

INFO 364-501
OPERATIONS MANAGEMENT
SPRING 2002
Class Hours: 4:10 - 5:25 MW

Dr. Halit Uster	Office: 322-V Wehner Bldg.	Office Hours: 10:00-11:30 MTW or by appointment.
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Course Webpage: http://www-info.tamu.edu/faculty/h-uster/info364/		

COURSE DESCRIPTION AND OBJECTIVES

This course is a study of the concepts, issues and techniques used to plan, analyze and control systems of production. It includes study of operational problems involved in producing goods and services. The specific objectives of this course are

- to develop a better understanding of productive systems: inputs, conversion processes, and outputs for both manufacturing and service environments.
- to develop a better understanding of the relationships among production, marketing, accounting and finance, and engineering functions.
- to develop students' ability to recognize, formulate, and analyze decisions of operational managers.
- to develop an understanding of the nature of operations manager's jobs, mainly with respect to problem solving.

COURSE PREREQUISITE

A prerequisite for this course is INFO 303 (Statistical Methods) or concurrent enrollment.

REQUIRED TEXTBOOK

Operations Management, by Heizer and Render, 6th Edition, (2001, Prentice Hall Pub. Co.)

GRADING SCHEME

You will be given four exams. Each exam is worth 100 points. You may also be given a quiz in any class period. The quiz grades will provide you extra credit. You will also be assigned extra credit homework during the semester. Your final grade will be determined according to the following scheme:

A = 360-	B = 320-359	C = 280-319	D = 240-279
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EXAMS

All exams will be with closed book and closed notes. Formula sheets and statistical tables will be provided as needed. You *must take all four exams* of 400 points. The exams will be multiple-choice and include sections on concepts and issues, and problems. You will be required to furnish your own Scantron form 882 for each exam and you **MUST** bring a picture ID card to each exam. Lectures, readings, class activities and homework problems will be the basis of these exams and they are *not* comprehensive.

MAKE-UP EXAMS

Exams may not be missed for the convenience of the student. You now know the dates of the four exams and it is expected that you will schedule your other activities around these exam dates. If a major exam is missed (due to an *approved university absence* as defined in the Texas A&M University Regulations, <http://student-rules.tamu.edu/rules7.htm>), you must inform the instructor **no later than 24 hours after the exam**, and also you must furnish the instructor with **the original documentation why your absence should be excused**. If approved, you will be allowed take a make-up exam. In general, make-up exams will be administered **within a week** following the original exam day. Any exam (regular or make-up) missed without an approved excuse will be assigned a grade of zero.

GENERAL

Each student is responsible for taking class notes and completing assigned work on time. It is strongly suggested that you plan to attend every class during the semester. No special consideration will be given for work missed due to unexcused absences.

You are strongly encouraged to ask any questions you might have on the material during the lecture or right after the class. It is very much to your benefit to get these points cleared as soon as they occur.

Lecture notes and homework solutions are posted on the course web page and are available at Copy Corner (#192) as well. We will also have a help desk set up to assist you with your understanding of the material.

The course web page will be updated as necessary, so make sure that you check it regularly, especially the "announcements" link.

Please come to class on a timely manner, and do not leave early unless you have an unavoidable reason. If you have to leave early because of some other obligation, let me know before the class begins and have your seat close to one of the exits at the back. Please try not to create any distraction to others in class.

Also note that it is necessary for you to adhere to the established university policy of NO BEVERAGES, FOOD, TOBACCO PRODUCTS, OR ANIMALS (unless approved) within the classrooms.

SCHOLASTIC DISHONESTY

The Texas A&M University Regulations define several categories of Scholastic Dishonesty. (1) Acquiring or attempting to acquire information (*this includes observing the work of others during an exam*); (2) Providing information on homework, quizzes or exams; (3) Plagiarism; (4) Conspiracy to commit any of the above; (5) Fabrication of Information; and (6) Violation of Departmental or College policies. The University definition of Scholastic Dishonesty will be strictly adhered to and any student caught *providing or receiving* assistance in an exam *will immediately be given a grade of "F"*. *Cheating in this class will not be tolerated.*

STUDENTS WITH DISABILITIES

If you feel you are entitled to special accommodations because of a disability, please see the professor within the first two weeks of classes.

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TENTATIVE COURSE SCHEDULE

DATE	DAY	TOPIC	CHAPTER	STUDY PROBLEMS
J 14M	1	Introduction & Course Overview	---	---
J 16W	2	Operations and Productivity	Chapter 1	---
J 21M		No Class, Martin Luther King, Jr. Day		
J 23W	3	Operations Strategy for Competitive Advantage	Chapter 2	---
J 28M	4	Operations in a Global Environment	Chapter 3	---
J 30W	5	Forecasting	Chapter 4	1-5, 7-9, 23
F 4M	6	Forecasting		
F 6W	7	Forecasting		
F 11M	8	***** EXAM I *****		
F 13W	9	Design of Goods and Services	Chapter 5	---
F 18M	10	Process Strategy and Capacity Planning	Chapter 7	5-10, 16-19
F 20 W	11	Operations Technology LDTSYT 1	Chapter 7S	---
F 25M	12	Managing Quality	Chapter 6	5, 9, 12
F 27W	13	Statistical Process Control	Chapter 6S	3, 4, 8, 16, 20, 21, 22, 23, 25
M 4M	14	Statistical Process Control		
M 6W	15	***** EXAM II *****		
M 18M	16	Location Strategies	Chapter 8	6-8, 12,13,16,17
M 20W	17	Project Management	Chapter 16	1-3, 6, 10-14
M 25M	18	Project Management LDTSYT 2		
M 27W	19	Supply-Chain Management	Chapter 11	---
A 1M	20	Supply-Chain Management		
A 3W	21	E-commerce and OM, and ERP	Chapter 11S	---
A 8M	22	***** EXAM III *****		
A 10W	23	Inventory Management	Chapter 12	5-13, 15-22
A 15M	24	Inventory Management		
A 17W	25	Inventory Management LDTSYT 3		
A 22M	26	Aggregate Planning	Chapter 13	---
A 24W	27	Material Requirements Planning (MRP)	Chapter 14	3, 5, 8, 10, 11(b)
A 29M	28	Material Requirements Planning (MRP)		
***** EXAM IV ***** Monday, May 6, 3:30 – 5:30 LDTSYT: Last Day To See Your Test				