

SOM 306 - Operations Management - Spring 2017

Instructor: Professor Avi Dechter

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Office Hours: MW: 2:30 PM – 3:30 PM and 4:30 PM – 5:00 PM.

Course Description

Operations management is the field of study that focuses on the efficient transformation of resource inputs, such as labor and materials, into useful outputs, such as products and services. Students will become familiar with concepts and terminology of traditional subject areas in operations management, such as demand forecasting, capacity planning, production planning, total quality management, project management and inventory management, as well as emerging methodologies such as supply chain management, lean operations and time-based competition. Additionally, students will develop the ability to perform both quantitative and qualitative analysis of basic operational situations and decisions.

Learning Goals

There are three main learning goals of the course: to provide students with knowledge of basic concepts of operations management, to develop the student's ability to use the tools and concepts of the course to analyze operational problems and to improve the student's ability to communicate the results of their analysis.

Course Format and Evaluation

The course consists of lectures, discussion of "real life" examples, and in-class presentations. Assigned homework problems will not be collected, but they will provide an excellent preparation for the midterm and final exams.

Writing Assignments

In addition to the homework problems, there will be two writing assignments that students will have to turn in for grading. The assignments will be graded based on the identification of the operations management issue or problem, the analysis of the problem and the presentation of the results.

Grading

Final grades will be given using the (+/-) system. Tentative weights used will be:

Writing Assignments	20%
End-of-Class Quizzes	10%
Two Midterm Exams	40%
Final Exam*	30%

* The final exam may include a group of questions on concepts, definitions, and quantitative problems, drawn from the entire course, which will be used to assess the degree to which the course has achieved its learning goals.

Student Core Values Statement

Students enrolled in this course are deemed to have pledged to uphold the College's Student Core Values: respect, honesty, integrity, commitment and responsibility. The full text of the pledge can be found here: <http://www.csun.edu/~hcbus015/STUDENT%20CORE%20VALUES.doc>.

Required Textbook

R. Dan Reid and Nada R. Sanders, *Operations Management*, 6th Ed, John Wiley & Sons, 2016.

(A Detailed Course Schedule is shown on the reverse side)

Detailed Course Schedule (subject to change)

Week	Dates	Subject	Reading (6 th Ed)	Reading (5 th Ed.)
1	Jan 23 Jan 25	Introduction Intro. to Operations Management	Ch. 1	Ch. 1
2	Jan 30 Feb 1	Operations Strategy and Productivity Product Design and Process Selection	Ch. 2 (29-30, 34-46) Ch. 3 (54-86)	Ch. 2 (31-32, 37-49) Ch. 3 (58-91)
3	Feb 6 Feb 8	Product Design and Process Selection (cont.) Total Quality Management	Ch. 5 (151-165, 170-174)	Ch. 5 (162-177, 182-186)
4	Feb 13 Feb 15	Total Quality Management (cont.) Statistical Process Control	Ch. 6 (185-209, 217-218)	Ch. 6 (198-223, 230-231)
5	Feb 20 Feb 22	Statistical Process Control (cont.) Midterm 1		
6	Feb 27 Mar 1	Midterm 1 return and review Just-in-Time Systems	Ch. 7 (234-258)	Ch. 7 (247-272)
7	Mar 6 Mar 8	Supply Chain Management Forecasting	Ch. 4 (98-115, 120-135) Ch. 8 (267-288, 293-296)	Ch. 4 (104-122, 127-143) Ch. 8 (281-303, 307-310)
8	Mar 13 Mar 15	Forecasting (cont.) Forecasting (cont.)		
-	Mar 20 Mar 22	Spring Recess – No Classes		
9	Mar 27 Mar 29	Inventory Management Inventory Management (cont.)	Ch. 12 (432-466)	Ch. 12. (452-485)
10	Apr 3 Apr 5	Inventory Management (cont.) Midterm 2		
11	Apr 10 Apr 12	Midterm 2 return and review Aggregate Planning	Ch. 13 (483-497)	Ch. 13 (507-520)
12	Apr 17 Apr 19	Aggregate Planning (cont.) Aggregate Planning (cont.)		
13	Apr 24 Apr 26	Resource Planning Resource Planning (cont.)	Ch. 14 (517-539)	Ch. 14 (540-562)
14	May 1 May 3	Resource Planning (cont.) Project Management	Ch. 16 (589-606)	Ch. 16 (614-631)
15	May 8 May 10	Project Management (cont.) Last Class Meeting – Review		
16	May 15	Final Exams: Monday, May 15 Noon Class: 12:45PM – 2:45PM Evening Class: 5:30PM – 7:30PM		