University of Missouri-Kansas City
Henry W. Bloch School of Management
DSOM 326 **Production/Operations Management** Section 0002
Spring Semester 2011
Mo We 2:00 – 3:15 pm
Bloch – Rm 00012

Instructor: Iman Adeinat, Ph.D.

Office Number: 403 Bloch School Course Info: Blackboard on www.umkc.edu
Office Hours: Mo We 11:30-12:30, 3:30-4:30 or by email
Office Phone: (816) 235-2339 E-mail: adeinati@umkc.edu

Prerequisites: ECON 202 and STAT 235

Course Description

This course presents an introduction to the concepts, models, and methods of operations management. Students will study approaches to planning, scheduling, and controlling product and service facilities, processes, cost, quality, quantity, production, capacity, inventory, and distribution requirements. Computer applications and computer-based operations control systems will be introduced as a means to effectively manage the operations functions of both product and service organizations.

Required Textbook

Dowlatshahi, Shad, Supply Chain and Operations Management. Copley Custom Publishing, Third Edition, 2010. Please order your text from: http://www.xanedu.com/copley/dowlatshahi_s.shtml

Reference Text

Stevenson, William J., Operations Management, Mc Graw-Hill Irwin, 10th Edition.
A copy of this book is on reserve at Miller Nichols Library

Main Learning Objective

The purpose of this course is to present the principles and concepts of Production and Operations Management in a service and manufacturing context. This course attempts to provide the conceptual as well as the practical dimensions of modern enterprises. The emphasis throughout the course remains on decision-making and problem solving. An attempt will be made to supplement the theoretical concepts with practical applications and real-life examples. The interpretation of results will be given priority over the mere mechanics of problem solving.

Specific Course Objectives

1. Students will appreciate the role and function of Production/Operations Management (POM) in modern enterprises and its contributions to organizational effectiveness and efficiency.
2. Students will understand and apply the basic concepts, models, and systems of POM for strategic decision-making process.
3. Students will understand and apply the basic concepts, models, and systems of POM for an intermediate and tactical decision-making process.
4. Students will become familiar with and develop skills in decision making and problem solving in the operational aspects of organizations through analyzing cases, solving problems, and writing papers.

UMKC Blackboard

The course syllabus, Powerpoints, grades will be posted on the Blackboard throughout the semester. Students should check the Blackboard regularly for updates. There will also be Course Discussion board in the Blackboard where students can post questions about the course.

Exams and Grading:

1. (Exams: 90%) There will be three main exams during the semester. The final exam is Exam 3 and in ***not*** comprehensive. The dates for the exams are found in the Course Tentative Class Schedule section below. If a student cannot attend an exam, he/she should notify me before the scheduled exam time if he/she wishes to be eligible for a makeup. The student may be required to provide appropriate documentation to support his/her case. Simple calculators are allowed; personal computers, smart phones are not.

2. (Article Review and Critique: 10%) students may choose any article from the end of any chapter in the text. The articles should be summarized, analyzed, and critiqued. Students have to submit their article selection by Mar. 21, 2012 and submit their final report on Apr. 11, 2012 at the beginning of the last class of the semester. Late submissions are not acceptable and will not be graded. More information about the Article Review and Critique will be provided later.

   Students are allowed to form groups of 2 to 3 people; larger groups will not be allowed. Each group can turn in a single article summary as a group effort and each person will receive the same grade for that. It is imperative that each person takes an active role in doing the article summary. Students are also required to fill out the Confidential Peer Review form available on Blackboard and send it to the instructor email.

Homework Assistance:

If you have a question about a homework assignment, first check Blackboard to see if additional information or corrections are available. Also, consult your student colleagues for assistance. If you send an email to me, describe your problem clearly. Please do not send me an email attachment.

Classroom Conduct:

You are expected to attend all class meetings. If you must leave or not attend a class at all, that is your decision. Please do not ask or expect the instructor to excuse you from a class meeting. If you have a conflict and unable to attend the class; please attempt to secure the class notes from a fellow student. You are expected to observe the following simple rules of the classroom conduct:

- Be in class on time
- Turn off cell phones before class begins
- No food or beverage–except for water–is permitted in classrooms
- Share questions/comments with everyone; no sidebars, it's distracting
- Treat other students with courtesy, civility and respect

Class Cancelation and Bad Weather Conditions

Information regarding class cancellations due to bad weather conditions may be obtained from UMKC's web site (umkc.edu). Please also listen to local media for UMKC's announcement regarding class cancellation due to weather conditions.

Disability Related Services

I am interested in making sure that you receive a quality education. If you need accommodation as a result of a disability, contact the Office of Disabled Student Services at 816-235-5696, as soon as possible, and then see me during my office hours. Confidentiality will be maintained.

Academic Honesty and Dishonesty

Students are required to do their own work. Academic integrity is fundamental to the process of learning and evaluation of academic performance. Academic dishonesty will not be tolerated. Academic dishonesty includes, but not limited to, the following: cheating, plagiarism or sabotage.

If I suspect a student of cheating on an exam or other course work, I will assign a score of zero or a failing grade and report the incident to my department head and dean. If you have any questions about what constitutes appropriate or inappropriate behavior, please refer to UMKC student conduct for further information. http://www.umkc.edu/catalog/Student_Conduct.html

Tentative Schedule of Spring 2012 DSOM 326 Course Topics

This Course outlines a general guideline. Deviation may be necessary. Students are responsible for all announcements made in class or posted on Blackboard.

Date	Topics	Chapter
Jan. 9, 2012	Syllabus Review, Course Introduction Introduction to Production/Operations Management	1
Jan. 11, 2012	Introduction to Production/Operations Management	1
Jan. 16, 2012	**Martin L. King Holiday**	**No Class**
Jan. 18, 2012	Productivity, Competitiveness, and Operations Strategy	2
Jan. 23, 2012	Productivity, Competitiveness, and Operations Strategy	2
Jan. 25, 2012	Introduction to of Quality (with focus on product quality)	3
Jan. 30, 2012	Introduction to of Quality (with focus on product quality)	3
Feb. 01, 2012	Fundamentals of Continuous Improvement (Quality Tools) with Focus on Service Quality	4
Feb. 06, 2012	Product and Service Design	5 (Part I)
Feb. 08, 2012	Product and Service Design	5 (Part I)
Feb. 13, 2012	Reliability Concept and Analysis	5 (Part II)
Feb. 15, 2012	Review Exam 1	
Feb. 20, 2012	**Exam 1**	**1,2,3,4,5**
Feb. 22, 2012	Strategic Capacity Planning	6
Feb. 27, 2012	Strategic Capacity Planning	6
Feb. 29, 2012	Process Selection	7
Mar. 5, 2012	Facilities Layout	8
Mar.7, 2012	Facilities Layout	8
Mar. 12, 2012	Aggregate Planning	9
Mar. 14, 2012	Aggregate Planning	9
Mar.19, 2012	Review Exam 2	
Mar.21, 2012	**Exam 2**	**6, 7, 8, 9**
Mar. 26, 2012	**Spring Break**	**No Class**
Mar. 28, 2012	**Spring Break**	**No Class**
Apr.2, 2012	Inventory Management	10
Apr. 4, 2012	Inventory Management	10
Apr. 9, 2012	Inventory Management	10
Apr. 11, 2012	MRP (Material Requirements Planning) and ERP (Enterprise Resource Planning) **Article Review and Critique due**	11
Apr. 16, 2012	MRP (Material Requirements Planning) and ERP (Enterprise Resource Planning)	11
Apr. 18, 2012	Just-In-Time (JIT) and Lean Operations	12
Apr.23, 2012	Just-In-Time (JIT) and Lean Operations	12
Apr. 25, 2012	Review Exam 3	
May 3, 2012 Thursday	**Exam 3** **8:00 – 10:00 am**	**10,11,12**