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Lectures: Online

Required Textbook: Jacobs and Chase. Operations and Supply Management

Course Website: http://plato.wsc.ma.edu/

Course Overview: There is no organization, public or private, that does not have an operations function. Indeed organizations that efficiently manage their operations are able to effectively compete and dominate their sectors. It is this premise that motivates the study of operations management.

This course provides the student with an overview of the concepts and methods used in the field of production and operations management. The topics covered will include operations strategy and its relevance to profitability and competitiveness of the firm. We shall study product and process design and selection; capacity management; supply chain management; business process reengineering; and project management. We shall cover applications in both the manufacturing and the services operations. We shall also examine the impact of information technology on both the strategic and the tactical aspects of operations management.

Course Objectives: This course has the following objectives:

1. To introduce students to the operations function and the jobs performed by operations managers;
2. To introduce students to the current production/operations management problems, issues, and trends;
3. To develop a set of tools to enhance managerial decision making abilities and problem solving skills;
4. To develop communication skills (writing, speaking, listening);
5. To introduce students to problem solving within teams;
6. To introduce students to local businesses so that they can observe how real world organizations manage their P/O resources; and
7. To introduce students to the computer skills required in the P/OM area and their use in analyzing data and making managerial decisions.
You will have successfully completed the course if you can:

1. Describe and understand the operating process;
2. Measure and analyze the operating process;
3. Develop and evaluate plans for improving the operating process;
4. Align supply chain management with a firm’s overall strategy;
5. Demonstrate the role and importance of quality management in the improvement of processes.

Instructional Method: We shall use a variety of methods to achieve the above objectives. Specifically, we shall use:

1. Online lectures and discussions
2. Homework assignments from the textbook, company web sites, and journals
3. Interviews of operations managers at work or college
4. Student reports and presentations
5. Viewing and summarizing video cases

At all times we shall aim to achieve a balance between conceptual knowledge of the operations function and development of analytical tools typically used by managers in this discipline. Some of the analytical tools you will need are also covered in the MGMT 0250, Quantitative Methods.

Assignments: There will be three written assignments. Each assignment will cover two to four chapters. These assignments will be listed in the course outline. They are to be handed in on the due date (check the course outline for due dates). Since homework solutions may be discussed in class, no late assignments will be accepted. In other words, hand in whatever you have completed and you will get partial credit for it. I will not accept late assignments and there will be no exceptions to this rule. So please do not ask me to accept late assignments.

The assignments will consist of conceptual questions, problems, video cases and mini cases from the book or readings. In some cases solving problems will require that you use Excel or a similar spreadsheet program. I will demonstrate and provide excel templates in class in addition to the ones that are on your CD-ROM. Since MGMT 0107 is a prerequisite to this class, I expect you to have a basic to intermediate level knowledge of excel; hence I will not spend time teaching excel but do expect you to use excel for solving problems.

Exams: There will be two exams: a midterm exam and a final exam. The exams will have multiple choice, short essay questions, and problems.

Participation: You should read the assigned material before logging into the classroom for discussion. You will be graded every week for your participation in discussions. To get a perfect grade, read the assigned questions submit your answer and read and comment on at
least two other postings by your fellow students. Class discussions will be held each week online via Blackboard. I will lock the discussion ones the session has ended so plan to submit your responses early in the week.

Grading: The final grade will be based on the following sections and their weights:

1. Two assignments -- 21%;
2. Participation in discussions and quizzes -- 16%;
3. Exams: Midterm and a final -- 52%;
4. Paper Review -- 8%; and
5. Lessons Learned -- 3%

Attendance: Attendance is mandatory; your participation grade is based on your logging in Vista (http://plato.wsc.ma.edu/) and participating in weekly discussions and taking quizzes.

Paper Review: You will be given a list of papers from which you will select one and review. The paper review is due in the last week of the semester.

Lessons Learned: At the end of the semester, each student will prepare a summary of the key insights, takeaways, or learning experienced in this course. Students are expected to be creative and recall specific aspects of this class that will prove valuable to them as they go forward in their careers. What we're seeking here is not an evaluation of the course, but rather what a student would say about what they have learned in this course if someone asked about it in a job interview or some other forum where it was important to carefully convey what was learned in a coherent and conversational manner. This exercise is designed to measure a student's ability to capture what was learned in this course, and to measure the ability to express it in a professional manner. There is no page limit, but be precise and to the point.