

Operations Management – BMG*K218
Room E204, Thursdays, 6:30 – 9:15 p.m.

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Contact Methods: Email / Telephone

Email:

Email is considered an official method for communication at Three Rivers Community college because it delivers information in a convenient, timely, cost-effective, and environmentally aware manner. Students are expected to check their official TRCC email on a frequent and consistent basis in order to remain informed of college-related communications. The College recommends checking email daily. Students are responsible for the consequences of not reading, in a timely fashion, college-related communications sent to their official TRCC student email account. Students should possess the ability to logon to Blackboard (or any other required course management software or Web site).

BMG*K218; 3 CREDIT HOURS; Operations Management

Fundamental principles and concepts of operations management and business operations are discussed as they relate to the planning and controlling of the operating processes and work flow activities in private and public organizations. Key Topics include production and work planning, capacity planning, inventory control, quality control, scheduling, distribution, plant location, maintenance management, the roles of efficiency and effectiveness and decision making. *Prerequisites: ACC* K118 or ACC* K233 with a "C" grade or better.*

Text Book:

Operations and Supply Chain Management (6th Edition) – Collier and Evans ISBN: 978305664791

Learning Objectives:

- Interpret the field of operations management and define the concept of the value chain
- Explain the use of analytics in operations management and how to design a performance measurement system
- Explain how organizations seek to gain a competitive advantage and the five competitive priorities
- Describe different types of technology and their role in manufacturing and service operations
- Describe how the Taguchi loss function, reliability, design for manufacturability, and design for sustainability are used for designing manufactured goods
- Describe the four types of processes used to produce goods and services and how to compute resource utilization applying Little's Law
- Explain the basic concepts of forecasting to the value chain
- Explain the principles and logic of the Theory of Constraints as they apply to capacity
- Explain the basic concepts of Supply Chain Management
- Examine the principles of continuous improvement and quality management
- Explain types of variation and the role of statistical process control
- Understand the principles of project management and the triple constraint of scope, schedule, spend

Grading Policy:

It is usually expected that students will spend approximately 2 hours of study time outside of class for every one hour in class. Since this is a 3 credit class, you should expect to study an average of 6 hours per week outside of class. Some students may need more outside study time and some less. Weekly discussion homework

assignment and weekly quizzes will be used to assess performance based on the table below. Final grades will be based on a normal distribution of all students taking the course based on the following weighting:

COMPONENT	WEIGHTING
Class Participation	30%
Weekly Discussion Homework	35%
Weekly Quizzes	35%

Grading Policy: Grades will be assigned according to the following scale:

94 - 100	A
90 - 93	A -
87 - 89	B +
83 - 86	B
80 - 82	B -
77 - 79	C +
73 - 76	C
70 - 72	C -
67 - 69	D +
63 - 66	D
60 - 62	D -
Below 60	F

Attendance: Attendance will be taken, after 3 absences from scheduled class dates 5% will be deducted from the final grade.

Instructor Assistance: Seeking help from the instructor outside of class is encouraged if you are having difficulty understanding course material. You are encouraged to seek assistance during class as well as during by appointment outside of class hours.

Academic Integrity: Academic integrity is essential to a useful education. Failure to act with academic integrity severely limits a person's ability to success in the classroom and beyond. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. In this class and in the course of your academic career, present only your own best work; clearly document the sources of the material you use from others; and act at all times with honor.

Withdrawal: A student who finds it necessary to discontinue a course must complete a "Withdrawal Request Form" available in the Registrar's office within the time limits of the semester calendar. Students who do not withdraw, but stop attending will be assigned an "N" grade which may impact their financial aid status. The last day to withdraw from classes is **May 4th, 2018**.

Disabilities Statement: If you are a student with a disability and believe you will need accommodations for this class, you must contact the TRCC's Disabilities Counseling Services at (860) 892-5751 or (860) 383-5240. To avoid any delay in the receipt of accommodations, you should contact the counselor as soon as possible. Please note that the instructor cannot provide accommodations based upon disability until the instructor has received an accommodation letter from the Disabilities Counselor.

SPRING 2018 – Operations Management, BMG*K218 – Course Outline				
Date	Class #	Topic	Homework/Quiz Schedule	Reading
18 JAN	1	Operations Management and Value Chains		Ch 1
25 JAN	2	Measuring Performance	HW 1 / QUIZ 1	Ch 2
01 FEB	3	Operations Strategy	HW 2 / QUIZ 2	Ch 3
08 FEB	4	Technology and Operations Management	HW 3 / QUIZ 3	Ch 4
15 FEB	5	Goods, Service, and Supply Chain Design	HW 4 / QUIZ 4	Ch 5/6
22 FEB	6	Process Selection, Design, and Analysis	HW 5 / QUIZ 5	Ch 7
01 MAR	7	Facility and Work Design	HW 6 / QUIZ 6	Ch 8
08 MAR	8	Forecasting and Demand Planning	HW 7 / QUIZ 7	Ch 9
15 MAR	SPRING BREAK			
22 MAR	9	Capacity Management	HW 8 / QUIZ 8	Ch 10
29 MAR	NO CLASS			
05 APR	10	Supply Chain Management	HW 9 / QUIZ 9	Ch 11/12
12 APR	11	Resource Management / Scheduling	HW 10 / QUIZ 10	Ch 13/14
19 APR	NO CLASS			
26 APR	12	Quality Management / SPC	HW 11 / QUIZ 11	Ch 15/16
03 MAY	13	Lean Operating Systems	HW 12 / QUIZ 12	Ch 17
10 MAY	14	Project Management	HW 13 / QUIZ 13	Ch 18