

Fall 2015

MANG 6476

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Operations Management – MANG 6476 – Fall 2015 – Section 495

Dr. Sathi Mahesh, Office: KH 361, smahesh@uno.edu, (504)-280-6964
Office Hours: By Appointment.

Class: Thursday 6:00 P.M. to 8:45 P.M.
Classroom – KH 209

Required Text: Operations Management, Jay Heizer & Barry Render, Prentice Hall, 10th Edition, Notes on Moodle

Catalog Description: The prerequisite course is QMBE 6780. A study of techniques used in the analysis, design, and control of organizational operations. Emphasis on total quality management of manufacturing and service sector operations. Forecasting, inventory control, layout and location, queuing, automation and JIT are discussed as well as cases and computer programs for operations management.

Learning Outcomes: After successfully completing the course students will (1) recognize the importance of operations management (OM) in all organizations, (2) understand the impact of changes in supply chains, mass customization, environmental issues, and product development cycles on OM, (3) evaluate and manage service and goods design, quality, location, layout, capacity, scheduling, inventory and maintenance in the organization, and (4) be able to utilize the necessary quantitative tools for enhancing productivity in the organization.

Attendance Policy: Class participation and attendance are important in this course. Attendance will be taken in each class session.

Since this is a hybrid course, we will meet only once a week. A recorded lecture and on-line discussions will be conducted each week in lieu of the second weekly session. Participation in these discussions will count toward attendance.

Students must communicate to the instructor any reasons for missing a class and complete make-up work in lieu of class attendance. This course has many different topics, and a significant quantitative component. In most classes, a new topic will be introduced, discussed, and related problems worked out in class. You must actively engage in the course and ensure adequate time is assigned for course work each week of the semester.

Student Conduct: Students should arrive in class on time and stay until class is completed. All cell phones and other electronic devices must be set to silent mode. These devices should not be placed on the desk or used during class. No voice calls are permitted in class. Inform and seek the instructor's consent in the case of an emergency. No texting is allowed in class on any device. Only approved calculators can be used in

exams. Cell phone calculators are NOT allowed in quizzes and exams. Students are encouraged to ask questions and participate in class discussions. However, students should be polite and respectful in class discussions. No harassing or intimidating language or behavior is permitted in the classroom. Language used in online communications should follow university guidelines.

Academic Integrity: Academic integrity is fundamental to the process of learning and evaluating academic performance. Academic dishonesty will not be tolerated.

Students are expected to conduct themselves according to the principles of academic integrity as defined in the statement on Academic Dishonesty in the UNO Judicial Code. Any student or group found to have committed an act of academic dishonesty shall have their case turned over to Judicial Affairs for disciplinary action which may result in penalties as severe as indefinite suspension from the University. Academic dishonesty includes, but is not limited to: cheating, plagiarism, fabrication, or misrepresentation, and being an accessory to an act of academic dishonesty.

Academic dishonesty includes, but is not limited to the following: cheating, plagiarism, tampering with academic records and examinations, falsifying identity, and being an accessory to acts of academic dishonesty. Refer to the UNO judicial code for further information. The judicial code is available online on the UNO website at: http://www.studentaffairs.uno.edu/studentpolicies/policymanual/judicial_code_pt1.cfm

Accommodations: It is University policy to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Students with disabilities should contact the Office of Disability Services as well as their instructors to discuss their individual needs for accommodations.

Course Description for Fall-2015 semester:

Aug 20- Class	What is Operations Management Single and Multi-factor Productivity Calculations.	Chapter 1, 2, 3
Online Lecture and Discussion - Week 1	Services and Manufacturing, New Trends Globalization, Competitive Advantage strategies, Resource, Value Chain, Five-Forces Analysis What is Project Management? Planning, Scheduling, and Controlling Projects	
Aug 27-Class	PERT/CPM Calculations Activity time/cost variability, crashing	Chapter 3, 4

Online Lecture and Discussion - Week 2	What is Forecasting? Monitoring and Controlling Forecasts, TS, Associative Forecasting	
Sep 3- Class	Forecasting Exercises.	Chapter 4, 5
Online Lecture and Discussion - Week 3	Product and Service Development. Time based competition. Ethical issues – environmental impact, sustainability.	
Sep 10- Class	Decision Making – Decision Trees	Module A, Chapter 6
Online Lecture and Discussion - Week 4	How do we Manage Quality? The link between Quality and Strategy, defining quality, Quality Standards	
Sep 17- Class	TQM & its tools, Inspection & Quality Statistical Process Control – SPC Exercises	Supplement 6
Online Lecture and Discussion - Week 5	Process Strategies – Four basic process strategies, Equipment & technology Selection. Business Process Redesign. Sustainability.	Chapter 7
Sep 24 – Class	Process Mapping, Learning Curves	Ch. 7, Module E, Supplement 7
Online Lecture and Discussion - Week 6	Bottleneck Analysis and Theory of Constraints, Capacity Management	
Oct 1 - Class	Optimization: Linear Programming Formulation, Output interpretation	Module B
Online Lecture and Discussion - Week 7	LP using Excel	
Oct 8	Exam I – Mid-Term Exam	
<i>Oct 15</i>	<i>Fall Break -No Class</i>	
Oct 22 - Class	Job Design, Work Measurement, Ergonomics	Chapter 10, 12
Online Lecture and Discussion - Week 8	Inventory Management: Models, safety stock.	
Oct 29 - Class	Inventory Management Exercises	Chapter 12, 8
Online Lecture and Discussion - Week 9	Location: Factors that affect location, Location Alternatives, Service Location	
Nov 5- Class	MRP, Aggregate Planning	Chapter 13, 14, 16
Online Lecture and Discussion - Week 10	ERP systems , JIT & Lean Management,	
Nov 12 - Class	Maintenance & Reliability Exercises, Scheduling – Job Sequencing	Chapter 15, 17

Online Lecture and Discussion - Week 11	Scheduling LP	
Nov 19- Class	Supply Chain Management: Economics, Strategies, e-procurement, vendor selection, and logistics. Outsourcing: Advantages & disadvantages, Audits and metrics,	Chapter 11, supplement 11,
Nov 26	<i>Thanksgiving Break – No Class</i>	
Dec 3	Student Presentations	
Dec 10	Exam II - Final Exam	

Grading policy

Homework (10)	25%
Exam I (June 29)	30%
Exam II (July 27)	30%
Attendance & Class Participation	15%
	(Presentation 5%, Discussions 5%, Attendance 5%)