



SCMG 480 Introduction to Operations Management – Fall 2018

W 6:00 - 9:00 pm (Sec 001)

Schreiber Center Room 201

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Office Hours: TTh 1:30-2:30 (or by appointment)

Catalog Description

Introduction to concepts and methods for managing operations in manufacturing and service organizations. Topics typically include process analysis, process improvement, lean manufacturing, just-in-time, supply chain management, queuing systems, forecasting, aggregate planning, inventory management, project planning, and logistics.

Course Overview

Operations management can be defined as the organizing and controlling of the fundamental business activity of providing goods and services to customers. Understanding the impact of operations on a firm's competitive strategy is imperative for effective management. Thus, our course will be organized around the central theme of controlling activities in such a way to best match supply and demand for a firm's goods and services. The course will cover fundamental as well as contemporary concepts, models, and practices that are commonly used in both manufacturing and service firms.

Course Objectives and Learning Outcomes

The course intends to provide students in all functional areas (accounting, marketing, finance, etc.) with sufficient knowledge to make informed decisions on operations and supply chain management topics. Upon successful completion of the course, students will understand:

- Key aspects of operations management along with its strategic role in competitive business environments.
- Key terms, concepts, and practices for planning, organizing, and controlling resources to improve the quality, efficiency, and cost of production and service operations.
- The interaction between operations management and other functional areas of business.

Course Materials

Textbook: Cachon and Terwiesch, *Matching Supply with Demand: An Introduction to Operations Management*, McGraw-Hill, Third Edition.

Class/Lecture Notes: Can be downloaded from the course web site at Sakai.

Supplementary Texts:

Goldratt, *The Goal*, North River Press, any edition.

Womack, Jones, Roos, *The Machine That Changed the World*, any edition.

Course Website

The course will utilize the Loyola Sakai Learning Management System, which can be accessed at <http://sakai.luc.edu>. Sakai will be used as a repository for class materials (syllabus, lecture notes, announcements etc.). Please be sure to check the Sakai web site regularly.

Homework

There will be 3 homework assignments which will be assigned and must be submitted via Sakai. Each assignment will be graded over 100. The contribution of the first assignment to the final grade is 6%, the contribution of the second and the third assignments is 7% each.

Grading Policy

Grading for the course will be based on total points earned by the end of the course. Your final grade will be based on a percentage scale with the scale never going above the following:

A 93% +	C 73%
A- 90%	C- 70%
B+ 87%	D+ 67%
B 83%	D 60%
B- 80%	F below 60%
C+ 77%	

The final grade will be calculated as follows:

20% - Homework Assignments (HW1-6%, HW2-7%, HW3-7%)

25% - Midterm Exam

45% - Final Exam

10% - Participation

Both exams will be closed book and closed notes. You will be allowed to bring one page of notes, double-sided. Simple calculators will be allowed during the examination. Graphing calculators, programmable calculators, cell phone calculators or any kind of computers will not be allowed during the examination. Final exam is cumulative.

Participation grade will be based on the students' contribution to class sessions based on the contributions quality and frequency. Mere attendance to the class sessions will not be counted as participation.

Quinlan School of Business Policies:

Attendance

Class attendance and participation are fundamental components of learning, so punctual attendance at all classes, for the full class meeting period, is expected of Quinlan students. The student is responsible for any assignments or requirements missed during an absence.

Make-Up Examinations/Assignments

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.

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>

Week by Week Course Outline (Tentative*)

Week	Date	Topic	Reading
1	Aug 29	Introduction to Course and Faculty Introduction to Operations Management	Chapter 1
2	Sep 5	Process View of the Organization Introduction to Process Analysis	Chapter 2 Chapter 3
3	Sep 12	Process Analysis: Evaluating Process Capacity	Chapter 3
4	Sep 19	Process Improvement: Estimating and Reducing Labor Costs	Chapter 4
5	Sep 26	Midterm Exam (Weeks 1-4)	
6	Oct 3	Process Interruptions: Impact of Batching	Chapter 7
	Oct 8, 9	Mid-Semester Break, No classes	
7	Oct 10	Waiting Time Problems	Chapter 8
8	Oct 17	Lean Operations	Chapter 11
9	Oct 24	Supply Chain and Inventory Management	Chapter 17 (until p.389)
10	Oct 31	Final Exam (Weeks 1-9)	

***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.