 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.

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:

DRC Statement:
If you are a student with a disability and you need academic accommodations, please see the instructor and contact the Disability Resource Center (DRC) at 703-993-2474. All academic accommodations must be arranged through the DRC.

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.