

## COURSE SYLLABUS

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**Course # & Title:** OPM 6033/ CRN 3894- Operations Management

**Instructor's Name:** Dr. Serhat Eren (Go by Dr Eren)

**Course Schedule:** **Optional on-ground orientation:** None

**On-line modules**

**JANUARY 10 – APRIL 23, 2011**

Module 0 = January 10 – January 16, 2011

Module 1 = January 17 – January 23, 2011

Module 2 = January 24 – January 30, 2011

Module 3 = January 31 – February 6, 2011

Module 4 = February 7 – February 13, 2011

Module 5 = February 14 – February 20, 2011

Module 6 = February 21 – February 27, 2011

Module 7 = February 28 – March 6, 2011

Module 8 = March 7 – March 13, 2011

Module 9 = March 14 – March 20, 2011

Module 10 = March 21 – March 27, 2011

Module 11 = March 28 – April 3, 2011

Module 12 = April 4 – April 10, 2010

Module 13 = April 11 – April 17, 2010

Module 14 = April 18 – April 23, 2010

See [http://www.ltu.edu/registrars\\_office/calendar\\_final\\_exam.index.asp](http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp)  
for LTU academic calendar information

*Note: All modules begin on Monday and end on the following Sunday.*

**Level/ Hrs/ Prerequisites:** Master Degree / 3 semester credit hours

Admission / prerequisite requirements

**Course Location /Day/ Times:** Online

**Required Text:** Operations and Supply Management 13th Edition  
ISBN 978-0-07-352522-8

Richard B Chase, UNIV OF SOUTHERN CALIFORNIA  
F. Robert Jacobs, INDIANA UNIV-BLOOMINGTON  
Hardcover with DVD ©2011,  
Publisher: McGraw-Hill Irwin

Available for online purchase through LTU Bookstore at:  
[http://lawrence-  
tech1.bkstore.com/bkstore/TextbookSelection.do?st=489](http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489)

**Electronic Resources:** Blackboard- LTU (Fall 2010–<http://my.ltu.edu> and select CRN1845)

<b>Telephone:</b>	248-446-5071 (Between 7 & 9 pm <b>ONLY IF AN EMERGENCY!</b> )
<b>Primary e-mail address:</b>	<a href="mailto:seren@ltu.edu">seren@ltu.edu</a>
<b>Alternative E-mail Address:</b>	N/A
<b>Availability:</b>	Between 7pm and 9pm on Monday through Friday Between 2pm and 6pm on Saturday and Sunday
<b>Addenda:</b>	LTU Online student resources <a href="http://www.ltu.edu/ltuonline/currentonline.asp">http://www.ltu.edu/ltuonline/currentonline.asp</a> Course-specific information is provided in the “Course Information” area
<b>Technical Support:</b>	Technical support for using Blackboard is provided by the LTU Help Desk, 248-204-2330 or <a href="mailto:helpdesk@ltu.edu">helpdesk@ltu.edu</a> .
<b>Office Walk-In Support:</b>	Taubman Building, 2 <sup>nd</sup> Floor

### **Welcome!**

I would like to welcome you to Operations Management (OPM 6033/ CRN 3894) course. I am your instructor, Serhat Eren, go by Dr Eren. During this course we will explore various elements of Operations Management. We will study topics that will prepare each of you to become proficient in the course objectives. The approach will be to concentrate on those areas needed to meet the objectives.

Our activities will include operations strategy and managing change especially introduction to the field, operations and supply strategy, project management, product and service design, strategic capacity management, process analysis, manufacturing processes, service processes, six sigma quality, supply chain strategy, logistics and facility location, lean manufacturing, operations consulting and reengineering, enterprise resource planning, demand management and forecasting, aggregate sales and operations planning, inventory control, material requirements planning, scheduling, simulation, and constraint management.

Our method of study will be through reading the text, discussion, solving problems, analysis and peer review, applying concepts to a team homework assignment, case study, and as well as team project, quizzes, and performing a weekly review. These activities will be the means to explore, review, analyze, apply, and summarize concepts and tools of Operations Management.

I wish everyone a best of luck!

Dr Eren

### **COURSE DESCRIPTION**

This course introduces manufacturing and service organizations' productive systems, operations and their management. Topics include operations strategy and managing change, process selection and design, supply chain design, and planning and controlling the supply chain design.

## **COURSE OBJECTIVES**

We are living in a new era of very tough global competition. To survive, maintain leadership and expand market share we need to effectively and efficiently manage our productive resources, be competitive, and bring to market fast and constantly provide high quality goods and services that would delight our customers. OPERATIONS and SUPPLY MANAGEMENT is the science, art, and techniques of the managing of productive resources. As such, operations management is responsible for the management of productive systems: systems that either create goods or provide services or both. Operations management entails the design and control of systems and processes responsible for the productive use of raw materials, human resources, equipment, and facilities in the transformation and development of a product or service. The fundamental concepts and problems of operations management as applied to both the manufacturing and service organizations will be covered in this course to help students to:

1. Understand the concepts and problems of production and operations management.
2. Realize the extent, benefits, and limitations of the applications of the related tools, techniques, and philosophies of modern management.
3. Appreciate mathematical/ statistical thinking, systems approach, and quantitative models as important and necessary methods and tools of the total system optimization, data analysis, and scientific decision making in business and industry.

## **TOPICS AND OBJECTIVES**

### **SECTION ONE- STRATEGY 7 SUSTAINABILITY**

1. Operations and Supply Chain Management
2. Strategy and Sustainability
3. Product and Service Design

### **SECTION TWO- MANUFACTURING, SERVICE, & HEALTH CARE PROCESSES**

4. Strategic Capacity Management
5. Process Analysis
6. Production Processes
7. Service Processes
9. Six Sigma Quality
10. Projects

### **SECTION THREE- SUPPLY CHAIN PROCESSES**

12. Location, Logistics, and Distribution
13. Lean and Sustainable Supply Chain

### **SECTION FOUR- SUPPLY AND DEMAND PLANNING**

14. Enterprise Resource Planning Systems
15. Demand Management and Forecasting
16. Sales and Operations Planning
17. Inventory Control
18. Material Requirements Planning

### **SECTION FIVE- SCHEDULING**

19. Scheduling
20. Constraint Management

## **POLICIES AND PROCEDURES**

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### **Attendance**

You are required to attend class every week. You may be absent from the class due to exceptionally rare situations such death in the family, sickness, etc. In this case, you need to contact your instructor in advance to make arrangements about how and when to turn the assignments in.

### **Online Discussions**

There will be weekly discussion forums in Blackboard. You must answer the discussion questions posted in Blackboard and make comments to your fellow classmates' responses. Below is the guideline to secure perfect participation grade:

1. Respond to all posted questions for the specified week with a minimum of one paragraph by Wednesday midnight (EST).
2. Respond to a minimum of two students' postings for each discussion question by Sunday midnight (EST).
3. A response should state agreement/disagreement with the statement, supporting information, etc. Basically a responding statement should be more than 'I agree.'
4. Participation is from Monday through Sunday (Midnight) for each scheduled week of Online Discussion.
5. There will be **no make up** for participation!

### **Online Discussion Grading Criteria**

Online Discussion will be graded out of 2 sections that are *Weekly Lessons Learned* and *Weekly Discussions*. It will be graded out of 20 points, in which 5 points will be earned from weekly lessons learned and 15 points will be earned from overall discussions. See the grading criteria for details.

#### **a) Weekly Lessons Learned (Weekly Summary):**

After you completed all assignments, then develop a 'one-two-paragraph' comment on your course activities during the week. The paragraph may include topics you have found to be key points, areas you have found particularly useful, or any other information you feel will be beneficial to others in the class. Submit your lessons learned paragraph to the lessons learned discussion forum. Weekly Lessons learned are 5 points or 1% worth.

#### **b) Overall Discussions:**

Weekly overall discussions are 15 points or 2% worth. Below is the detail.

#### **Possible Points for Participation:**

- i. *Good (5 points):* Participated in all discussions with at least one response to each question by Wednesday midnight and two other students' postings for each discussion question by Sunday midnight.
- ii. *Fair (3 points):* Participated in all discussions with at least one response to each question and two other students' postings for each discussion question but participation was held to last possible timeframe (Saturday and Sunday).
- iii. *Poor (1 point):* Participation did not meet the minimum guidelines in number of responses and timeframe.

#### **Possible Points for Knowledge:**

- i. *Good (5 points):* All postings demonstrate knowledge of the subject and provide examples.
- ii. *Fair (3 points):* Majority of postings includes knowledge of subject.
- iii. *Poor (1 point):* Postings lack demonstration of knowledge.

**Possible Points for Quality:**

- i. *Good (5 points):* Statements demonstrate knowledge using text information, provides examples from industry and work experience.
- ii. *Fair (3 points):* Statements demonstrate minimal knowledge.
- iii. *Poor (1 point):* Statements lack clarity and demonstration of knowledge.

**Late assignments**

I will **NOT** accept late weekly discussions and weekly lessons learned, however I will accept late assignments (hw exercises, case studies, and final project report) if they are not more than 3 days late. I will still reduce your grade 10% per day for the first three days, a total of 30%. I will not accept the assignments after 3 days of its due date. Assignments due dates will be posted along with your assignments and they are due at midnight (Eastern Standard Time).

**Extra Credit Work**

There will be **NO** extra credit work assigned in this class.

**Criteria for Writing Paper**

In case of writing a research paper, APA serves as the primary reference material. Any paper that does not reflect the quality of APA formatting will not get graded and will return to you for second draft. This will result in as if you turned it in 3 days late and late penalty policy will apply. All graded papers need to be written and cited in APA format as summarized in The Little, Brown Compact Handbook.

**Leadership Transcripts**

The leadership transcript enables students to track co-curricular activities that are undertaken above-and beyond the requirements of the LTU curriculum. The leadership transcript serves students by enhancing the leadership portfolio; providing the opportunity for a transcript of distinction; enhancing their resumes; and assisting in articulating leadership experience. It can be accessed by logging on to Banner Web and clicking the Student and Financial Aid tab. Leadership Activities is located at the bottom of the list.

**Learning Team**

Each team will consist of 3-5 people depending on the class size. I **WILL** form the teams during Module 0 and post the teams under Module 0 Discussion Forum. Once the teams are formed, a team log will be created by one of the team members. Team log will include the contact information of each member such as phone #, e-mail, and home address. Team log then will be posted under each team's forum, which will be dedicated to each team and others will not have access to it.

Teams will be allowed to meet in-person or via teleconference, real-time electronic conferencing, or asynchronous conferencing in Blackboard.

The Learning Team Peer Evaluation form is provided in Blackboard under **Module 14 documents**. This will be submitted to me via the link created in Blackboard at the end of the course. I will utilize this form to assess the relative contribution of team members to the both the processes and products of teams, and to ensure that collaboration skills of individual students are reflected in student evaluations. A multiplier will be determined from these evaluations. For example, each person will be evaluated out of 55 points and there are 4 people in a team. The total potential grade is  $4 * 55 = 220$  points. If one team member receives 50 out of 55 points from each team member including her/himself, a total of 200 points is earned. Now, percent grade or the multiplier is  $200/220 = 0.9091$  or 90.91%. If the team received 95 total points out of all team assignments, then 95 will be multiplied by 90.91%. The final team assignment grade becomes 86.36. There was a reduction of 10% in the total grade. In order to eliminate the grade reduction, I suggest that you work with your teammates in a professional manner and pull the expected weight for each assignment.

**Feedback**

Your grades for each weekly assignment will be available in Blackboard along with my comments if necessary. You will also be able to see your cumulative grade in Blackboard as of that point to better manage your grading. Your participation, homework exercise, and case study grades will be posted within 2 days or less after their due dates that is Monday or Tuesday.

As for the participation feedback, you will be receiving the following feedback from me every week. There will be a summary and also detailed grading feedback for every module. These feedbacks will be sent to you personally via e-mail so it is imperative that you check your e-mail everyday for better communication with me. If you like to dispute on a participation grade, you need to do it within 3 days after you receive your feedback. Other disputes will not be considered, just because we need to focus on the next module's work.

STUDENT NAME:					
COURSE # & NAME: OPM 6033/ CRN 3894- OPERATIONS MANAGEMENT					
<b>WEEKLY LESSONS LEARNED &amp; DISCUSSION GRADING SUMMARY</b>					
Due Date	Participation Grade	Points Possible	Points Possible in %	Your Score	Your Score in %
Module 1	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 2	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 3	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 4	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 5	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 6	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 7	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 8	Weekly Lessons Learned	<b>NO DISCUSSIONS ASSIGNED</b>			
	Weekly Discussions				
Module 9	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 10	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 11	Weekly Lessons Learned	5	1	0	0.00
	Weekly Discussions	15	2	0	0.00
Module 12	Weekly Lessons Learned	<b>NO DISCUSSIONS ASSIGNED</b>			
	Weekly Discussions				
Module 13	Weekly Lessons Learned	<b>NO DISCUSSIONS ASSIGNED</b>			
	Weekly Discussions				
Module 14	Weekly Lessons Learned	<b>NO DISCUSSIONS ASSIGNED</b>			
	Weekly Discussions				
<b>TOTAL:</b>		200	30	0	0

STUDENT NAME:			
COURSE # & NAME: OPM 6033/ CRN 3894. OPERATIONS MANAGEMENT			
<b>Module 1</b>			
<b>Due Date</b>	<b>Weekly Lessons Learned &amp; Discussion Grades</b>		<b>Points Possible</b>
<b>Module 1</b>			
	1. Weekly Lessons Learned		5
	2. Weekly Discussions		15
	a. Participation:		
	<b>Good (5 points)</b> Participated in all discussions with at least one response to each question by Wednesday midnight and two other students' postings per each discussion question by Sunday midnight.		
	<b>Fair (3 points)</b> Participated in all discussions with at least one response to each question and two other students' postings but participation was held to last possible timeframe (Saturday and Sunday).		
	<b>Poor (1 point)</b> Participation did not meet the minimum guidelines in number of responses and timeframe.		
	b. Knowledge:		
	<b>Good (5 points)</b> All postings demonstrate knowledge of the subject and provide examples.		
	<b>Fair (3 points)</b> Majority of postings include knowledge of subject.		
	<b>Poor (1 point)</b> Postings lack demonstration of knowledge.		
	c. Quality:		
	<b>Good (5 points)</b> Statements demonstrate knowledge using text information, provides examples from industry and work experience.		
	<b>Fair (3 points)</b> Statements demonstrate minimal knowledge.		
	<b>Poor (1 point)</b> Statements lack clarity and demonstration of knowledge.		
<b>COMMENTS</b>			



## **ACADEMIC HONESTY**

Students, faculty, and staff are expected to follow established standards of academic integrity and honesty. Academic misconduct entails dishonesty or deception in fulfilling academic requirements and includes but is not limited to cheating, plagiarism, or the furnishing of false information to the University or a University affiliates in matters related to academics. An affiliate of the University is any person, organization, or company who works in conjunction with Lawrence Technological University for the purposes of assisting students in fulfilling their academic requirements. It is therefore this institution's stated policy that no form of dishonesty among its faculty or students will be tolerated. Although all members of the University community have an obligation to report occurrences of dishonesty, each individual is principally responsible for his or her own conduct. **Violation of any of the following standards subjects any student to disciplinary action:**

### **1. Plagiarism**

The term "PLAGIARISM" includes but is not limited to (a) the use, by paraphrase or direct quotation, of the published or unpublished work or creative and/or intellectual property in print, product, or digital media of another person without full and clear acknowledgment; (b) the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers, reports, or other academic materials; or (c) the appropriating, buying, receiving as a gift, or obtaining by any other means another person's work and the unacknowledged submission or incorporation of it in one's own work. Plagiarism is unethical, since it deprives the true author of his/her rightful credit and then gives that credit to someone to whom it is not due.

Examples include:

- Quoting, paraphrasing, or summarizing written material, even a few phrases, without acknowledgment.
- Failing to acknowledge the source of either a major idea or an ordering principle central to one's own paper.
- Relying on another person's data, evidence, or critical method without credit or permission.
- Submitting another person's work as one's own.
- Using unacknowledged research sources gathered by someone else.
- Copying portions or outcomes of two- or three-dimensional creative property of previously published work.
- Copying items from Internet websites without acknowledgment of the source.

### **2. Bribery**

The term "BRIBERY" includes the offering, giving, receiving, or soliciting of any consideration in order to obtain a grade or other treatment not otherwise earned by the student through his/her own academic performance.

### **3. Cheating**

The term "CHEATING" includes but is not limited to (a) use of or giving to others any unauthorized assistance in taking quizzes or examinations; (b) dependence upon aids beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; (c) the acquisition, without permission, of tests or other academic material belonging to a member of the University faculty or staff; or (d) the unauthorized use of any electronic or mechanical device during any program, course, quiz, or examination or in connection with laboratory reports or other materials related to academic performance.

### **4. Misrepresentation**

The term "MISREPRESENTATION" includes any act or omission undertaken with intent to deceive an instructor for academic advantage. Examples include:

- Using a computer program generated by another and handing it in as one's own work unless expressly allowed by the instructor, lying to an instructor to increase one's grade and lying or misrepresenting facts when confronted with an allegation of academic dishonesty.

### 5. Conspiracy

The term “CONSPIRACY” means planning or acting with one or more persons to commit any form of academic dishonesty in order to gain academic advantage for oneself or another.

### 6. Fabrication

The term “FABRICATION” means the use of invented information or the falsification of research or other findings with the intent to deceive and thereby gain academic or professional advantage.

### 7. Multiple Submissions

The term “MULTIPLE SUBMISSIONS” means submitting substantial portions of the same work for credit more than once, unless there is prior explicit consent by the instructor(s) to whom the material is being or has been submitted.

### 8. Unauthorized Collaboration

The term “UNAUTHORIZED COLLABORATION” means collaborating on projects, papers, computer programs, lab reports, or other academic assignments where the instructor has prohibited such collaboration.

### 9. Sabotage

The term “SABOTAGE” means deliberately impairing, destroying, damaging, or stealing another’s work or working material. Examples include:

- Destroying, stealing, or damaging another’s lab experiment, computer program, term paper, exam, or project.
- Removing uncharged library materials with the effect that others cannot use them.
- Defacing or damaging library materials with the effect that others cannot use them.
- Hoarding or displacing materials within the library with the effect that others have undue difficulty using them.
- Interfering with the operation of a computer system so as to have an adverse effect on the academic performance of others.

Note: For more information check <http://www.ltu.edu/currentstudents>.

### Privacy and Confidentiality

One of the highlights of LTU academic experience is that students can draw on the wealth of examples from their organizations in class discussions and in their written work. However, it is imperative that students not share information that is confidential, privileged, or proprietary in nature. Students must be mindful of any contracts they have agreed to with their companies.

## GRADING CRITERIA

### Point Values for the Course Assignments

ASSIGNMENTS	Due	# of Assignments	Points (%) for Each Assignment	Total Points (%)
<b>Individual (57%)</b>				
Orientation Quiz	Module 0	1	3	3
Participation	Modules 1-7 & 8-11	10	3	30
Quiz	Modules 2, 4, 6, 9, 11, & 14	6	5	30
Mid-Semester Course Evaluation	Modules 7-8	1	2	2
End of Course Evaluation	Modules 13-14	1	2	2
<b>Learning Team (43%)</b>				
Learning Team Case Studies	Modules 4, 9, & 12	3	3	9
Learning Team Homework Exercises	Modules 2, 6, & 11	3	3	9
Learning Team Final Project Report	Module 13	1	15	15
			<b>Total=</b>	<b>100</b>

**How points and percentages equate to grades:**

Points (%)	Final Grade
100-96	A
95-90	A-
89-87	B+
86-83	B
82-80	B-
79-77	C+
76-73	C
72-70	C-
69 or <	F

Note: Grades lower than “B” fall below the LTU graduate standard

**PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS**

A three-credit graduate course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:

1. A 14-week semester would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
2. You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through online quizzes. This effort will total at least 84 hours over the course of the semester.
3. You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
  - 8-9 hours preparing your case study review;
  - 24-40 hours working with your group on the three parts of your semester-long project; and
  - 8-9 hours working on the various components of your reflective consolidation (final exam).

Of course, these guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your academic, work, and personal time effectively.

<b>Online Learning Schedule</b>						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
Read Textbook Chapter (s)						
Answer all Discussion Questions in Weekly Discussion Forums			Participate in Weekly Discussion Forums by interacting with your classmates			
Team Project Work- Coordinate with teammates						
					Quiz	
Instructor Communication- As Needed						

## **FINAL PROJECTS**

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There will be three subjects available for the final project. The subjects are:

1. Six Sigma (DMAIC)
2. Lean Manufacturing
3. Design for Six Sigma (DFSS)

In case of more than three teams in class, the following subjects will be also added for the final project:

4. Forecasting
5. Project Management

### **Guideline for Final Project**

The following must be included in the final project:

1. Introduction about the subject such as history, what industry it is being used, and some success stories from reliable sources.
2. Detailed information about each subject such as phases and their definitions. For example, DMAIC has 5 phases such as Define, Measure, Analyze, Improve, and Control). Each phase should be explained in detail along with the tools used in each phase. Examples are always great ways to secure better points.
3. Find 5 articles or case studies from reliable sources where this subject is **IMPLEMENTED**. Provide a summary of each article or the case studies. Make sure to include what savings were by comparing before and after states. Attach your articles along with the final project for submission.
4. Provide your thoughts, as a team, of this subject in the conclusion section of this project. If you had a chance, would you be willing to implement it in your operations? Why or why not? Include your reasoning to prove your thoughts.
5. Make sure to include references with your paper.

## **COURSE ASSIGNMENTS**

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All course assignments (quiz, homework, case study, and final project) are to be submitted to Blackboard via link created under Assignments tab for each module.

## **COURSE ASSIGNMENTS**

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### **Module 0**

- 1- Get familiar with Blackboard
- 2- Make sure you have correct Textbook
- 3- Post your biography in the Cyber Café forum in Blackboard
- 4- Read the course syllabus very carefully then take the Orientation Quiz. You must have 100% in order to move to Module 1. Orientation Quiz can be taken multiple times, so just retake it when you do not score 100%.
- 5- Interact with your teammates after your instructor forms the teams. Each team will have at least 4 but not more than 5 people. Then one of the team members will have to create the team log for each team and post the team log in the team's forum which will be provided by your instructor.

### **Module 1**

- 1- Read Chapters 1 and 2
- 2- Participate in discussions and post weekly lessons learned in Blackboard

### **Module 2**

- 1- Read Chapter 3
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Homework Exercise 1 and submit it through the link in Blackboard

Chapter #1: Review Questions on Page 17 & 18: 1, 2, & 3

Chapter #2: Problems on Pages 34-35: 1, 2, 3, & 4

Chapter #3: Problems on Page 63: 1 & 2

- 4- Complete Quiz 1 in Blackboard

### Module 3

- 1- Read Chapters 5 & 6
- 2- Participate in discussions and post weekly lessons learned in Blackboard

### Module 4

- 1- Read Chapter 7
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Case Study 1 and submit it through the link in Blackboard  
Chapter #5: Case on Page 135: Analyzing Casino Money- Handling Processes You must answer 4 questions at the end of the case study.
- 4- Complete Quiz 2 in Blackboard

### Module 5

- 1- Read Chapter 9
- 2- Participate in discussions and post weekly lessons learned in Blackboard

### Module 6

- 1- Read Chapter 10
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Homework Exercise 2 and submit it through the link in Blackboard

Chapter #6: Review Question on Page 174: 3

Chapter #7: Problem on Page 235: 5

Chapter #9: Review Questions on Page 301: 1 & 7

Chapter #9: Problems on Pages 301 & 302: 6, 7 & 8

Chapter #10: Problems on Page 368: 14

- 4- Complete Quiz 3 in Blackboard

### Module 7

- 1- Read Chapters 4 & 13
- 2- Participate in discussions and post weekly lessons learned in Blackboard

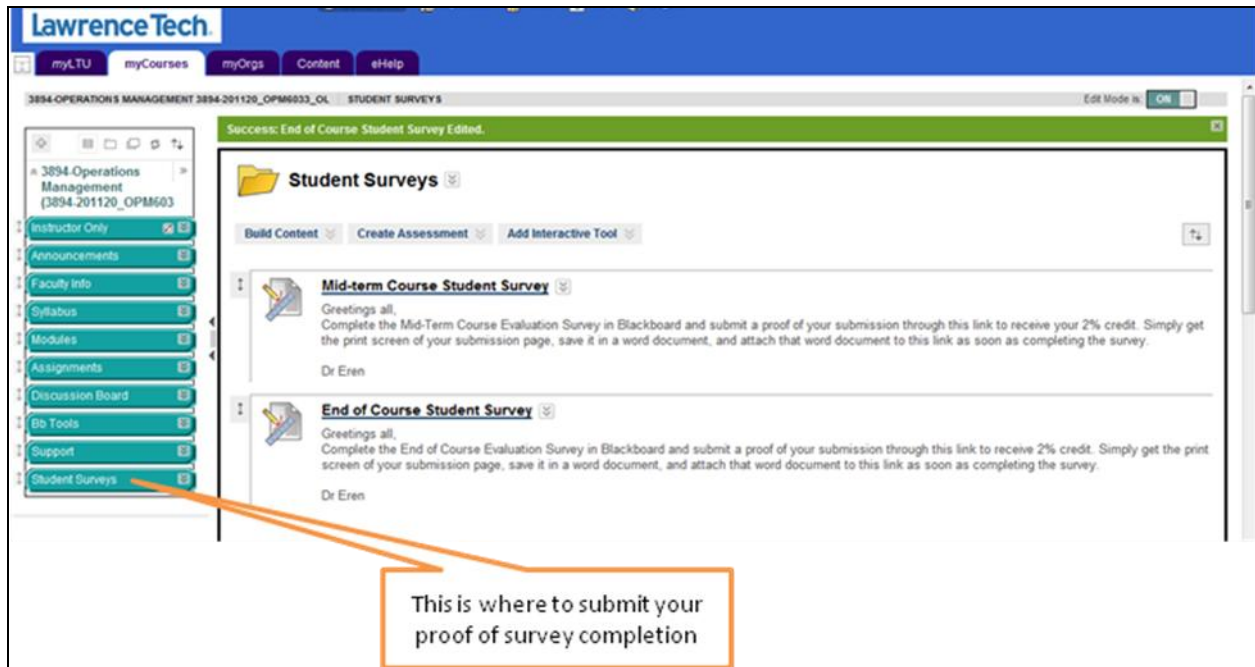
### Module 8

**THERE IS NO CLASS DUE TO MIDTERM BREAK!**

### Module 9

- 1- Read Chapters 14 & 15
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Case Study 2 and submit it through the link in Blackboard  
Chapter #15: Case on Page 526: Altavox Electronics- You must answer 3 questions at the end of the case study.
- 4- Complete Quiz 4 in Blackboard
- 5- Complete the Mid-Term Course Evaluation Survey in Blackboard. You **MUST** submit a proof of your submission through the link provided under Student Surveys Tab to receive your 2% credit. Simply get the print screen of your submission page, save it in a word document, and attach that word

document to the link as soon as completing the survey. See below where the student survey tab is located:



**Module 10**

- 1- Read Chapters 16 & 17
- 2- Participate in discussions and post weekly lessons learned in Blackboard

**Module 11**

- 1- Read Chapter 18
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Homework Exercise 3 and submit it through the link in Blackboard

Chapter #4: Review Questions on Page 85: 6 & 8  
 Chapter #4: Problems on Page 86: 2 & 4  
 Chapter #13: Problems on Pages 440 & 441: 2 & 6  
 Chapter #14: Review Questions on Page 481: 1 & 2  
 Chapter #15: Problems on Pages 523-525: 20 & 26  
 Chapter #16: Problems on Pages 549 & 550: 2 & 6  
 Chapter #17: Problems on Pages 590 & 591: 24, 26, 28, & 30  
 Chapter #18: Problems on Pages 618-620: 2, 4, & 12

- 4- Complete Quiz 5 in Blackboard

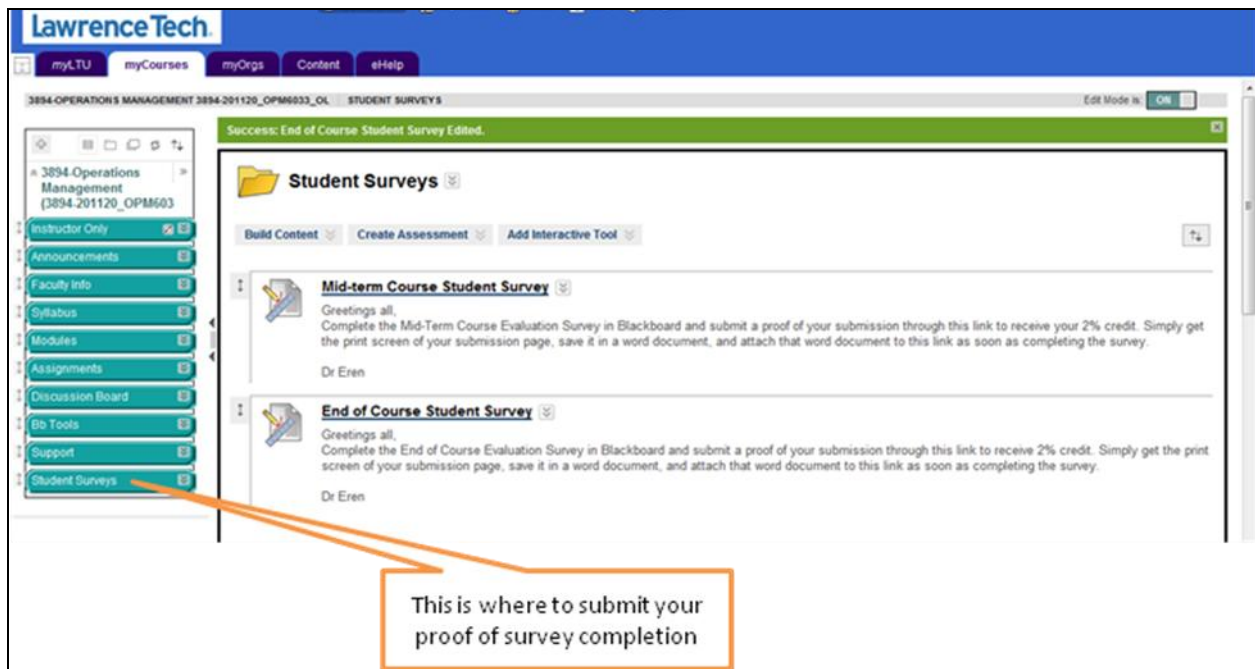
**Module 12**

- 1- Read Chapters 19 & 20
- 2- Participate in discussions and post weekly lessons learned in Blackboard
- 3- Complete Case Study 3 and submit it through the link in Blackboard

Chapter #18: Case on Pages 621-622: Brunswick Motors, Inc.- An Introductory Case for MRP- You must answer 3 Assignment questions at the end of the case study.

**Module 13**

- 1- Submit the Final Project Report through the link in Blackboard
- 2- Complete the End-of-Term Course Evaluation Survey in Blackboard. You **MUST** submit a proof of your submission through the link provided under Student Surveys Tab to receive your 2% credit. Simply get the print screen of your submission page, save it in a word document, and attach that word document to the link as soon as completing the survey. See below where the student survey tab is located:



**Module 14**

- 1- Complete Quiz 6 in Blackboard

**SUMMARY OF COURSE ASSIGNMENTS & AGENDA**

Module	Topic Outline	Activity		Assessment
		“Theory”	“Practice”	
0 (course orientation)	1. Blackboard 2. Orientation Quiz 3. Syllabus 4. Textbook 5. Biography 6. Teaming	1. Get familiar with Blackboard. 2. Read Syllabus 3. Check textbook's ISBN#. 4. Post Bio in Blackboard	1. Group discussion	1. Orientation Quiz
	1. Discussion board readings & participation	1. Interact with others 2. Post Lessons Learned	1. Respond to discussion board 2. Ask questions	1. Discussion board grader

Module	Topic Outline	Activity		
		“Theory”	“Practice”	Assessment
1	<ol style="list-style-type: none"> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> </ol>	<ol style="list-style-type: none"> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> </ol>	<ol style="list-style-type: none"> <li>3. Share your thoughts</li> </ol>	
2	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> <li>6. Hw Exercise</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6. Solve Hw Exercises</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> <li>4. Analyze</li> <li>5. Synthesize</li> <li>6. Solve</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> <li>2. Papers for Hw Exercises</li> <li>3. Quiz</li> </ol>
3	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> <li>4. Analyze</li> <li>5. Synthesize</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> </ol>
4	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> <li>6. Case Study</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6. Read Case Study</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> <li>4. Analyze</li> <li>5. Synthesize</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> <li>2. Papers for case study</li> <li>3. Quiz</li> </ol>
5	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6.</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> </ol>
	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> <li>2. Papers for</li> </ol>



Activity				
Module	Topic Outline	“Theory”	“Practice”	Assessment
6	<ol style="list-style-type: none"> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> <li>6. Hw Exercise</li> </ol>	<ol style="list-style-type: none"> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6. Solve Exercises</li> </ol>	<ol style="list-style-type: none"> <li>3. Share your thoughts</li> <li>4. Analyze</li> <li>5. Solve</li> </ol>	<ol style="list-style-type: none"> <li>Hw Exercises</li> <li>3. Quiz</li> </ol>
7	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6.</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> </ol>
8	<b>MIDTERM BREAK- NO CLASS!</b>			
9	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> <li>6. Case study</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6. Read case study</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> <li>4. Analyze</li> <li>5. Synthesize</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> <li>2. Papers for case study</li> <li>3. Quiz</li> </ol>
10	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>1. Weekly Lessons Learned</li> <li>2. Textbook</li> <li>3. PowerPoint presentation</li> <li>4. Streaming video</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6.</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> </ol>

Module	Topic Outline	Activity		
		“Theory”	“Practice”	Assessment
11	<ol style="list-style-type: none"> <li>1. Discussion board readings &amp; participation</li> <li>2. Weekly Lessons Learned</li> <li>3. Textbook</li> <li>4. PowerPoint presentation</li> <li>5. Streaming video</li> <li>7. Hw Exercise</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact with others</li> <li>2. Post Lessons Learned</li> <li>3. Read textbook</li> <li>4. Play PowerPoint presentation</li> <li>5. Watch video</li> <li>6. Solve Exercises</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to discussion board</li> <li>2. Ask questions</li> <li>3. Share your thoughts</li> <li>6. Analyze</li> <li>7. Solve</li> </ol>	<ol style="list-style-type: none"> <li>1. Discussion board grader</li> <li>2. Papers for Hw Exercise</li> <li>3. Quiz</li> </ol>
12	<ol style="list-style-type: none"> <li>1. Textbook</li> <li>2. PowerPoint presentation</li> <li>3. Streaming video</li> <li>4. Final Project Preparation</li> <li>7. Case study</li> </ol>	<ol style="list-style-type: none"> <li>1. Read textbook</li> <li>2. Play PowerPoint presentation</li> <li>3. Watch video</li> <li>4. Web site research</li> <li>5. Read library material</li> <li>6. Read Case study</li> </ol>	<ol style="list-style-type: none"> <li>1. Analyze</li> <li>2. Synthesize</li> </ol>	<ol style="list-style-type: none"> <li>1. Papers for case study</li> </ol>
13	<ol style="list-style-type: none"> <li>1. Textbook</li> <li>2. PowerPoint presentation</li> <li>3. Streaming video</li> <li>4. Final Project</li> </ol>	<ol style="list-style-type: none"> <li>1. Read textbook</li> <li>2. Play PowerPoint presentation</li> <li>3. Watch video</li> <li>4. Web site research</li> <li>5. Read library material</li> </ol>	<ol style="list-style-type: none"> <li>1. Analyze</li> <li>2. Synthesize</li> <li>3. Term paper</li> </ol>	<ol style="list-style-type: none"> <li>1. Projects</li> <li>2. Final report</li> </ol>
14	<b>FINAL QUIZ- QUIZ 6</b>			

**COURSE AGENDA**

<b>COURSE AGENDA</b>			
<b>OPM 6633/ CRN 3894 – OPERATIONS MANAGEMENT</b>			
<b>ASSIGNMENT</b>	<b>DUE DATE</b>	<b>WHERE TO FIND/ SUBMIT</b>	<b>POINTS (%)</b>
<b>MODULE 0: 10-Jan 16-Jan</b>			
Syllabus	Sunday, January 16, 2011	Blackboard	0
Blackboard	Sunday, January 16, 2011	Blackboard	0
Textbook	Sunday, January 16, 2011	Textbook	0
Team Formation	Sunday, January 16, 2011	Blackboard	0
Biography	Sunday, January 16, 2011	Blackboard	0
Orientation Quiz	Sunday, January 16, 2011	Blackboard	3
<b>MODULE 1: 17-Jan 23-Jan</b>			
❖ Read Chapters: 1 & 2	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	January 23, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	January 23, 2011	Weekly Lessons Learned Forum	1
<b>MODULE 2: 24-Jan 30-Jan</b>			
❖ Read Chapter: 3	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	January 30, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	January 30, 2011	Weekly Lessons Learned Forum	1
QUIZ 1	January 30, 2011	Blackboard- Assignment Tab	5
HOMEWORK EXERCISE- 1	January 30, 2011	Blackboard- Assignment Tab	3
<b>MODULE 3: 31-Jan 6-Feb</b>			
❖ Read Chapters: 5 & 6	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	February 6, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	February 6, 2011	Weekly Lessons Learned Forum	1
<b>MODULE 4: 7-Feb 13-Feb</b>			
❖ Read Chapter: 7	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	February 13, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	February 13, 2011	Weekly Lessons Learned Forum	1
QUIZ 2	February 13, 2011	Blackboard- Assignment Tab	5
CASE STUDY- 1	February 13, 2011	Blackboard- Assignment Tab	3
<b>MODULE 5: 14-Feb 20-Feb</b>			
❖ Read Chapter: 9	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	February 20, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	February 20, 2011	Weekly Lessons Learned Forum	1
<b>MODULE 6: 21-Feb 27-Feb</b>			
❖ Read Chapter: 10	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	February 27, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	February 27, 2011	Weekly Lessons Learned Forum	1
QUIZ 3	February 27, 2011	Blackboard- Assignment Tab	5
HOMEWORK EXERCISE- 2	February 27, 2011	Blackboard- Assignment Tab	3
<b>MODULE 7: 28-Feb 6-Mar</b>			
❖ Read Chapters: 4 & 13	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	March 6, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	March 6, 2011	Weekly Lessons Learned Forum	1
Mid-Semester Course Evaluation	ALL WEEK	Blackboard	2
<b>MODULE 8: 7-Mar 13-Mar</b>			
<b>NO CLASS- MIDTERM BREAK</b>			
<b>MODULE 9: 14-Mar 20-Mar</b>			
❖ Read Chapters: 14 & 15	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	March 20, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	March 20, 2011	Weekly Lessons Learned Forum	1
QUIZ 4	March 20, 2011	Blackboard- Assignment Tab	5
CASE STUDY- 2	March 20, 2011	Blackboard- Assignment Tab	3
<b>MODULE 10: 21-Mar 27-Mar</b>			
❖ Read Chapters: 16 & 17	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	March 27, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	March 27, 2011	Weekly Lessons Learned Forum	1
<b>MODULE 11: 28-Mar 3-Apr</b>			
❖ Read Chapter: 18	ALL WEEK	Textbook	
Blackboard Participation (Discussion Questions)	April 3, 2011	Weekly Discussion Forum	2
Blackboard Participation (Lessons Learned)	April 3, 2011	Weekly Lessons Learned Forum	1
QUIZ 5	April 3, 2011	Blackboard- Assignment Tab	5
HOMEWORK EXERCISE- 3	April 3, 2011	Blackboard- Assignment Tab	3
<b>MODULE 12: 4-Apr 10-Apr</b>			
❖ Read Chapter: 19	ALL WEEK	Textbook	
CASE STUDY- 3	April 10, 2011	Blackboard- Assignment Tab	3
<b>MODULE 13: 11-Apr 17-Apr</b>			
❖ Read Chapter: 20	ALL WEEK	Textbook	
End of Course Evaluation	ALL WEEK	Blackboard	2
FINAL PROJECT	April 17, 2011	Blackboard- Assignment Tab	15
<b>MODULE 14: 18-Apr 23-Apr</b>			
QUIZ 6	April 23, 2011	Blackboard- Assignment Tab	5
<b>TOTAL POINTS=</b>			<b>100</b>

### **SYLLABUS ADDENDA**

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Please see the LTU Online “Current Students” web site <http://www.ltu.edu/ltuonline/currentonline.asp> for comprehensive information about Lawrence Tech’s academic services, library services, student services, and academic integrity standards. The contents of this web site are explicitly included as syllabus requirements.

The LTU Online “Current Students” web site also includes grading rubrics used by your instructor to evaluate written assignments, discussion forum participation, and group assignments. Please note that the SafeAssignment anti-plagiarism product will be used for written assignments submitted for this course. Please see the instructions included on the LTU Online web site regarding the use of the SafeAssignment product.