

GOVERNORS STATE UNIVERSITY
College of Business and Public Administration

GSU ARCHIVES
 MGMT 340
 F 2000

Course Title:	MGMT 340: Production and Operations Management (Section A, Reference # 108531)
Session:	Fall 2000 (Block 1)
Time:	12:30-1:45 Tuesday and Thursday
Instructor:	Dr. David Parmenter
Office:	C3356
Phone:	(708) 534-4961
Fax:	(708) 534-8457 Note: This fax machine is used by the entire Business College. Make sure that faxes for me are clearly labeled as such.
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Office Hours:	1:45-2:45 & 6:30-7:30 T, 6:30-7:30 R, 5:00-6:00 F by appt.
Catalog Description:	Introduces operations management, including examples from both manufacturing and services. Topics covered include product and service design, process design, forecasting, inventory management, scheduling, and logistics, with particular emphasis given to quality management and process improvement.
Prerequisites:	STAT 361 or its equivalent
Textbook:	<u>Operations Management: Customer-Focused Principles (6th Ed.)</u> by Schonberger and Knod. The Student Workbook is optional. <u>Prosim III for Windows (3rd Ed.)</u> by Chu, Hottenstean and Greenlaw.
Complaints:	<p>If you have suggestions, requests or complaints you should bring them to me first. However, if you are not satisfied with my response here are some people that you might want to contact. These are my supervisors, listed in ascending order.</p> <p>Division Chair: Dr. Akkanad Isaac (708) 534-4961, a-isaac@govst.edu</p> <p>Dean: Dr. William Nowlin (708) 534-4932, w-nowlin@govst.edu</p> <p>Interim Provost: Dr. Jane Wells (708) 534-4980, j-wells@govst.edu</p> <p>President: Dr. Stuart Fagan (708) 534-4130, s-fagan@govst.edu</p>

DESCRIPTION:

This course will cover the management of the operations function, the function that is responsible for converting inputs, i.e. raw materials, labor, equipment, etc., into outputs, i.e.

EVALUATION:

Your grade in this course will be based on the following assignments.

Group Project	40%
(Performance = 30%)	
(Participation = 10%)	
Midterm Exam	30%
Final Exam	30%

Although the final results will be curved if necessary, you should expect a curve that follows the standard 90-80-70-60 format.

GROUP SIMULATION PROJECT:

The class will be divided up into groups of from three to five people. Each group will act as the management team for a fictional manufacturing firm which operates in the business environment defined by the simulation package PROSIM III. On a weekly basis you will have to make decisions such as what raw materials to buy, what parts to buy, what parts and products to make, how many people to hire or lay off, who to train, and how much to invest in quality improvements and equipment maintenance. Each week you will hand in your decisions to me. I will input them to the PROSIM program that will tell you how your decisions turned out. PROSIM will track your performance throughout the trimester. I expect you to feel somewhat (very?) overwhelmed at first. However, as the trimester goes on and you gain more experience, both with the simulation and with various applicable operations management methods, your performance will improve. You will be given a lot of class time in which to make your decisions. However, expect to have to meet outside of class as well.

I have four learning goals in mind for this simulation exercise. First, PROSIM will force you to make some of the same decisions that real operations specialists make (although the PROSIM environment is rather simplistic compared to the real world). Making these decisions each week will drive home some of the operations concepts covered in the class. Second, you will gain experience solving a difficult quantitative problem. PROSIM will overwhelm you at first – there are simply too many factors to keep track of. As the trimester proceeds, however, you will “figure it out” (the PROSIM environment really is simplistic enough to figure out, although it won’t look that way to you at first). Developing proficiency in an exercise that is extremely difficult at first will give you more self-confidence in your quantitative decision-making skills, self-confidence that will help you in some of your advanced courses and in your career. Third, PROSIM will force you to work as a team. Team-building skills are becoming more and more important in the business world. And fourth, and probably most importantly, PROSIM’s wealth of data will enable you to “back up” your decisions with intelligent quantitative analysis. As we go through the trimester I want to see you get better and better at using this data to perform the analysis that leads to good decisions. Students (and American managers in general) tend to get into the habit of “eyeballing” the best decision rather than doing the rigorous quantitative analysis required. Admittedly, eyeballing is sometimes necessary and doing it well is a valuable

EXAMS:

There will be two exams, one midterm and one final. The exams will be partial credit with about 30% based on quantitative problem solving and about 70% based on essay answers. Prior to covering each chapter I will give you a study guide specifying important topics for that chapter and questions that you should be prepared to answer. The test questions will be drawn primarily from these study guides. Thus it is worth it to pay attention to the study guides as you study each topic. If your love of learning is insufficient to make you take good notes as you study I will give you another one - the tests will be "open notes" (you can't use the text but you can use your notes). Note that simply regurgitating information from the text does not generally constitute a good answer (and copying word-for-word from the text constitutes plagiarism). Good answers will incorporate ideas from the text, ideas from the lectures, and ideas drawn from your own thinking and experience. Note also that good answers to a particular question will generally involve material from multiple chapters, not just the chapter corresponding to the study guide that the question came from. Your notes must be your own work. Do not photocopy anything from the text or from another student.

Try to avoid copying word-for-word from the text when you take notes. Putting ideas in your own words increases your understanding. It also helps you to avoid plagiarism (i.e. when you copy directly from the text to your notes and later copy directly from your notes to answer a test question). Note that plagiarism is not only unethical but that it also tends to reduce the quality of your answers. I will admittedly not go through each test answer with a fine-toothed comb trying to find quotations from the book. However, direct quotations from the text have two problems. The first is that these quotations simply sound "wrong" because they don't have the same style as the portion of the answer that you wrote in your own words. Second, and possibly even more crucial, is the fact that it's your job to convince me that you understand what you're talking about. And direct quotes, although generally technically correct, are frequently worded in such a way that I won't be convinced of your understanding. If you can put the relevant concepts into your own words I will be much more convinced that you truly understand them.

SYLLABUS STATEMENT FOR PERSONS WITH DISABILITIES:

It is the intention of the institution to support full participation of all students, regardless of physical ability level. Therefore, if any student needs consideration of his/her physical abilities in order to complete the course, please notify the instructor as soon as possible.

TENTATIVE SCHEDULE:

DATE	TOPIC	CHAPTERS
8/29	Introduction and syllabus	TXT: 1
8/31	History: Craft Production and Mass Production	Not in text*
9/5	PROSIM Introduction	PRO: 1,2
9/7	PROSIM Week 2 Decisions: Hiring, Firing and Training	PRO: 3,5