GOVERNORS STATE UNIVERSITY
College of Business and Public Administration

Course Title: MGMT 340 VA PRODUCTION MANAGEMENT (TELECLASS)
Reference#: 207718
Instructor: Dr Z. A. Malik
Secretary: Dorothy Kennedy (Phone: 708 534-4938)
Phone: (708) 534-4953  FAX: (708) 534-8457
e-mail: z-malik@govst.edu  Office: C3353
Units: Three Credits
Target Group: Undergraduate Students
Required course for Business Administration Majors
Prerequisites: STAT 361

Description:
Discusses applications of management science and analysis to the production function. Emphasizes operations management as it relates to product development, plant location and layout, product cost analysis, inventory control, just-in-time systems, and quality control.

The course deals with the broad area of operations management (POM) and covers aspects connected with the planning, coordination and implementation of the activities and tasks that lead to the creation of goods and services. Besides introducing students to the tools, techniques and processes relevant to modern manufacturing management, the course teaches methods and techniques with wide application to a variety of services (health care, banking, hotel management, education, transportation and government). Operations function is responsible for the transformation of inputs (3Ms- men, material & machinery) into outputs (products and services) - a value-added concept. Considerable emphasis is placed on total quality management and customer-orientation. The course is designed to help students learn the interrelationship of operations function to other major business functions (marketing, finance and personnel).
Note:
"Historically, production and operations management (POM) techniques developed in manufacturing organizations. However, as time went on, it became more and more apparent that non-manufacturing organizations have to contend with problems similar to those encountered in manufacturing settings. Consequently, the scope of POM has been expanded to cover both manufacturing and service organizations.

Performance Objectives:

1. Develop an understanding of the techniques and tools required for the design, planning, operations and control of the operations function.

2. Gain an understanding of the relationship of POM to other business functions (marketing, finance and personnel).

3. Learn the concepts of productivity and quality and their significance in the context of global competitiveness.

4. Develop an appreciation of the role of an operations manager (OM) and the nature of decisions (under certainty, risk and uncertainty) OM has to make.

5. Learn the steps in the "forecasting process" and the effective use of forecasting in the context of capacity, inventory and human resources planning.

6. Familiarity with the basic approaches for the design of production systems as well as for operating and controlling the system.

7. Study of modern management tools like JIT, Learning Curves, etc.

Teaching Material:

Text:

- Stevenson, William J., Production/Operations Management. 7th ed., Irwin, 2002 (Required)
- Study Guide to Production/Operations Management. 7th ed., Irwin, 2002 (Optional)
- Production Management Student Packet, Governors State University Printshop (Required).
- Videotapes, 12 one-hour videotapes.
Course Policies:

- Grade of "incomplete" will not be given except under extenuating circumstances (e.g., prolonged illness during the trimester).

- No make-up exams will be given except when the student is ill on the date of the exam.

Evaluation:
There will be a mid-term and a final examination scheduled at Governors State University.

<table>
<thead>
<tr>
<th>Evaluation Item</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid Term Examination</td>
<td>40</td>
</tr>
<tr>
<td>Final Examination</td>
<td>40</td>
</tr>
<tr>
<td>Assignments</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Basis for Grade:

<table>
<thead>
<tr>
<th>Grade Percent</th>
<th>Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above 89%</td>
<td>A</td>
</tr>
<tr>
<td>80-89%</td>
<td>B</td>
</tr>
<tr>
<td>70-79%</td>
<td>C</td>
</tr>
<tr>
<td>60-69%</td>
<td>D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>F</td>
</tr>
</tbody>
</table>
Assignment #1, Due October 12, 2001

Chapter 1: p. 28/29, Questions #3, & #10
Chapter 2: p. 56, Questions #9
Chapter 3: p. 114, Questions #4, #9 and #10
p. 115/116, Problem #2
p. 117, Problem #7
Chapter 4: p. 155/156, Questions #5 and #9
Chapter 4S: p. 168, Question #2; Problem #1
p. 1170, Problems #15 and #16
Chapter 6: p. 262, Questions #2, #5 and #12
Chapter 7: p. 338, Question #4
Chapter 7S p. 350/351, Questions #1, and #5
p. 351, Problems #1 and #7

Assignment #2, Due November 30, 2001

Chapter 9 p. 413, Question #9
Chapter 10 p. 447, Questions #5, and #10
p. 448, Problem #2
Chapter 11 p. 491, Question #1
Chapter 13 p. 585, Question #8
p. 586, Problem # 3
p. 587, Problem #10
Chapter 15 p. 714, Question #2

EXAMINATIONS

Exam No: 1 will cover video lessons 1-6, on October 19, 2001
Exam No: 2 will cover video lessons 7-12, on December 7, 2001
MEMORANDUM

A. YOUR HOMEWORK ASSIGNMENTS:

1. Cover sheet (8 x11 size paper) to include: Your Name, Course, Trimester, Instructor's name, Assignment #, Chapters Covered and Due Date. All pages should be secured in a binder.

2. Problems to be individually labelled -- Chapter, problem #, including each part of a problem such as (a), (b), (c), (d), etc. Write on one side of paper, and start each problem on a fresh page. Include diagrams and graphs, as needed.

B. EXAMS, SCORES AND GRADE:

1. Exams will start punctually and end punctually as announced. A student arriving late for an exam may not be allowed to take the exam and/or may not get full credit for it.

2. Mid-Term SCORES will be mailed to each of you who turns in a self-addressed envelop on the day of the exam. If you wish to see your mid-term exam and compare your answers with the correct solutions provided by me, please make arrangements to do so in my office.

3. PHONE MESSAGES

If you call when I am not in my office (708-534-4953), you may leave a message on the voice mail. Leave your name and phone number where you are most likely to be available during daytime working hours. Identify your course by number, section and trimester, and state your question or problem so that I may leave an answer for you (if you are not there) when I return your call. I make every effort to return calls as soon as possible.

HWMEMF1.OMS
9/8/00
Orientation

Friday, September 7, 2001: 6:30 pm
or Saturday, September 8, 2001: 11:30 am

Meetings

Friday, October 12, 2001: 6:30 pm
Friday, November 30, 2001: 6:30 pm

Exams

MID-TERM -- Friday, October 19, 2001: 6:30 pm
FINAL ---- Friday, December 7, 2001: 6:30 pm