



**Operations Management SCMG 332-104, Spring, 2018**  
**Monday, Wednesday, Friday 10:25-11:15 AM**  
**@ Corboy Law Center – Room 321**

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**Catalog Description**

Introduction to concepts and methods for managing production and service operations. Topics typically include demand forecasting, aggregate and capacity planning, inventory management, facility layout and location, just-in-time, managing quality, project planning, resource allocation, and logistics and supply chain management

**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 week will look as follows: Monday will begin with a quiz based on the material learned in and practice problems assigned the previous week and end with a discussion of the material to be covered that week. Wednesday will be a lecture on new material and then Friday will be a review of problems related to that material and/or discussion of articles from various sources.

The course will utilize the Sakai system, with course materials posted there throughout the semester. 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, *Matching Supply with Demand: An Introduction to Operations Management*, McGraw-Hill Irwin, 2012, 3<sup>rd</sup> edition (available online)

Supplementary texts (still required):

Goldratt, *The Goal*, North River Press, any edition. Available online (typically for around \$15).

Grunden, *The Pittsburgh Way to Efficient Healthcare*, Productivity press. Available online.

## Course Requirements and Grading Criteria

Your grade will be determined based on the following scheme:

30% Weekly Quizzes

15% Simulation Completion: (done individually and submitted online) – Due Friday 4/27

5% Participation

25% Exam 1 – 3/2 (Friday) in class

25% Exam 2 – 4/30 (Monday) 9-11 AM

The course will also involve the students (individually) running (and answering questions related to) a process analytics simulation. While the simulation is due at the end of the semester it touches on material from much of the semester so I would suggest you work on it throughout the course of the semester. We will periodically devote class time to discussion of articles related to operations management topics. Your participation grade will primarily be driven by participation in these discussions.

The simulation can be found here: <http://cb.hbsp.harvard.edu/cbmp/access/72404077>

Exams will consist of a mix of short answer and quantitative questions. Exam 2 is not cumulative. Exam 1 will contain short answer questions based on an understanding of *The Goal*. Exam 2 will contain short answer questions based on an understanding of *The Pittsburgh Way*. 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. **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.**



## Tentative Weekly Course Outline

<b>Week Number</b>	<b>Date (Monday)</b>	<b>Topic</b>	<b>Assignment/Readings</b>
1	Week of 1/15	OM Intro and Understanding Process	Chapters 1 & 2
2	Week of 1/22	Process Analysis	Chapter 3
3	Week of 1/29	Process Analysis	Chapter 3
4	Week of 2/5	Managing Labor Costs	Chapter 4
5	Week of 2/12	Batching and EOQ	Chapter 7
6	Week of 2/19	Variability and Waiting Times	Chapter 8
7	Week of 2/26	Review and Exam 1	(Friday, 3/2)
8	Week of 3/5	Spring Break	
9	Week of 3/12	Variability and Waiting Times	Chapter 8
10	Week of 3/19	Variability and Throughput	Chapter 9
11	Week of 3/26	Quality Management	Chapter 10
12	Week of 4/2	Lean Operations	Chapter 11
13	Week of 4/9	Newsvendor Model	Chapter 12
14	Week of 4/16	Revenue Management	Chapter 16
15	Week of 4/23	Risk Pooling and Review	Chapter 15
16	Week of 4/30	Final Exam	(Monday 4/30) 9-11 AM

*No classes: 1/15, 3/5-3/10, 3/30, 4/2*

**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.