

FURMAN UNIVERSITY
Undergraduate Evening Studies

BA 32 – Operations Management

Professor: Craig Bradenbaugh
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Textbooks: **Operations Management – Fifth Edition**, by Roberta S Russell and Bernard W. Taylor III, John Wiley & Sons, Inc., 2005.
Text web site: <http://www.wiley.com/college/russell>

The Goal (Third Revised Edition) by Eliyahu M. Goldratt and Jeff Cox,
North River Press 2004

Course Objectives:

To develop a knowledge, understanding, and appreciation of:

- The issues and techniques related to designing and managing operations **processes** in both manufacturing and service industries, with particular emphasis on **productivity, quality, and adding value.**
- The impact of a firm's strategy on operations and how operations can provide a **competitive advantage.**
- The interrelationships between operations and other functional areas of a business – marketing, finance, human resource management, and accounting.
- The inherent presence of **process** in all aspects of business (and life) and the opportunity to continuously improve them.

Attendance Policy:

Students are expected to be active participants in the course, and as such, are expected to attend class and to assume responsibility for all materials discussed and distributed in class. Students are reminded that missing 25% (i.e. 4) or more of the class meetings, whether excused or unexcused, may result in a grade of "F" for the course.

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Other course policies:

- **Late assignments** will be accepted only with prior permission and will receive a maximum grade of “C”.
- **Make-up exams** will be given only for verifiable excused absences: illness, attendance at a required extracurricular activity, official representation of Furman in a scheduled activity, and circumstances beyond one’s control that prevents class attendance. The instructor will decide both format and scheduling of make-up exams.
- **Academic Dishonesty:** Academic dishonesty in any form is a fundamental offense against the integrity of the entire academic community and is always a threat to the standards of the college and to the standing of every student. In taking examinations, doing homework, laboratory work, and writing papers, students are expected to perform with honor. One of the most common forms of academic dishonesty is plagiarism. Plagiarism is the use of another’s words and ideas as if they were one’s own. To avoid plagiarism, students should acknowledge their sources, using whatever documentation is appropriate to the discipline in which their work is being done. Cheating and plagiarism will not be tolerated, and any such incidents will result in a course grade of “F”.
- **Students with disabilities:** If a student with a disability desires an accommodation, it is the student’s responsibility to identify himself or herself as having a disability and to make a formal request for appropriate accommodations. The Disability Services Coordinator is Ms. Susan Clark (phone: 294-2322). After meeting with her, please advise your instructor no later than January 27 to make appropriate arrangements.

Grading: The course grade will be determined by the following components:

<u>Exam 1</u> Chapters 1 through 5 and any other materials distributed or discussed in class	25%
<u>Exam 2</u> Chapters 6 through 12 and any other materials distributed or discussed in class	25%
<u>Exam 3</u> Chapters 12 through 17, The Goal , and other materials distributed or discussed in class	25%
Written assignment(s) – Projects and weekly website reports	15%
<u>Class Participation</u> Includes both attendance and more importantly, contribution to class discussion and to the learning of your classmates	10%
	100%

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Undergraduate Evening Studies

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Schedule of Assignments

Note: Assignments are to be completed prior to the class date. Be sure to read all of the “Competitive Edge” and other examples in the boxes throughout the chapters!!! Answer to odd-numbered problems can be found at the end of the textbook. Even-numbered problem solutions can be discussed in class at the student’s request.

<u>Date</u>	<u>Topic</u>	<u>Assignment</u>
Friday, January 12	- Overview of Course - Introduction to Operations And Competitiveness	Read Chapter 1
Friday, January 19	- Operations Strategy - Quality Management	Read Chapter 2 Read Chapter 3 problems 3, 4, 6
Friday, January 26	- Products and Services (Bolick)	Read Chapter 5 Go to website www.baddesigns.com and select your favorites.
Friday, February 2	- Statistical Process Control - Q&A for exam prep	Read Chapter 4- - Problems 1, 3, 5, 13, 15, 16, 18
Friday, February 9	Exam #1	
Friday, February 16	- Process, Technology and Capacity - Facilities	Read Chapter 6 Read Chapter 7
Friday, February 23	- Human Resources - Project Management	Read Chapter 8 Read Chapter 9

FURMAN UNIVERSITY
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BA 32 – Operations Management

<u>Date</u>	<u>Topic</u>	<u>Assignment</u>
Friday, March 2	- Supply Chain Management - Forecasting	Read chapter 10 Read Chapter 11
Friday, March 19	- Exam #2	Chapters 6 thru 11
Friday, March 16	- Inventory Management - Aggregate Planning	Read Chapter 12 - Problems 1, 2, 4, 7, 15, 16, 17, 23 Read chapter 13 (omit pages 592 thru 599)
Friday, March 23	- Resources Planning - Lean Production	Read Chapter 14 Read Chapter 15
Friday, March 30	- Scheduling - Waiting Line Analysis for Service Improvement	Chapter 16 Chapter 17
Friday, April 13	- Projects presentation - Review questions	The Goal...Read it
Friday, April 20	Exam #3	