

University of Alaska
College of Business
Fairbanks, Alaska
May 26 – July 1, 2009

Course No. BA F360-F61
Course Title Operations Management
CRN 51845
Cr. Hours 3
Course Day M, T, W, Th: 8 a.m. – 9:50 a.m.
Location GRUE
Instructor Betty M. “Liz” Ross
Telephone Cell: 407-353-0964
Email Liz_ross@att.net
Office Hours Brooks Bldg. Room TBA;. M-Friday 10 am – 12 Noon

COURSE DESCRIPTION:

Operations management with an emphasis on systematic planning, design and operation of the processes that produce goods and deliver services that customers recognize to be of superior quality. Topics include operations strategy, process design, quality control, statistical process control, project scheduling, material requirements planning and just-in-time systems.

PREREQUISITES:

AIS F101, STAT F200, upper division BBA or MBA standing or permission of the SOM advisor.

TEXTBOOK:

Lee J. Krajewski, Larry P. Ritzman, and Manoj K Malhotra, Operations Management: Processes and Value Chains. (8e Edition, 2007)

SUGGESTED SUPPLEMENTAL MATERIALS:

Special Equipment: Computer: Windows or Macintosh
Wells Fargo Bank: Hands on Banking

GOALS:

Every organization is a collection of processes, regardless of the products or services it provides. Every process should perform work of value to the customer [either external or internal].

Operations management is concerned with the management of all processes, regardless of the function it performs. Business processes cross traditional functional boundaries and require coordination to be effective. Consequently, business leaders recognize the importance of involving the whole organization in making strategic business decisions so as to better compete with other organizations. Because an organization usually commits the bulk of its human and financial assets to operations, operations is an important function in meeting global competition.

LEARNING OUTCOMES:

You will learn about operations management in both manufacturing and service businesses. The course will stress those areas with most application to Alaska and Alaskan businesses. Additionally, you will learn to determine how the cost of oil affects organizational operations.

Major emphasis is on student ability to think analytically, to integrate information, and to enhance decision-making ability. Also emphasized are enhancing creative skills, technological,

global awareness, and understanding of doing business in Alaska. Specific objectives are also included in each chapter of the book.

GRADING:

Grades will be administered in accordance with UAF policies and practices. Letter grades will be earned based on total number of points attained, according to the following scheduled:

- A = 900 or more
- B = 800 – 899
- C = 700 – 799
- F = less than 700

Maximum points available per category of work is as follows:

Attendance & Participation	200
Mid-term Exam	200
Final Exam	200
Homework/Exercises	200
Group Project Due 7/1/08	200
TOTAL	1000

Office Hours and Contacting the Instructor:

The instructor will be available Monday-Friday, office to be determined in the Brooks Building. Availability includes at the teaching site prior to and after each scheduled session. In addition, the instructor will be available may be contacted by electronic mail at liz_ross@att.net or by telephone at 407-353-0964.

Assignments & Expectations:

Each student will be expected to attend every session. Each student will be expected to have read the assignment assigned **prior** to each session and to complete any assignment projects.

Homework/Exercise Assignments will be required by each student. Homework Assignments will be announced the day of class and due the following day.

*A **Group Project** will be required from each team of students. Group Assignments and details of the Group Project assignment will be accomplished during the first week of the course.*

*One **Mid-Term Exam** and One **Final Exam** will be administered during the session.*

Class Policies:

Homework assigned must be turned in by the assigned date. More details concerning the assignments will be discussed during the course. Exercises, simulations and problems will be presented during class sessions and full participation by each student is expected.

Guidelines for Projects:

It is recommended that you form work groups/teams. Various group exercises/cases contained in the text will be assigned to teams of students. Students will prepare the exercise/case for a grade. The exercises will be due at the beginning of the session specifically assigned to each team. Information pertaining to the preparation and presentation of the case will be provided in two sessions before they are due. Other exercises/cases will be assigned for preparation during class.

Make-Up of Classes/Examinations:

The faculty of the University of Alaska Fairbanks affirms the importance of prompt and regular attendance on the part of all students. Quality instruction clearly depends upon active student participation in the classroom or its equivalent learning environment. Your participation is particularly important in this course, since each class constitutes a significant percentage of the total course. All absences, regardless of reason, require a make-up assignment, mutually arranged between the instructor and the student. If an absence is anticipated, the student should notify the instructor, preferably in advance. Students are encouraged to assist each other with access to class notes for missed classes.

Instructional Methods:

The course will consist of lecture, in-class exercises, small group discussion and projects. There will be numerous opportunities for hands-on application.

Academic Honesty and Integrity:

Academic honesty is the expected mode of behavior. All honesty violations will be treated seriously as prescribed by the University. **Plagiarism** is perhaps the most common and misunderstood form of academic dishonesty. It involves the taking of ideas, writings, etc. from another and passing them off as one's own. Plagiarism includes the use of any source to complete academic assignments without proper acknowledgment of the source.

UAF Disability Services:

The Office of Disability Services implements the Americans with Disabilities Act (ADA), and insures that UAF students have equal access to the campus and course materials. I will work with the Office of Disabilities Services (203 WHIT, 474-7043) to provide reasonable accommodation to students with disabilities.

AGENDA			
	Date	Topic(s)	Assignment
1	Tuesday May 26	Introduction Syllabus Review Operations Overview	
2	Wednesday May 27	Operations as a Competitive Weapon Decision Tools	Chapter 1
3	Thursday May 28	Operations Strategy	Chapter 2
4	Monday June 1	Project Management	Chapter 3
5	Tuesday June 2	Process Strategy	Chapter 4
6	Wednesday June 3	Process Analysis Simulation	Chapter 5
7	Thursday June 4	Process Performance and Quality	Chapter 6
8	Monday June 8	Theory of Constraints Constraint Management	Chapter 7
9	Tuesday June 9	Waiting Lines Process Layout	Chapter 8
10	Wednesday June 10	Review for Mid-term	
11	Thursday June 11	Mid-term Exam	
12	Monday June 15	Lean Systems/Six Sigma	Chapter 9
13	Tuesday June 16	Lean Systems/Six Sigma	Chapter 9
14	Wednesday June 17	Supply Chain Strategy	Chapter 10
15	Thursday June 18	Location	Chapter 11
16	Monday June 22	Inventory Management Inventory Models	Chapter 12
17	Tuesday June 23	Forecasting	Chapter 13
18	Wednesday June 24	Sales and Operations Planning Linear Programming	Chapter 14
19	Thursday June 25	Resource Planning	Chapter 15
20	Monday June 29	Scheduling	Chapter 16
21	Tuesday June 30	Group Project Presentation Review for Final Exam	
22	Wednesday July 1	Final Exam	

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