Texas A&M University-Corpus Christi  
College Of Business  
Course Syllabus – Summer I 2012

Course Number: OPSY 5315  
Course Name: Operations Management  
Instructor: Dr. Amir M. Hormozi, CFPIM  
Office: OCNR Building, Room 325, Phone: 361/825-6016 Direct, 361/825-2377 Department, 361/825-2655 College, E-mail: amir.hormozi@tamucc.edu  
Office hours: 5:00-6:00 MW, and 4:00-5:00 TR

Connect Registration from the following site: http://connect.mcgraw-hill.com/class/a_hormozi_XXXX_2012_in_class

Prerequisites: ORMS 5310 or equivalent

Course Description:

This course involves study of operations of manufacturing and service organizations. It introduces operational design and control issues such as forecasting, capacity planning, facility location and layout, quality, jit/lean philosophies and materials requirement planning. Emphasis is on developing operational strategy linking functional areas. Topics Include international, environmental, legal, and ethical aspects of operations.

Relationship to Other Course work:

Operations function, within an organization, interfaces with other functional departments such as accounting, finance, personnel, public relations, purchasing, and etc. To that end this course draws on the students’ knowledge from courses in accounting, finance, human resources, etc., to build an integrative framework on how to formulate a strategy that utilizes the core competencies of the organization in order to compete in today’s global village.

Instructional Methodology:

Instructional methods used include lecture, class discussion, case-study presentations, problem solving, guest speakers, and video viewing.
Performance Evaluation and Grading:

Exam #1 100
Exam #2 100
Optional Comprehensive Make-up Exam 100 lowest exam grade drops
Online Quizzes 50
Homework Assignments 50
Grand Total 300
Average 100 = 300/3

All course material is considered for exam questions—all assigned readings whether discussed in class or not and all material presented in lectures whether covered in assigned readings or not. No make up exam will be given. A letter grade will be determined based on the total points earned, as follows:

A: An average of 90 or more or 270-300. B: An average of 80-89.9 or 240-269. C: An average of 70-79.9 or 210-239. D: An average of 60-60.9 or 180-209. F: An average of below 60 or total below 180.

Late Policy:

Requirements must be submitted before 11:30 PM on the due date! You may turn in the assignments before the due date. No excuse for late work will be considered. Below are some important points for submissions: All quizzes must be completed a week after the chapter is scheduled. For instance, chapter one is scheduled for 1/17/2012. Chapter one quiz must be completed before 11:30 pm on 1/24/2012. If not completed by the due date, it will automatically receive a grade of 0.

Technology Applications:

The student is expected to have a good working knowledge of popular microcomputer software such as word processing and spreadsheets. During the course of the semester, the student must draw upon these computer skills. Specifically, students are to use current technological aids to improve the quality of their presentations. Also, they are required to explore the databases available via Internet for resources relevant to their projects. Students are encouraged to communicate with the instructor using the Internet.

Global Perspectives:

Today, the global business system is changing the way everyone communicates, lives, and works. Customers, retailers, and manufacturers are linked globally via computers and communication networks with the stroke of a key, the click of a mouse button, or a touch on a screen. Design innovations and product information now move in seconds. Accordingly, this course addresses the global impacts on operations and operations managers.
Demographic Diversity Perspectives:

Presentations and discussions will show how operations management practices are widespread across race and gender, remote and populated areas, and among educated and street-smart practitioners.

Ethical Perspectives:

Discussions relating to ethical issues of certain practices, and environmental management practices will take place.

Political, Social, Legal, Regulatory, and Environmental Perspectives:

Some examples from European countries and Japan will be given to compare and contrast production operations management philosophies and approaches. Behavioral and ethical aspects, product safety and reliability, business environment and service industries, and manufacturing industries will be emphasized.

Attendance Policy:

Students are held responsible for class attendance and are advised that excessive absences may adversely affect their grades. Students absent from classes are responsible for assignments due/materials discussed/announcements made. Students who are required to take business trips or not attending due to extremely important events (like attending a wedding) need to consult with the instructor ahead of time. No make-up exam is given for any reason; however students who miss an exam may choose to take the comprehensive make-up.

Academic Honesty:

University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, forgery, or plagiarism (plagiarism is the presentation of the work of another as one’s own work).

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Disability Services Office at (361) 825-5816 or visit the office in 116 Corpus Christi Hall.
If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disability Services office for assistance at (361) 825-5816.

**COB Student Code of Ethics:**

This course requires all of its students to abide by the COB Student Code of Ethics (available online at [www.cob.tamucc.edu](http://www.cob.tamucc.edu)). Provisions and stipulations in the code are applicable to all students taking College of Business courses regardless of whether or not they are pursuing a degree awarded by the COB.

**Bonus Points:**

Each student has the option of identifying one current article (published after January 1, 2012) from a business magazine (not specialized journal) or newspaper that relates to the course material, e.g., Business Week, Forbes, Fortune. Credit will be given for up to 10 points for a submission (one per student). The article plus a one-page (only) double-spaced summary of the problem, alternatives, decision made, and how the article relates to this course must be submitted. Last date to submit an article and summary is 6/21/2012. Please note that the bonus points have the potential to increase one exam by a letter grade. For instance a student receiving a grade of 85 on his/her second exam may increase it to 95 by taking advantage of this opportunity.
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<thead>
<tr>
<th>Dates</th>
<th>Topic</th>
<th>Chapters</th>
<th>Problems</th>
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<tbody>
<tr>
<td>June 4</td>
<td>Introductions and Orientation&lt;br&gt;Operations and Supply Chain Management&lt;br&gt;Strategy and Sustainability&lt;br&gt;Product and Service Design</td>
<td>1, 2, 3, 5, 6, 9, 9A &lt;br&gt;6</td>
<td>1, 2, 3, 4, 7, 8, 9 &lt;br&gt;1, 2, 5, 8 &lt;br&gt;3, 4, 6, 12 &lt;br&gt;9</td>
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<td>June 6</td>
<td>Process Analysis&lt;br&gt;Production Processes&lt;br&gt;Facility Layout&lt;br&gt;Six Sigma Quality</td>
<td>5, 6A</td>
<td>1, 2, 3, 4, 7, 8, 9 &lt;br&gt;1, 2, 5, 8 &lt;br&gt;3, 4, 6, 12 &lt;br&gt;9</td>
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<td>June 11</td>
<td>Process Capability and SPC&lt;br&gt;Projects</td>
<td>9A, 10</td>
<td>1, 2, 3, 4, 6, 13, 14, 15, 16 &lt;br&gt;1, 4, 5, 6, 7, 8</td>
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<td>June 13</td>
<td>Global Sourcing and Procurement&lt;br&gt;Location, Logistics, and Distribution</td>
<td>11, 12</td>
<td>3, 4 &lt;br&gt;2</td>
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<td><strong>Exam 1</strong>, Chapters 1, 2, 3, 5, 6, 6A, 9, 9A, 10</td>
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<td>June 18</td>
<td>Lean and Sustainable Supply Chain&lt;br&gt;Enterprise Resource Planning&lt;br&gt;Demand Management and Forecasting</td>
<td>13, 14, 15</td>
<td>3, 5 &lt;br&gt;3, 9, 11, 12, 13, 16, 19, 28</td>
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<td>June 20</td>
<td>To be announced</td>
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<td>June 25</td>
<td>Inventory Control&lt;br&gt;Materials Requirements Planning&lt;br&gt;Scheduling</td>
<td>17, 18, 19</td>
<td>1, 3, 4, 6, 7, 12, 14, 24 &lt;br&gt;1, 2, 5, 11, 13, 14 &lt;br&gt;1, 3, 5, 8, 14, 16</td>
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<td>June 27</td>
<td><strong>Exam 2</strong>, Chapters 11, 12, 13, 14, 15, 17, 18, and 19</td>
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<td>July 2</td>
<td>Comprehensive Make up Exam</td>
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