Course Number: OPSY 5315

Course Name: Operations Management

Instructor: Dr. Amir M. Hormozi, CFPIM
Office: 125 Faculty Center
Office hours: 2:30-4:00 pm, M and W; 4:00-7:00 pm, Tuesdays
Phone: 825-6016 Direct, 825-2377 Department, 825-2655 College
E-mail: amir.hormozi@tamucc.edu


Optional Materials: None

Prerequisites: ORMS 5310 or equivalent

Course Description:

Study of operations of manufacturing and service organizations. Introduction to operational design and control issues such as forecasting, capacity planning, facility location and layout, quality, jit/lean philosophies and materials requirement planning. Emphasis on developing operational strategy linking functional areas. Includes international, environmental, legal, and ethical aspects of operations.

Relationship to Other Course work:

Operations function, within an organization, interfaces with other functional departments such as accounting, finance, personnel, public relations, purchasing, and etc. To that end this course draws on the students’ knowledge from courses in accounting, finance, human resources, etc., to build an integrative framework on how to formulate a strategy that utilizes the core competencies of the organization in order to compete in today’s global village.

Instructional Methodology:

Instructional methods used include lecture, class discussion, case-study presentations, problem solving, guest speakers, and video viewing.
Performance Evaluation and Grading:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam #1</td>
<td>100</td>
</tr>
<tr>
<td>Exam #2</td>
<td>100</td>
</tr>
<tr>
<td>Exam #3</td>
<td>100</td>
</tr>
<tr>
<td>Comprehensive Make-up Exam</td>
<td>100</td>
</tr>
<tr>
<td>Total Exams</td>
<td>300</td>
</tr>
<tr>
<td>Project /Presentation</td>
<td>110 (100+10 Presentation Bonus points)</td>
</tr>
<tr>
<td>Grand Total</td>
<td>410</td>
</tr>
<tr>
<td>Average</td>
<td>$102.5 = \frac{410}{4}$</td>
</tr>
</tbody>
</table>

All course material is fair game for exam questions—all assigned readings whether discussed in class or not and all material presented in lectures whether covered in assigned readings or not. No make up exam will be given. A letter grade will be determined based on the total points earned, as follows:


Oral and Written Communication Content:

**Project:** Groups of 4 students will select a topic, gather information, write a paper, and on a volunteer basis present the results of their study to class. The project theme this semester is “remanufacturing.” Remanufacturing is defined as taking old and worn out products and using their good components along with other new components to manufacture a “new” product. This process provides products at a lower cost, reduces environmental pollution, and conserves energy. The papers may be written on different industries like remanufacturing of automobiles, railroads cars, vending machines, oil field equipments, air planes, etc. All papers should be typed, double spaced throughout, on one side of 8½” by 11” paper. The length of the paper is 12-15 double-spaced pages, including illustrations. Footnotes are not used. Abstracts or executive summaries are encouraged. An abstract should be a short, succinct statement of what the project is about, to whom it is addressed, and what the results are. The introduction of the paper should include a survey of the literature, and an explanation of the problem to be investigated and solved. Tables should be given consecutive Arabic numerals and captions, as should figures; both should be limited to material necessary for understanding the text. All data, direct quotations, or paraphrases should be referenced. Mathematical development and notation should be eliminated or kept to a minimum and are preferably put into an appendix. Equations which need to be cited should be numbered in parentheses, flush right. The format of references for journal articles is: author (last name first), title of the article in quotation marks, journal name (italicized), volume number, year (in parentheses), followed by page numbers. The format for referencing books is: author, as above, title of the book (italicized), publisher name, publisher location, year, and page numbers.

A Minimum of ten journal articles is required. One or two books may also be used. The

**Oral Presentation:** Volunteer groups will present the results or conclusion of their project to class. The time allotted for each presentation varies with the class size. 30-40 minutes is a fair time estimate to complete each presentation. The presentation must be prepared professionally. The oral presentations are designed to help the student improve his/her communication skills and to become more comfortable with public speaking.

**Technology Applications:**

The student is expected to have a good working knowledge of popular microcomputer software such as word processing and spreadsheets. During the course of the semester, the student must draw upon these computer skills. Specifically, students are to use current technological aids to improve the quality of their presentations. Also, they are required to explore the databases available via Internet for resources relevant to their projects. Students are encouraged to communicate with the instructor using the Internet.

**Global Perspectives:**

Today, the global business system is changing the way everyone communicates, lives, and works. Customers, retailers, and manufacturers are linked globally via computers and communication networks with the stroke of a key, the click of a mouse button, or a touch on a screen. Design innovations and product information now move in seconds. Accordingly, this course addresses the global impacts on operations and operations managers.

**Demographic Diversity Perspectives:**

Presentations and discussions will show how operations management practices are widespread across race and gender, remote and populated areas, and among educated and street-smart practitioners.

**Ethical Perspectives:**

Discussions relating to ethical issues of certain practices, and environmental management practices will take place.

**Political, Social, Legal, Regulatory, and Environmental Perspectives:**

Some examples from European countries and Japan will be given to compare and contrast production operations management philosophies and approaches. Behavioral and ethical
aspects, product safety and reliability, business environment and service industries, and
manufacturing industries will be emphasized.

Attendance Policy:

Students are held responsible for class attendance and are advised that excessive absences
may adversely affect their grades. Students absent from classes are responsible for
assignments due/materials discussed/announcements made. Students who are required to
take business trips or not attending due to extremely important events (like attending a
wedding) need to consult with the instructor ahead of time. No make-up exam is given for
any reason; however students who miss an exam may choose to take the comprehensive
make-up.

Academic Honesty:

University students are expected to conduct themselves in accordance with the highest
standards of academic honesty. Academic misconduct for which a student is subject to
penalty includes all forms of cheating, such as illicit possession of examinations or
examination materials, forgery, or plagiarism (plagiarism is the presentation of the work of
another as one’s own work).

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that
provides comprehensive civil rights protection for persons with disabilities. Among other
things, this legislation requires that all students with disabilities be guaranteed a learning
environment that provides for reasonable accommodation of their disabilities. If you believe
you have a disability requiring an accommodation, please contact the Disability Services
Office at (361) 825-5816 or visit the office in Driftwood 101.”

COB Student Code of Ethics:

This course requires all of its students to abide by the COB Student Code of Ethics (available
online at www.cob.tamucc.edu). Provisions and stipulations in the code are applicable to all
students taking College of Business courses regardless of whether or not they are pursuing a
degree awarded by the COB.

Homework Assignments

<table>
<thead>
<tr>
<th>Chapters</th>
<th>Problems</th>
<th>Chapters</th>
<th>Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td># 2, 3</td>
<td>9</td>
<td># 1, 3, 5, 7</td>
</tr>
<tr>
<td>2</td>
<td>None</td>
<td>10</td>
<td># 7, 8</td>
</tr>
<tr>
<td>3</td>
<td># 13, 16, 17, 21</td>
<td>11</td>
<td># 2, 3, 5, 6, 12, 13</td>
</tr>
<tr>
<td>4</td>
<td># 3, 4</td>
<td>12</td>
<td># 3 4 8 10 22 23 25</td>
</tr>
<tr>
<td>5</td>
<td># 9, 10, 11</td>
<td>13</td>
<td># 2, 3, 5, 11</td>
</tr>
<tr>
<td>6</td>
<td># 1, 2, 3, 4, 5, 7, 8, 9, 10</td>
<td>15</td>
<td># 1, 2, 3, 4, 5, 10, 19, 20</td>
</tr>
<tr>
<td>8</td>
<td># 1, 6, 8, 12</td>
<td>16</td>
<td># 1, 4, 5, 6, 7, 8</td>
</tr>
</tbody>
</table>
Tentative Schedule: OPSY 5315

1/20  Introduction and Orientation  
      Chapter 1 (Operations as a Competitive Weapon)  
      Chapter 2 (Operations Strategy)

1/27  Chapter 4 (Process Strategy)  
      Chapter 5 (Process Analysis)

2/3  Chapter 3 (Project Management)

2/10  **Exam I**, Chapters 1, 2, 3, 4, and 5

2/17  Chapter 6 (Process Performance and Quality)

2/24  Chapter 8 (Process Layout)  
      Chapter 9 (Lean Systems)

3/3  Chapter 10 (Supply Chain Strategy)  
      Chapter 11 (Location)

3/10  **Exam II**, Chapters 6, 8, 9, 10, and 11

3/17  Spring Break

3/24  To be announced later

3/31  Chapter 12 (Inventory Management)  
      Chapter 13 (Forecasting)

4/7  Chapter 13 (Forecasting)  
      Chapter 15 (Resource Planning)

4/14  Chapter 15 (Resource Planning)  
      Chapter 16 (Scheduling)  
      **Projects Due**

4/21  **Exam III**, Chapters 12, 13, 15, and 16

4/28  Selected volunteer presentations

5/5  **Comprehensive make-up exam**
Tentative Schedule: OPSY 5315

1/14   Introduction and Orientation
       Chapter 1 (Operations as a Competitive Weapon)

1/19   Martin Luther King Jr. Holiday

1/21   Chapter 2 (Operations Strategy)

1/26   Chapter 4 (Process Strategy)

1/28   Chapter 5 (Process Analysis)

2/2-4  Chapter 3 (Project Management)

2/9-11  Exam I, Chapters 1, 2, 3, 4, and 5

2/16-18 Chapter 6 (Process Performance and Quality)

2/23   Chapter 8 (Process Layout)

2/25   Chapter 9 (Lean Systems)

3/2    Chapter 10 (Supply Chain Strategy)

3/4    Chapter 11 (Location)

3/9-11  Exam II, Chapters 6, 8, 9, 10, and 11

3/17   Spring Break

3/24   To be announced

3/30   Chapter 12 (Inventory Management)

4/1-6  Chapter 13 (Forecasting)

4/8-13  Chapter 15 (Resource Planning)

4/15   Chapter 16 (Scheduling)

Projects Due

4/20-22  Exam III, Chapters 12, 13, 15, and 16

4/27-29  Selected volunteer presentations

5/4    Comprehensive make-up exam
Peer Evaluation Sheet

Evaluator's Name  _______________  Group #  ___________  Date  ______________

You are asked to rate the contribution of yourself and each of the other members in your group on the class project. This evaluation should take into account a number of factors such as a member's willingness to accommodate the schedule of the other group members, attendance at group meetings, thoroughness of research, contribution of critical discussion and ideas, and to what extent they did their share or more than their share of the work.

Please give each group member a score from 0% to 100%. A score of 100% percent indicates the expected contribution.

There is space provided for comments. Low percentages must be justified. This evaluation process is confidential.

Group Member 1  Score

Comments:

Group Member 2  Score

Comments:

Group Member 3  Score

Comments:

Group Member 4  Score

Comments:

Group Member 5  Score

Comments: