暨南大學 JINAN UNIVERSITY

Summer 2024

0201B300
Operations Management

Instructor: TBA
Time: May 13, 2024 - June 14, 2024
Office Hours: by appointment
Contact Hours: 60 (50 minutes each)
Credits: 4
E-mail: TBA

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 Schedule

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

Week 1
- Course Introduction
- Chapter 1 The Operations Function
- Chapter 2 Operations and Supply Chain Strategy
- Chapter 3 Product Design

Week 2
- Chapter 4 Process Selection
- Chapter 5 Service Delivery System Design
- Chapter 6 Process-Flow Analysis

Week 3
- Chapter 7 Lean Thinking and Lean Systems
- Chapter 8 Managing Quality
- Chapter 9 Quality Control and Improvement

Week 4
- Chapter 10 Forecasting
- Chapter 11 Capacity Planning
- Chapter 12 Scheduling Operations
- Chapter 13 Project Planning and Scheduling

Week 5
- Chapter 14 Independent Demand Inventory
- Chapter 15 Materials Requirements Planning and ERP
- Chapter 16 Supply Chain Management

Grading Policy

Quizzes:	20%
Exams:	40%
Assignments:	40%
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.