



Operations Management SCMG 332, Spring, 2019
Tuesdays 10:30am-12:30pm
@ Loyola Center – 3rd Floor

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Catalog Description

Introduction to concepts and methods for managing production and service operations. Topics typically include Process Analysis and Improvement, Process Interruptions, Learning Curves, Lean Operations, Forecasting, Service Systems with Patient and Impatient Customers.

Course Overview

The course will combine lectures with in-class discussions to illustrate the value of applying data-driven decision-making processes to business problems and the analytical tools used in those processes.

The typical class time period of a week will look as follows: every Tuesday from 10:30 am to 12:30 pm. In the first 55 minutes students will present and discuss what he/she is assigned to read (see in the ***Tentative weekly course outlines***). In the second 55 minutes the instructor will lecture to focus on important issues of the chapter and/or quizzes/practice problems in Problems and Applications.

I will contact students outside of class primarily via email and/or Sakai announcements.

Course Objectives and Learning Outcomes

1. Understanding of basic issues and role of operations management in organizations.
2. Tools for problem-solving in operations management.



Required Materials

- Textbook: Cachon and Terwiesch, *Operations Management*, McGraw-Hill Education, 2017, 1st edition.
- Supplemental readings and case studies will be distributed:

Kee Young Kim et al (edited), (2009), [*Business Cases for Master of Business Administration in Vietnam*](#). University of Economics HCMC, Hanoi University of Agriculture, Hue College of Economics. VNU-HCMC Publishing House. The Sasakawa Peace Foundation.

Case 1: Ta Thi Bich Thuy, ***Saigon Packaging Joint Stock Company (SAPACO): How to balance a production line for multi-layer film packages?*** Page 269.

Case 2: Ta Thi Bich Thuy. ***Thai Binh Shoes Joint Stock Company (TBS Group): Production Planning and Management***. Page 293

Course Requirements and Grading Criteria

Your grade will be determined based on the following scheme:

25% Weekly Quizzes.

20% Readings (through assigned readings to present).

5% Participation.

20% Exam 1 – March 19th 2019 in class. From 11:40 am-12:30 pm.

30% Exam 2 – April 23th 2019 in class. From 10:30 am – 12:15 pm.

Each reading is worth 100 points and you will receive full credit by doing the reading and presenting.

Readings are always due by Tuesday and are done to prepare you for that day's (or future) lectures.

Weekly Quizzes should be submitted on Monday of the following week via email at:

tathuy60@gmail.com

Exams will consist of a mix of short answer and quantitative questions. Exam 2 is not cumulative. Both exam 1 and exam 2 will be open book and open notes. The quantitative questions will be very similar to those seen in the book, some of which have answers at the back of the text.



Course Grading Scale:

A	100-93%
A-	92-90
B+	89-87
B	86-83
B-	82-80
C+	79-77
C	76-73
C-	72-70
D+	69-67
D	66-60
F	59 and below

Loyola University Grading Scale and Weights:

A	4.00
A-	3.67
B+	3.33
B	3.00
B-	2.67
C+	2.33
C	2.00
C-	1.67
D+	1.33
D	1.00
F	0

Quinlan School of Business Policies:

Attendance

Class attendance is mandatory and essential to the value of the learning experience. Students are expected to attend all class sessions in order to pass the course. Missing more than 20% of scheduled classes severely jeopardizes the student's ability to pass the course.

In the event unavoidable emergencies or conflicts prevent you from attending class, you must notify the instructor and program director by e-mail prior to missing the class, and request options for covering missed material. Most of the subjects in a course are sequential. Therefore, it is important to understand the material covered in the missed class before the next class.

Make-Up Examinations

Loyola University academic policy provides that tests or examinations may be given during the semester or summer sessions as often as deemed advisable by the instructor. Because Quinlan faculty believe examinations represent a critical component of student



learning, required examinations should be taken during the regularly scheduled class period. **Make-up examinations are discouraged.** Exceptions may be granted only by the faculty member or department chair, and only for unavoidable circumstances (illness verified by a signed physician's note, participation in intercollegiate athletic events, subpoenas, jury duty, military service, bereavement, or religious observance). A make-up final examination may be scheduled only with the permission of the appropriate Quinlan Assistant or Associate Dean.

If a make-up examination must be given, it is the responsibility of the faculty member to prepare, schedule, and proctor the exam. Limited assistance in proctoring make-up exams may be available through a designated Quinlan administrative assistant. For a student with a documented special testing need, please consult University policy concerning use of the testing center in Sullivan Center at Lake Shore Campus.

Academic Integrity

All members of the Quinlan School shall refrain from academic dishonesty and misconduct in all forms, including plagiarism, cheating, misrepresentation, fabrication, and falsehood...Plagiarism or cheating on the part of the student in individual or group academic work or in examination behavior will result minimally in the instructor assigning the grade of "F" for the assignment or examination. In addition, all instances of academic dishonesty must be reported to the chairperson of the department involved.

For further information about expectations for academic integrity and sanctions for violations, consult the complete Quinlan School of Business Honor Code and Statement of Academic Integrity on the Quinlan website:

<http://www.luc.edu/media/lucedu/quinlanschoolofbusiness/pdfs/Honor-Code-Quinlan-July2012.pdf>

Classroom Conduct

I expect students to behave in a professional manner so as not to distract others. Audio or videotaping of class lectures requires the advance permission of the instructor.



Week Number	Date (Tuesdays)	Topic	Chapters	Assigned Readings		
				Claire	Hannah	Samuel
1	January 15 th	Introduction to Operations Management	Chapter 1	N/A	N/A	N/A
2	January 22 th	Introduction to Processes	Chapter 2	Claire		
3	January 29 th	Process Analysis	Chapter 3		Hannah	
4	February 5 th	No class. Tet holiday				
5	February 12 th	Process Improvement	Chapter 4			Samuel
6	February 19 st	No class. Cambodia excursion pre-departure meeting				
7	February 26 th	Process Analysis with Multiple Flow Units	Chapter 5	Claire		
8	March 5 th	Learning Curves	Chapter 6		Hannah	
9	March 12 th	Process Interruptions	Chapter 7			Samuel
10	March 19 th	Lean Operations Exam 1	Chapter 8	Claire		
11	March 26 th	No class. Excursion to Central-North				
12	April 2 th	Forecasting	Chapter 15		Hannah	
13	April 9 th	Service Systems with Patient Customers	Chapter 16			Samuel
14	April 16 th	Service System with Impatient Customers	Chapter 17	Claire		
15	April 23 th	Exam 2				
16	April 25 th	Farewell Banquet				



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To minimize distractions, laptops, tablets, smart phones must be closed during class. All cell phones must be placed on vibrate during class. No texting during class.

Please note: This class may occasionally deviate from the course outlined above. The instructor reserves the right to make changes as needed to the course syllabus.