***California State University, Northridge***

***College of Business and Economics***

***Department of Systems and Operations Management***

 ***SOM 466 Operations Management, Fall 2011***

***Ticket # 12684; T 7:00 PM -9:45 PM, JH 1230***

***Dr. Ardavan Asef-Vaziri***

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***Office hours TTh 2-3, and by appointment***

***Count what is countable.***

***Measure what is measurable.***

***What is not measurable, make it measurable.***

***Galileo Galilei, 1564 -1642.***

**Purpose**: This course investigates the increasing use of projects to accomplish limited duration tasks in our society's many organizations and the unique style of administration required to manage them. Whether assigned to one person or a group of people, in a service or manufacturing firm, in a profit or not-for-profit institution, or in the private or public sector, projects are used to accomplish special (and these days, even relatively common) tasks when the normal organizational structure is deemed inadequate to achieve the tasks required. Projects may include R&D studies, campaigns, construction, emergency operations, and other such endeavors. Project management is a different sort of business topic, a virtual field in itself, and includes specialized aspects of accounting and finance, quantitative methods and computer applications, behavior and strategy, and so on. The project manager is often considered a super-manager, or mini-general manager, due to the breadth of management necessary to oversee a successful project. The concepts of project management will be taught through a combination of lectures, review questions, discussion questions, incidents for discussion, and problems and cases mainly from the text and occasionally from outside resources. The course has three learning goals; Systems Approach, Analytical Skills, and Information Systems. We will also cover the main features of Microsoft Project in class while leaving the details to students.

**Text Book.**

*Project Management in Practice*, 3rd Edition. Samuel J. Mantel, Jack R. Meredith, Scott M. Shafer, Margaret M. Sutton. John Wiley & Sons. Inc. ISBN 978-0-470-12164-1.

**e-book.** ISBN 978-0-470-49939-9.

**Supplement Books.**

*Microsoft Office Project 2007*. Microsoft Official Academic Course. John Wiley & Sons. Inc. ISBN 978-0-470-06953-0. **e-book.** ISBN 978-0-470-47039-8.

A Guide to Project Management Body of Knowledge, 2008. Project Management Institute. ISBN 9781933890517.

**Recommended Reading.**

*Critical Chain.*  Eliyahu M. Goldratt, The North River Press.

**Composition of Marks**: The breakdown of your final grade is described below.

MS Project Presentation 10%

PMBOK Presentation 20%

Quizzes 35%

Final Exam 35%

**Grading:** (A): 93-100, (A-): 89-92, (B+): 86-88, (B): 83-85, (B-): 80-82, (C range): 70-79, (D range): 60-69, (F): 0-59. The grades will be curved such that at least 25% of class gets an A or A- and a pseudo-normal curve appears.

**MS Project Presentation (10%).** Team work. Each team 4 students. Presents 1-2 Chapters of *Microsoft Office Project 2007*.

**PMBOK Presentation (20%).** Team work. Each team 4 students. Presents 1some topics on one of the nine areas in *A Guide to PMBOK.* You are encouraged to become a PMI member, and also take their Certificate Exam before graduation.

**Quizzes (35%).** There will be a quiz almost in all sessions. Quizzes are distributed exactly at the start of the class and there will be no makeup due to absenteeism or extra time for tardiness. Quizzes are closed note and closed book but some formulas may be provided.

**Final Exam (35%):** The final exam is cumulative, is closed book and closed notes but some formulas will be provided. Simple calculators are allowed during exams but no programmable device or laptop. Exam is a combination of problems and short questions. No make-up exam is allowed except for unusual cases such as severe illness. Medical reasons backed up by a letter from your physician are always accepted.

**Academic Integrity:** The use of unauthorized material, communication with fellow students during an examination, attempting to benefit from the work of another student, and similar behavior that defeats the intent of an examination or other class work is unacceptable to the University. Where a clear violation has occurred, however, the instructor may disqualify the student's work as unacceptable and assign a failing mark. There may be additional penalties, including failing the course, in accordance to the university policies.

**Disclaimer:** This syllabus is an invitation to students to engage in an exciting and interactive study of project management. The intention of the SOM466 professor is to provide you with information, offer practice with skill sets, and enhance your capacity to use fundamental concepts of project management. The learning environment will be collaborative and supportive; we will learn from one another both in and out of the classroom. To that end, modifications to this syllabus might be warranted as determined by the professor as he assesses the learning needs of this particular class of students.

**Schedule of classes**

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**Final Exam. 5/15/2012, 8:00 PM-10:00 PM.**

***In God we trust; all others must bring data.***

***W. Edwards Deming 1900-1993.***