

Operations and Production Management

COURSE SYLLABUS

Instructor:	Dr Manoj Dora	Term:	Tuesday 14.00 to 17.00
Email:	mdora@fordham.edu	Class Days:	
Office:		Class Time	
Office Hours:		& Location:	

I. Course Overview

Every organization does something; it either produces a product, supplies a service or provides a product-service bundle. The “something” must be delivered by a process; a process that transforms inputs into outputs. The operations function within an organization is responsible for these processes. Operations managers are responsible for the design, the daily operation and the improvement of these processes.

This course introduces the field of operations management; to see the ways in which the decisions made by operations managers directly impact an organization’s competitiveness and to understand how the decisions made by other functional managers affect operations.

II. Learning Goals

Upon completion of this course, students should be able to:

- a. Demonstrate knowledge of core operations management theories and concepts.
- b. Demonstrate knowledge of basic analytical skills used by operations managers.
- c. Apply those skills to a range of operations management decisions.
- d. Communicate their knowledge of operations effectively to others.

III. Texts and Materials

1. Customized Textbook: Operations & Production Management with CONNECT ISBN # 9781307467420. Operations and Supply Chain Management – The Core 5th edition by Jacobs and Chase, McGraw-Hill.
2. Other course materials will be accessed on <http://fordham.blackboard.com>. Course website has PowerPoint slides, reading materials, and link to Harvard Business Cases used in class.

IV. Basis for Final Grade

Assessment	Percent of Final Grade
Connect Smartbook 2.0 reading & Assignments	20%
Case 1 discussion & write-up	5%
Case 2 discussion & write-up	6%
Quizzes	9%
Midterm Test	30%
Final exam	30%

Connect Assignments

Connect is our online learning platform. There are two kinds of assignments under Connect, and each account for 10% of the final grade.

- Smartbook reading will be assigned for each topic before class and students need to finish the reading assignment and answer the questions in order to get the credit. The smartbook assignment will help students better prepare for the class and enhance the learning effectiveness.
- Homework will be assigned after class for students to practice the methods/models introduced to reach a desired level of proficiency and serves as practice questions for exams.

Cases

There will be two cases that you need to purchase from Harvard Business School Publishing (link will be provided on Blackboard). There will be questions posted on Blackboard for you to prepare the case discussion. You are required to submit your answers for the questions online before each case discussion class. The case write-up is due sometime after the case discussion class.

Quizzes

There will be three randomly scheduled quizzes, of which the date will be announced one class ahead in class (in class announcement only, no Blackboard announcement). Each quiz worth 3%.

Exams

There will be two exams during the semester. The final exam is non-cumulative from the midterm exam. The exams are close book close notes, yet formula sheet will be provided when necessary.

There are **NO** make-up exams in general. Make-up exams are **ONLY** given to students who are not able to attend the exam as a result of approved university absence (serious illness – doctor notice is required, required participation in university sponsored events, or death in a student’s immediate family). The request for make-up must be made within one week of an absence. Please submit the corresponding evidence to your Dean to process first. Once it is approved, we will schedule the make-up. There will be NO make-up for In-class quizzes. Talk to the instructor if you have to miss an In-class quiz due to approved university absence.

Students who cheat in the exam will receive a failing grade for this course. Cheating includes:

- Having or using unauthorized materials, information, or device at an examination or quiz.

- Copying from another student at an examination.
- Copying another student's assignment, data or report. ***Please be aware that this includes the electronic copying of another student's work from one electronic document to another.***
- Permitting another student to copy from an assignment, paper, computer program, project, examination, or quiz.

Grading

Final grade will be **ONLY** based on the total points a student earns in this class. The scale of final grade follows the University Grading System. Out of 100 points, a student will get an A/A- if he/she gets no less than 90 points; B-/B/B+ if in the range of [80, 90); C-/C/C+ if in the range of [70, 80); D if in the range of [60, 70); or F if below 60.

The instructor can **NOT** grant the grade as a student request. Taking all exams and finishing all homework, quizzes, and assignment do not necessarily mean that one would get an "A" in this class. Getting "A" in other classes does not automatically buy you an "A" in this class as well.

V. Others:

- If you miss a regular class, you are responsible for the content covered in that class. Please decide with a classmate to obtain a copy of the lecture notes. Go over the lecture material, PowerPoint notes and textbook readings. Also check the course website and make sure you do not miss any important announcements. Then if you have any questions regarding the materials, I will be glad to help you catch up with the concepts.
- If you need to leave in the middle of a class, make sure to talk to the instructor beforehand.
- Scantrons will be used in certain exams to record the answers of multiple-choice questions. Multiple choice questions will only be graded based on your answers on the scantron. It will be machine read. "I accidentally chose A on the Scantron, but what I really meant was B, you can check the original copy of my exam" is not a valid reason to get any points back. Double check your answers on the Scantron before you hand it in.
- If you have a discrepancy with a grade, you must address the issue in person with me. No grading issues will be discussed over the phone or email.
- If you need special accommodation in the classroom or in the exam, please provide the proper documentation from Fordham University at the beginning of the semester.

Course Schedule

(Course schedule is tentative, subject to revision, depending on progress)

Date	Topics	Active Learning Exercise or Activities
	Introduction & Syllabus	Video: What is operations management?
	Ch1 Operations & Supply Chain Management	
	Ch2 Operations Strategy and Sustainability	Video: Operation Management: Featuring St. Alexius Medical Center
	Ch2 Operations Strategy and Sustainability	Video: BP Greenhouse Reduction Project
	Ch3 Forecasting	
	Ch3 Forecasting	Excel on optimizing alpha
	Ch3 Forecasting	
	Ch3 Forecasting	Excel on seasonal forecasting
	Ch4 Strategic Capacity Management	Video: Ford Flexible Manufacturing
	Ch4 Strategic Capacity Management	
	Case 1	Crocs
	Ch6 Manufacturing processes	Video: Product-Process Matrix
	Ch6 Manufacturing processes	Video: Computer Integrated Manufacturing at Nucor
	Ch6 Manufacturing processes	Midterm review
	Midterm exam	
	Ch7 Service Processes	Video: Service System Design Matrix
	Ch7 Service Processes	Video: Service Processing at BuyCustoms
	Ch7 Service Processes	
	Ch10 Quality and Six-Sigma	Video: A Day of Quality at Honda
	Ch10 Quality and Six-Sigma	
	Ch10 Quality and Six-Sigma	Video Six-Sigma at Caterpillar
	Case 2	Toyota USA
	Ch11 Inventory Management	
	Ch11 Inventory Management	
	Ch11 Inventory Management	
	Ch12 Lean and Supply Chain	Video: JIT at Fedral Signal Video: JIT at McDonald
	Ch12 & Ch13 Global Sourcing	Video: Ford Supply Chain Management
	Ch13 Global Sourcing	Final review
	Final Exam	