Welcome to the online course in Operations Management! Operations Management (OM) is concerned with the economical use of inputs (labor, capital, and material) in a transformation process which results in goods or services. It involves decision making on how to best design and operate a production system. The term production system includes organizations that manufacture products or offer services (such as hospitals, banks, government agencies, and restaurants). Any organization that transforms inputs into outputs is amenable to good OM principles. In this course, we will emphasize both the quantitative and the managerial aspects of OM problems. The managerial emphasis takes the form of economic analysis of these alternatives, including statements of criteria, information, requirements, and mathematical aids for solutions.

Successful students in this class should be able to:

1) **Identify problems** and recognize opportunities for improving the efficiency and effectiveness of processes in organizations.

2) **Structure** and **solve problems** in manufacturing and service using models and principles commonly found in operations management.

3) **Apply the OM theories/principles** learned in this class to solve operational issues/problems by being able to effectively communicate the problem, process, and solution to others.

**Teaching Method:**

Students all learn in different ways. As such, this class will focus on both theory and application-based methodology in an effort to appeal to most learning preferences. The textbook has been selected because it provides an excellent backbone to the subject matter and enforces that subject matter with examples and case-studies.
As a result, each class will begin with a lecture explaining the theory and reasoning behind the subject matter. Subsequent time in the class will be used to enforce the learning’s with examples, case studies and/or class discussions.

The beginning of the following class will review the previous week’s homework assignment prior to the start of the lecture of the next chapter.

All material (i.e. class PowerPoints, examination study guides, homework solutions etc.) will be distributed through the course portal in Sakai.

Instructor Availability:
E-mail communication is encouraged and all communication will be answered within 24 hours. Office hours are listed above. It is recommended to contact the professor (via E-mail) to make an appointment to avoid any conflict.

Academic Integrity:
“Academic integrity requires that all academic work be wholly the product of an identified individual or individuals. Joint efforts are only legitimate when the assistance of others is explicitly acknowledged.... The principals of academic integrity entail simple standards of honesty and truth. Each member of the university has a responsibility to uphold the standards of the community and to take action when others violate them.... Students are responsible for knowing what the standards are and for adhering to them. Students should also bring any violations of which they are aware to the attention of their instructors.”

Students are expected to know, understand and adhere to the policies on academic integrity outlined above. Procedures for violation of these policies outlined in the University Code of Academic Conduct will be followed.


Attendance Policy:
Students are expected and strongly encouraged to attend all class meetings. Students will be responsible for all class assignments, lecture notes, handouts, and announcements. Absence will not be accepted as an excuse for ignorance.

Students with Disabilities
Students who are seeking an accommodation because of a disability are directed to the website http://disabilityservices.rutgers.edu or they can contact the Camden campus Disability Coordinator Tim Pure at tpure@camden.rutgers.edu by phone at 856-225-6442

Examinations:
There are three examinations to be given. The final examination is comprehensive of material throughout the semester. NOTE: electronic devices (phones, tablets, PDA’s etc.) are strictly prohibited during testing periods. If a student is found using an electronic device during an exam, the student will receive a failing grade.
Grading: Final grades for this course will be computed according to the following criteria:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination #1</td>
<td>30%</td>
</tr>
<tr>
<td>Examination #2</td>
<td>30%</td>
</tr>
<tr>
<td>Final Examination (Comprehensive)</td>
<td>30%</td>
</tr>
<tr>
<td>Homework</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

And based on the following distribution:

- 90-100% ................. A
- 85-89 ................... B+
- 80-84% ................... B
- 75-79% ................... C+
- 70-74% ................... C
- 65-69% ................. D
- Less than 65% ............ F

Exam Make-Up Policy:
If, for a university-approved reason, you cannot take an exam at the scheduled time you must give the professor written notice at least one week in advance so that other arrangements can be made. If the situation does not allow for advance notification (for example, emergency hospitalization), contact the professor as soon as possible after a missed exam. Any student who missed the exam without prior approval of the instructor or a compelling reason will receive a zero grade for that exam. The professor reserves the right to request written documentation to support your absence (such as a doctor’s note or military orders).

Homework Assignments:
Homework assignments are provided in the schedule below and are due one week from the conclusion of a chapter and dependent upon the success of that class. Homework is due the following week and will be discussed before the lecture of each class. 4 homework assignments will be collected and will NOT be announced prior to collection. In order to achieve the desired level of proficiency in this class, students are expected to do all the assigned homework. It should be noted that those who do homework always perform much better on examinations.

"I hear and I forget; I see and I remember; I do and I understand" – anonymous

The use of personal stereo’s (IPOD’s, MP3 players etc.), computers or cell phones and PDA’s, including texting, is strictly prohibited during class and will affect your participation grade and/or result in academic discipline. No Exceptions!!!
# Class Schedule

**Operations Management**  
Course No.: 52:620:32:42:14919  
Stephen M. Kozachyn (Steve)  
E-Mail: skozachyn@comcast.net  
Revision A - January 25, 2016

<table>
<thead>
<tr>
<th>Class No.</th>
<th>Date</th>
<th>Topic</th>
<th>Assignments (DQ = Discussion Question)</th>
</tr>
</thead>
</table>
| 1         | 1/25  | Course Introductions & Requirements  
Read Chapter 1 - Operations and Prod.  
Chapter 1 - Read Operations Management at Hard Rock Café | Pg. 20 - DQ#7 & 11  
Pg. 21 - Prob.# 1.9 |
| 2         | 2/1   | Read Chapter 2  
Review Hard Rock Café Case study on page 53 and be prepared to discuss in class | Pg. 49 - DQ # 12 & 16  
Pg. 51 - Prob.# 2.2 |
| 3         | 2/8   | Read Chapter 3 - Project Management | Pg. 91 - Prob.# 3.6, 3.14, 3.25 |
| 4         | 2/15  | Read Chapter 4 - Forecasting | Pg. 141 - Prob.# 4.2, 4.8, 4.12, 4.24, 4.39 |
| 5         | 2/22  | Read Chapter 5 - Design of Goods and Services  
Read beginning case on Regal Marine | Pg. 179 - DQ# 7 & 16  
Pg. 181, Prob.# 5.16 |
| 6         | 2/29  | Examination #1 - Chapters 1-5 | |
| 7         | 3/7   | Chapter 6 - Managing Quality | Pg. 227 - DQ# 6, 8, 11  
Pg. 229 - Prob.# 6.12, 6.17 |
| 8         | 3/14  | Spring Break - No Class | |
| 9         | 3/21  | Chapter 7 - Process Strategy  
Read Profile on Harley-Davidson | Pg. 291 - DQ # 2, 6  
Pg. 292 - Prob.# 7.5, 7.11 |
| 10        | 3/28  | Chapter 8 - Location Strategies  
Read Southern Recreational Case Study and be prepared to discuss. | Pg. 342 - DQ# 6, 15, 18  
Pg. 345 - Prob.# 8.5, 8.19 |
| 11        | 4/4   | Chapter 9 - Layout Strategies | Pg. 379 - DQ# 1, 15, 17  
Pg. 384 - Prob.# 9.2, 9.14 |
| 12        | 4/11  | Chapter 10 - Human Resource, Job Design & Work Measurement | Pg. 420 - DQ# 6, 9  
Pg. 422 - Prob.# 10.4-eraser, 10.11, 10.22 |
| 13        | 4/18  | Examination #2 - Chapters 6-10 | |
| 14        | 4/25  | Chapter 12 - Inventory Management | Pg. 503 - DQ# 1, 5, 15  
Pg. 507 - Prob.# 12.4, 12.13, 12.22, 12.30 |
| 15        | 5/2   | Chapter 11 - Supply Chain Management | Pg. 453 - DQ# 2, 5, 14, 16 |
| 16        | 5/9   | Comprehensive Final Examination | |

**NOTES:**  
1. Schedule subject to change with ample notice to students.  
2. All homework is due next class after date assigned.  
3. 4 homework assignments will be collected without notice.