TENTATIVE SYLLABUS
OPSM 330-40 Spring 2010 OPERATIONS MANAGEMENT (3/29/10)

Lecture:

When: Monday/Wednesday: 8:00 – 9:50 pm in Academic Center rm 241
Instructor: Dr. Gretchen Hoy, Riverpoint, Phase 1 Classroom Building, room 341, phone: 358-2208.
Office hours: Monday and Wednesday 7:45 – 8:00 pm. Or, by appointment.

Required Materials:

Journal of Business (subscription is required for class) (See Bbd for discount)
eInstruction RF clicker. The clickers must be registered and brought to the lectures.

Course:

An integrative study focusing on the models and methods of production and operations management in manufacturing and service companies. Managerial approaches to forecasting, inventory control, capacity planning, plant location, processes & layout, and lean systems are reviewed.

Blackboard site:

The site contains several course documents such as the syllabus, assignments, papers, and math write-ups. Other supporting documents on Blackboard are:

<table>
<thead>
<tr>
<th>No</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Understanding what is expected</td>
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<tr>
<td>2</td>
<td>Understanding levels of learning</td>
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<tr>
<td>3</td>
<td>Understanding grades</td>
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<td>4</td>
<td>Understanding how to learn: the SQ3R method</td>
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<tr>
<td>5</td>
<td>Understanding how to solve math problems</td>
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<tr>
<td>6</td>
<td>Understanding tests and how to handle them</td>
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<tr>
<td>7</td>
<td>Formulas that will be provided on tests</td>
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Student Learning Objectives

Knowledge level
1. Know the vocabulary of the operations management discipline.
2. Know the main Spokane businesses

Comprehension level:
3. Describe the functional and supporting roles of operations management in a variety of production and service organizations.
4. Explain key operations management concepts.
5. Interpret solutions to quantitative data problems relevant to the operations management discipline.
Application level:
6. Apply mathematical formulas to quantitative data problems relevant to the operations management discipline.

Grade Assessment:

Grades are determined based upon the following:
1. Best 6 out of 7 quizzes (6 times 50 points) 300 points
2. Mid-term exam 200 points
3. Final Exam 300 points
4. Project/Paper(s) (100 points total) 200 points

Total 1,000 points

The numerical grade formula is: \( \text{grade} = 5x(\text{percentage}) - 0.75 \)

Note then: A score of 29% equals a 0.7. Lower scores equal a 0.0.
A score of 95% equal to a 4.0. Higher scores equal a 4.0.

For example;
85% in the course equals: \( 5 \times 0.85 - 0.75 = 3.5 \) grade
29% in the course equals: \( 5 \times 0.29 - 0.75 = 0.75 \) grade

EQUAL OPPORTUNITY STATEMENT

No person shall, on the basis of age, race, religion, color, gender, sexual orientation, gender identity, national origin or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of Eastern Washington University.

AFFIRMATIVE ACTION STATEMENT

Eastern Washington University adheres to affirmative action policies to promote diversity and equal opportunity for all faculty and students.

ADA STATEMENT

Eastern Washington University is committed to providing support for students with disabilities. If you are a student with physical, learning, emotional, or psychological disabilities needing an accommodation, you are encouraged to stop by Disability Support Services (DSS), TAW 124 and speak with Kevin Hills, the Manager DSS or call 509-359-6871.

ACADEMIC INTEGRITY

Any question of Academic Integrity will be handled as stated in the EWU Academic Integrity Policy. This policy is on the EWU web site. Violations will result in a course grade of 0.0.
TENTATIVE SCHEDULE

Week 1
- Intro
- ST Ch. 1 Introduction
- ST Ch. 2 Competitiveness, strategy & productivity

Week 2
- ST Ch. 3 Forecasting
- Quiz #1
- ST Ch. 4 Quality

Week 3
- ST Ch. 5 Capacity planning
- Quiz #2
- ST Ch. 5S Supplement on decision making

Week 4
- ST Ch. 6 Process selection and facility layout
- Quiz #3
- ST Ch. 7 Supplement on learning curves

Week 5
- ST Ch. 8 Location planning and analysis
- Quiz #4

Week 6
- Review *(time permitting)*
- Projects/papers due/presented
- Mid-term Exam

Week 7
- ST Ch. 12 Inventory management
- Quiz #5
- ST Ch. 13 Aggregate planning

Week 8
- ST Ch. 14 MRP and ERP
- Quiz #6
- ST Ch. 15 JIT and Lean Operations

Week 9
- ST Ch 17 Project Management
- Quiz #7
- ST Ch 18 Management of Waiting Lines

Week 10 *(Wednesday only)*
- Review *(Time permitting)*
- *(Possible) paper/project due/presented*

**Final Exam**  Monday  June 7th