Course Syllabus
SCMS 3510-PRODUCTION OPERATIONS MANAGEMENT
Fall 2018
3.0 Credit Hours

Professor: Satish Mehra, Ph.D., CPIM
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Office Hours: 30 minutes after each class period. More hours will be added later.

Course Overview

This is an introductory course in business operations management where you’ll learn the basics of how you can operate a business effectively, efficiently, and with high productivity to consistently beat the competition and make higher level of profit.

Pre-Requisites/Co-Requisites:

To pass this course, students should have a good grasp of basic mathematics, statistical, and applied writing skills. In general, it is assumed that all students who are registering for Fogelman College classes have successfully completed all pre-requisites or are enrolled currently in co-requisites associated with this course.


Course Description/Objectives

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 now, and more money in the future, in a socially responsible and ethical manner?* Additionally, through this course, you will:

- Learn how to effectively communicate your ideas
- Learn ways to analyze situations through critical analyses.
- Learn the analytical skills to enhance performance of business

**Course objectives will be achieved through learning the following topics:**

1. **POM-What is it, and what Operations Managers’ do?**
2. **Competitiveness, Strategy, Productivity, Waste, Value, Efficiency and Effectiveness issues.**
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. **Just-in-Time concepts.**
12. **Scheduling.**

**Learning Outcomes for Your Degree from Fogelman College**

This course is designed to help you to meet the overall learning objectives for the BBA degree offered by the Fogelman College. You should take the time to become familiar with the overall learning objectives as a student in the BBA program:

- [http://www.fcbeassessment.net/LearningOutcomes/BBADegreeLearningOutcomes.pdf](http://www.fcbeassessment.net/LearningOutcomes/BBADegreeLearningOutcomes.pdf)

**Course Methodology**

A combination of lectures and solving numerical problems will be used to deliver the knowledge needed to complete the objectives of this course.

**Course Grading and Final Course Grade**

There will be a **total of 3 exams** in this course. **Your course grade will be based upon these three exams weighted equally.** No make-up exam will be given.
(unless approval is received from me 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.** Third exam will be the last exam, and it will be given at the end of the course completion.

**Tentative Exam Dates:** *will be announced as course progresses.*

**Course Policies**

**E-MAIL:**
All students are required to maintain and access their University of Memphis (@memphis.edu) email account. You will receive all official course correspondence at this email account. Any inability to receive incoming mail in a timely fashion (e.g., not regularly checking your email, having a “full mailbox” condition, etc.) is your responsibility.

**Attendance:** As mentioned above, class absences will affect your grade. Due to the analytical nature of the course, please do attend each and every class.

**Adding / Dropping:**
If you have questions about adding or dropping classes, please refer to this page on the [Registrar’s website](#).

**Academic Integrity:**
The University of Memphis has clear codes regarding cheating and classroom misconduct. If interested, you may refer to the Student Handbook section on academic misconduct for a discussion of these codes. Note that using a “Solutions Manual” is considered cheating. If your Professor has the evidence that using a “Solutions Manual” has occurred, he may take steps as described on the campus’ [Office of Student Conduct website](#). If you have any questions about academic integrity or plagiarism, you are strongly encouraged to review the [Fogelman College's Website on Academic Integrity](#).

**Syllabus Changes:**
The Professor reserves the right to make changes to this syllabus as necessary.
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. Violation of this request will Cause Your Failure in the course with a grade of “F”. Insensitivity in this area will not be tolerated.

Cell phones will not be used as calculators.

*Note: If I found any cell phone buzzing or ringing during the exam, I’ll pull that person’s exam and give a zero on that exam.* This warning has become necessary due to other students complaining about some cell phones buzzing/ringing during the class and/or exam and causing them harm.

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 may be required for passing the course.

Also, please note that you must be in the classroom within five minutes of the class hour. Once lecture starts, you must NOT leave unless the class is dismissed. Insensitivity in this area will not be tolerated.

Remind you, your attendance is required.

E-mailing etiquette/process: 1) clearly identify yourself, and 2) use proper salutation.

Start a buddy-buddy system.

Use of laptop computers: is it good for this course?