

## Operations Management – An Applications Approach

First and foremost I want to welcome you to this introduction to *Operations Management*.

My name is G. Kent Harding and I am the originator and instructor of the *Operations Management* course.

Before proceeding any further I do want to reemphasize that our *Operations Management* course at Three Rivers does indeed **emphasize** the **use** and **application** of the many “Ops” tools that have evolved with the explosive growth of the PERSONAL / BUSINESS computer. The course provides very little of the theory behind these tools or of the application of that theory to their derivation or creation. It does, however, require an understanding of, and a degree of comfort with, basic algebraic and statistical terms, language, concepts and applications, which is why intermediate algebra and statistics or Quantitative Business Analysis are pre-requisites and co-requisites for this course.

*Operations Management* focuses on the **optimization of solutions** to the many production and service issues that managers, engineers, and other professionals confront on a daily basis. These issues range from determining the number and type of employees for the next work shift to the location and lay-out of a multi-million dollar factory. Few, if any, professionals will avoid facing an issue that cannot be better understood and resolved using the tools that we will cover. **As an aspiring professional this is a must course for you!**

As you may have inferred from the above, most of the course assignments, tests and quizzes will be problem solving; you will be provided with certain relevant information and data and be asked to determine the optimal solution and answer questions related to that solution. Most of these assignments and **all tests** will be “take home” while quizzes will be taken in class. **Each student will have their own computer to work with in class and will be expected to be able to access their college account and to load the necessary programs and data from their text book supplied CD or from the publishers on-line web site.**

**Almost all of the homework, tests and quizzes will require access to a computer outside of the classroom, to your text’s CD or the publishers web site, which has all of the programs and data that you will need.** The CD or web site also contains additional material that will help you improve your understanding of and your performance on the issues that we will address. While you should review the syllabus and the assignments documents for the specifics, kindly note that your text is a customized portion of Heizer’s hard cover text and excludes the contents of chapters 5, 8, 9, 10, and 14 through 17. This material is no less important than that which we do cover and I encourage you to review it at your personal leisure as you may have use of it in a current or future endeavor.

In closing, my objective for this course is to provide you with the knowledge of **which tool to use when** and **how to use that tool** to address issues that you can expect to confront as a professional. My hope is that you will find the course interesting, challenging, enjoyable and useful.