

GOVERNORS STATE UNIVERSITY  
College of Business and Public Administration

SYLLABUS .(5 PAGES)

MGMT 840  
GSU ARCHIVES

Course Title: MGMT 840 A: OPERATIONS MANAGEMENT STRATEGIES  
Instructor: Dr. Z. A. Malik  
Phone: (708-534-4953, e-mail: z-malik@govst.edu)  
Secretary: Dorothy Kennedy (Phone: 708-534-4938)

Session: August 28 - December 4, 2001 - Fall 2001  
Block 1  
Credit Units: Three  
Pre-requisite: MGMT 301 and Stat 362

Textbook: OPERATIONS MANAGEMENT For Competitive Advantage,  
by Richard B. Chase, Nicholas J. Aquilano,  
F. Robert Jacobs, McGraw-Hill Irwin,  
9th Edition, 2001.

Study Guide: Optional

Course Description:

The goal of this course is to help the student develop the ability to conceptualize, design, implement and control Operational Systems. These systems would include both the manufacturing and the service sectors. Examples of topics are: Production Planning and Control, Product Design and Process Selection, Supply Chain Design, Forecasting Methods, Statistical Quality Control, Inventory Control, Project Management, Learning Curves, etc.

Performance Objectives:

Upon completion of the course, the student should have:

1. Knowledge of Operations Management in manufacturing and service environments,
2. Knowledge of planning products, processes and facilities,
3. Knowledge of work measurement and learning curves,
4. Knowledge of elementary forecasting methods,
5. Knowledge of capacity management,

- 6. knowledge of supply chain design and strategies,
- 7. Knowledge of materials management, inventory planning and control,
- 8. Knowledge of project management and scheduling,
- 9. Knowledge of quality control, charts and methods.

Policy on Incompletes and Make-up Exams:

1. No incompletes will be given except in the case of the student who has been ill for a substantial portion of the semester and is in good standing. Poor grades, other personal problems, work conflicts, etc., will not be reasons for an incomplete in the course.

2. No make-up exams will be given except when the student is ill on the day of the exam or other extenuating circumstances. Generally, the maximum score for make-up exams will be 80% of the original exam. Not being prepared for the exam, other personal problems, work conflict, etc., will not be reasons for a make-up exam.

3. Unexcused absences and tardiness will adversely affect your grade.

4. Incomplete, messy or late assignments will not receive credit towards your grade.

Pre-requisite Courses:

Students not having successfully taken MGMT 301 and Stat 362 or equivalent courses will be dropped from this course.

Basis for Course Grade:

- |                              |     |
|------------------------------|-----|
| a. Exams, quizzes            | 80% |
| Participation                | 20% |
| (attendance, homework, etc.) |     |

b. The following percentage/letter grade relationship will hold for the total score:

Over 89%	A
80-89%	B
70-79%	C
60-69%	D
below 60%	F

Syllabus Statement for Persons with Disabilities:

It is the intention of Governors State University to support full participation of all students regardless of their physical ability level. If any student needs special consideration of his/her physical abilities in order to complete the course, he/she should notify the instructor of such need as soon as possible.

Z. A. Malik

## SCHEDULE

MGMT 840

<u>Session</u>	<u>Topic</u>	<u>Chapter</u>
1	Introduction	1
2	Forecasting	11
3	Product Design and Process Selection (Manufacturing)	5
3	Product Design and Process Selection (Services)	6
4	Quality Management	7
5	Statistical Quality Control Methods	TN7
6	Just-In-Time Production Systems	10
7	MIDTERM EXAM	
8	Job Design & Work Measurement Learning Curves	TN4 TN2
9	Supply Chain Design and Strategy	8
10	Aggregate Planning	12
11	Inventory Control	13
12	Materials Requirements Planning	14
13	Project Management	3
14	Operations Consulting and Reengineering	16
15	FINAL EXAM	

Schedule is subject to revision, if necessary.

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Z. A. MALIK

MGMT-840A

Fall 2001

MEMORANDUM

A. YOUR HOMEWORK ASSIGNMENTS:

1. Cover sheet (8 x11 size paper) to include: Your Name, Course, Trimester, Instructor's name, Assignment #, Chapters Covered and Due Date. All pages should be secured in a binder.
2. Problems/Questions to be individually labelled -- Chapter, problem/question #, including each part thereof, such as (a), (b), (c), (d), etc. Write on one side of paper, and start each problem/question on a fresh page. Include diagrams and graphs, as needed.

B. EXAMS, SCORES AND GRADE:

1. Exams will start punctually and end punctually as announced. A student arriving late for an exam may not be allowed to take the exam and/or may not get full credit for it.
2. If you wish to see any of your exams and compare your answers with the correct solutions provided by me, please make arrangements to do so in my office. After comparing your answers, if you believe that you deserve more points than you have received in the exam, you may write out your reasoning for this. I shall review your comments and give you a written response.

3. PHONE MESSAGES

If you call when I am not in my office (708-534-4953), you may leave a message on the voice mail. Leave your name and phone number where you are most likely to be available during daytime working hours. Identify your course by number, section and trimester, and state your question or problem so that I may leave an answer for you (if you are not there) when I return your call. I make every effort to return calls as soon as possible.

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8/28/01