



0201B300

Operations Management

Instructor: TBA

Email: TBA

Office Hours: by appointment

Contact Hours: 60 (50 minutes each)

Credits: 4

Course Description

This course introduces students to operations management techniques including their application to functional areas of the business enterprise. Topics include the design and management of production operations including productivity, strategy, capacity planning, location, layout, resource management, just-in-time systems, materials requirement planning and project management. Upon completion, students should be able to demonstrate the ability to make decisions and resolve problems in an operations management environment and demonstrate an understanding of the role of operations management in the supply chain.

Required Textbook(s)

Operations Management In the Supply Chain, 7e. By Roger Schroeder. 2018. ISBN 9780077835439.

Course Goals

At the end of the course the student will be able to:

- Explain how operations management is essential to both manufacturers and service providers.
- Describe how operations management relates to other functions of a company or organization.
- Utilize operations management tools and techniques used for decision-making and problem-solving.
- Describe the impact of the Internet, e-commerce and Enterprise Resource Planning (ERP) on operations management and supply chain management.
- Describe the principles of a Total Quality Management (TQM) program and how the elements function to make improvements in quality and productivity.
- Identify the major activities associated with operations management and supply chain management processes.

Course Outline

Please note that the outline is meant to give an overview of the major concepts in this course. Changes may occur as needed to aid in the student's development.

Module 1: Basic Concepts of Operations & New Product Strategies

- **Topics:** What is OM; Operations Strategy; Strategies for New Product; Quality Function Deployment
- **Assignment 1**
- **Module Quiz 1**

Module 2: Cross-Functional Decision (Basic Process & Service Foundations)

- **Topics:** Cross functional decision; Product flow; Order Fulfillment; Process Selection Decisions
- **Assignment 2**

- **Module Quiz 2**

Module 3: Cross-Functional Decision (Service & Additional Choices)

- **Topics:** Other Choices; Service Bundle; Customer Contact Matrix; Service Recovery; Service profit Chain
- **Assignment 3**
- **Module Quiz 3**
- **Exam 1**

Module 4: Process Management (View, Flowchart & Creation)

- **Topics:** Process view; Process flowchart; How To Create Process Flowchart For Manufacturing; Benefits of continuous manufacturing vs batch manufacturing
- **Assignment 4**
- **Module Quiz 4**

Module 5: Process Measurement & Improvement

- **Topics:** Measuring process; Process redesign; Continuous Improvement; Six Sigma
- **Assignment 5**
- **Module Quiz 5**

Module 6: Lean Thinking & Implementation

- **Topics:** Lean Thinking; Five S; Kanban System; Implementation of Lean
- **Assignment 6**
- **Module Quiz 6**
- **Exam 2**

Module 7: Quality Management (Pioneers, Standards & Planning)

- **Topics:** Quality Pioneers; Quality as customer requirements; Quality planning; Quality Standards; Design of Quality Control

- Assignment 7
- Module Quiz 7

Module 8: Forecasting & Capacity Planning

- Topics: FORECASTING FOR DECISION MAKING; Qualitative methods; SELECTING A FORECASTING METHOD; Capacity Planning
- Assignment 8
- Module Quiz 8

Module 9: Sales, Operations Planning & Aggregate Planning

- Topics: Sales and operations planning; Planning options; BASIC AGGREGATE PLANNING; Planning Options
- Assignment 9
- Module Quiz 9
- Exam 3

Module 10: Scheduling, Dispatching & Project Management

- Topics: Bath scheduling; PRIORITY DISPATCHING RULES; Project management; Scheduling Methods
- Assignment 10
- Module Quiz 10

Module 11: Inventory & Production Planning Systems

- Topics: Inventory; Cost of Inventory; Economic Order Quantity; Periodic review system; PLANNING AND CONTROL SYSTEMS
- Assignment 11
- Module Quiz 11

Module 12: Supply Chain Management (Systems, Performance & Sustainability)

- **Topics:** MRP System; How MRP works; MRP system Elements; Enterprise Resources Planning System; SCM; Supply Chain Performance; Improving Supply Chain Performance; Supply Chain Risk; Sustainability
- **Assignment 12**
- **Module Quiz 12**
- **Final Exam**

Grading Policy

Quizzes:	20%
Exams:	40%
<u>Assignments:</u>	<u>40%</u>
Total	100%

Grading Scale

The instructor will use the grading system as applied by JNU:

Definition	Letter Grade	Score
Excellent	A	90~100
Good	B	80~89
Satisfactory	C	70~79
Poor	D	60~69
Failed	E	Below 60

Academic Integrity

As members of the Jinan University academic community, students are expected to be honest in all of their academic coursework and activities. Academic dishonesty, includes (but is not limited to) cheating on assignments or examinations; plagiarizing, i.e., misrepresenting as one's own work any work done by another; submitting the

same paper, or a substantially similar paper, to meet the requirements of more than one course without the approval and consent of the instructors concerned; or sabotaging other students' work within these general definitions. Instructors, however, determine what constitutes academic misconduct in the courses they teach. Students found guilty of academic misconduct in any portion of the academic work face penalties that range from the lowering of their course grade to awarding a grade of E for the entire course.