Course Description
This is an introductory course in production and operations management that covers topical areas of competitiveness through better management of business operations. Key questions are: What can be done to make a productive system more effective and profitable? What can we learn from international operations to make U.S. operations more competitive? What is necessary for businesses to make money, and more money in the future, in a socially responsible and ethical manner?

Course Objectives
The intent of this course is to demonstrate many of the concepts involved in operations management to provide students with a foundation for in-depth coverage of topics in later courses.

Topical Outline
Introduction to operations management and a system’s approach to thinking.

Goals of operations managers. Manufacturing vs. service organizations. Issues of productivity and competitiveness.

The Goal: What is it all about?

Quality Management and other TQM related issues. Quality control tools and techniques.

Forecasting methods and the related management aspects.

Product & Process design concepts. Basics of reliability theory as included in the design process.

Capacity and CVP analysis. Location factors for capacity decisions.

Optional Text:

General Instructions

It is expected that homework and examination responses will be individual efforts. The University of Memphis Code Of Ethics will serve as a basis of reference. This is no different than what will be expected from you in a professional working environment. You are expected to perform individual quality work, whether performing individually or on a team task. Expectations for academic integrity and student conduct are described in detail on the website of the Office of Student Judicial and Ethical Affairs (http://saweb.memphis.edu/judicialaffairs). Please take a look, in particular, at the sections about “Academic Dishonesty,” “Student Code of Conduct and Responsibilities,” and “Disruptive Behaviors.” I will expect students to be aware of these guidelines and to conduct themselves accordingly.

WARNING FROM the Undergraduate Office: A prerequisite and upper division check will be completed once the first class roll has been issued. You must meet the following requirements to be enrolled in any 3000-4000 level business courses.

Any student seeking a degree in the FCOBE must: (1) have completed all required lower division BA courses with a minimum grade of ‘C-’ in each course, (2) have a minimum quality point average of 2.25 (ACCT major 2.5) in all required lower division business courses and MATH 1830 (or 1312), (3) have accumulated 60 hours of course work including the required 9 semester hours of English. Non-Business majors must have junior or senior
standing and must have met specific prerequisites of courses. If you have not met these requirements, it is your responsibilities to correct the situation during the official drop/add period. **If you have NOT met these requirements and have NOT corrected the situation, YOU WILL BE ADMINISTRATIVELY DROPPED FROM THE CLASS.**

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**FOR THE Spring Semester 2010:**

**Office Hours:** 30 min prior to class. Also, check the times posted on my office door.

**Course Grade:** Based upon 3 exams and short reports. No make-up exam will be given (unless approval is received **PRIOR** to the regularly scheduled exam). Due to the contents of this course, class attendance is required. There will be random presence checks/roll calls to notice class attendance. **Missed classes/exams can affect your final course grade including possible failure in the course.**

**Topical Sequence:**
2. Competitiveness, Strategy, Productivity issues. Cost vs. Value, and Effectiveness vs. Efficiency
3. Forecasting
4. Quality, QC, and TQM
5. Product and Process Design and Reliability Considerations
6. Capacity Concepts
7. Layout & Line Balancing
8. Location Analysis
9. Supply Chain Management (SCM)
10. Inventory Management
11. JIT
12. Scheduling

**Tentative Exam Dates:** will be announced later.

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COMMENTS FOR THE CLASS
We will use the following space for communication during the semester.

NOTE: Using Cell Phones while in class IS NOT PERMITTED. All Cell phones MUST be turned-off prior to entering the classroom. Your violation of this request will Cause Failure in the course with a grade of “F”.

For your professional enhancement, various current reading materials may be assigned, and written reports may be asked. Such reports may or may not carry any credit towards the course grade; however, their completion is required for passing the course.