



## MGT 025: Operations Management

### General Information:

**Term: 2020 Summer Session**

**Instructor: Staff**

**Language of Instruction: English**

**Classroom: TBA**

**Office Hours: TBA**

**Class Sessions Per Week: 5**

**Total Weeks: 5**

**Total Class Sessions: 25**

**Class Session Length (minutes): 120**

**Credit Hours: 4**

### Course Description:

This course provides a general introduction to operations management, the production and delivery of goods and services. Students will learn to design, operate, and improve the systems that deliver goods and services through operations management tools such as process flow diagrams, lean management, and decision trees. This course will cover the topics including quantitative methods (linear programming, queuing models and simulation), quality management, product and service design, process selection and capacity planning, design of work systems, inventory management, aggregate planning, material requirements planning, scheduling, waiting line model, just-in-time systems, and supply chain management.

### Course Format and Requirements:

Classes will start and end on time. Regular attendance is expected. Late entry or reentry to a class session is allowed only under exceptional circumstances. All phones, laptops and other electronic devices should be turned off.



Regular class presence is required. Attentive participation and informed discussions are critical to the learning process; they make classes more interesting and enjoyable for all the students. Students are encouraged to volunteer substantive comments and questions freely.

## **Attendance:**

Attendance is important, mandatory, and critical to the success of the class. It's understandable that sometimes personal issues come up and making class is sometimes difficult. Attendance will be taken every class. A student can miss up to 4 (FOUR) classes without any penalty for attendance points. The fifth absence will result in a loss of all attendance score (10% of the final score). University excused absences will be considered up until 24 hours after the class period has ended. Leaving the lecture early without permission is automatically an unexcused absence. Two late arrivals constitute an unexcused absence.

## **Course Materials:**

### **1. In-class Handouts**

Contents of handouts will be mainly selected from the optional textbook below. Students are not required to buy textbooks. The in-class handouts are the only mandatory course materials.

### **2. Optional Texts:**

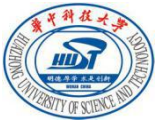
*Operations Management*, Jay Heizer and Barry Render, 12th edition.

## **Course Assignments:**

### **QUIZZES AND EXAMS**

Throughout the semester, students will have seven in-class quizzes and four exams (3 midterms and 1 final exam) .

Quizzes: The format of quizzes include multiple choices and True/False. The formats include group work, mini-papers, multiple choices and True/False. Two lowest grades of



the semester will be dropped. Quizzes cannot be made up. Please be sure to bring a calculator.

Midterm Exams: This course will have three non-cumulative midterm exams, covering the material discussed in class and the assigned readings.

Final Exam: The final will be cumulative to allow you to demonstrate the breadth of knowledge you've acquired throughout the semester. The final exam will be close-book. The final exam is worth 30% of the total final score. Note that the final will not be taken during the normal class times. Exact time and location for final will be announced in the last week of sessions

\*ALL EXAMS are close-book. Make-ups for the examinations will be given only for the most extraordinary and documented reasons. The exams will consist of both multiple-choice and True/False questions.

### **Course Assessment:**

|                             |     |
|-----------------------------|-----|
| Attendance:                 | 10% |
| Top 5 Quizzes (5 out of 7): | 15% |
| Midterm Exam 1:             | 15% |
| Midterm Exam 2:             | 15% |
| Midterm Exam 3:             | 15% |
| Final Exam:                 | 30% |

### **Grading Scale (percentage):**

- A+: 98%-100%
- A: 93%-97%
- A-: 90%-92%
- B+: 88%-89%
- B: 83%-87%
- B-: 80%-82%
- C+: 78%-79%



C: 73%-77%

C-: 70%-72%

D+: 68%-69%

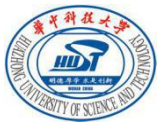
D: 63%-67%

D-: 60%-62%

F: Below 60%

### Course Schedule:

| Week | Topic   | Activities                   |
|------|---|------------------------------|
| 1    | <ul style="list-style-type: none"><li>• Introduction to course and syllabus</li><li>• Introduction to Operations Strategy</li><li>• Goods, Services, and Operations Management</li><li>• Value Chains</li><li>• Forecasting and demand planning</li></ul> | Quiz 1                       |
| 2    | <ul style="list-style-type: none"><li>• Technology &amp; Operations Management</li><li>• Goods and Service Design</li><li>• Process selection, design, and analysis</li><li>• <b>Review for Midterm Exam 1</b></li></ul>                                  | Quiz 2&3<br>Midterm Exam 1   |
| 3    | <ul style="list-style-type: none"><li>• Capacity Management</li><li>• Supply Chain management and Design</li><li>• Managing inventories</li><li>• <b>Review for Midterm Exam 2</b></li></ul>  | Quiz 4<br>Midterm Exam 2     |
| 4    | <ul style="list-style-type: none"><li>• Quality management</li><li>• Quality control</li><li>• Resource management</li><li>• Lean operating systems</li><li>• <b>Review for Midterm Exam 3</b></li></ul>  | Quiz 5 & 6<br>Midterm Exam 3 |
| 5    | <ul style="list-style-type: none"><li>• Operations scheduling and sequencing</li><li>• Project management</li></ul>   | Quiz 7<br>Final Exam         |



|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"><li>• <b>Review for Final Exam</b></li></ul> |  |
|--|--|--|

***Final Exam (Cumulative): TBA***

### **Academic Integrity:**

Students are encouraged to study together, and to discuss lecture topics with one another, but all other work should be completed independently.

Students are expected to adhere to the standards of academic honesty and integrity that are described in the Huazhong University of Science & Technology's *Academic Conduct Code*.

Any work suspected of violating the standards of the *Academic Conduct Code* will be reported to the Dean's Office. Penalties for violating the *Academic Conduct Code* may include dismissal from the program. All students have an individual responsibility to know and understand the provisions of the *Academic Conduct Code*.

### **Special Needs or Assistance:**

Please contact the Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material. Our goal is to help you learn, not to penalize you for issues which mask your learning.