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# BADM 341.01: Systems and Operations

Nilanjan Chatterjee

*University of Montana - Missoula*

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**Fall 2002**



**BADM 341**

**Systems and Operations (3 Credits)**

**Syllabus: Fall 2002**

**Instructor:** Neil Chatterjee

**Office Hours:** MWF 12:00-1:00 PM

**Office:** GBB238

**Classroom:** L14

**Class Times:**

S-01 MWF 9:10-10:00 AM; S-02 MWF 10:10-11:00 AM

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**The Course:** BADM 341 integrates the concepts of systems analysis and operations management. The business enterprise deals with making goods and/or services in a competitive environment. A tremendous amount of data results from the variety of activities that are undertaken to make the product(s) of the firm; that data must then be directed to other activity centers in the organization. This course delivers the fundamentals of both operations management and information systems that are necessary to effectively manage the operations function and

connect that function with the rest of the enterprise.

**Objectives:** By the end of the course, students should be able to:

- Understand the complementary roles of systems and operations in the strategic thrust of the enterprise;
- Determine the information system requirements for operations activities;
- Design process and product layouts;
- Utilize forecasting methods;
- Identify the firm's supply chain
- Plan inventory control systems;
- Implement material requirements planning;
- Implement just-in-time systems;
- Apply total quality management principles;
- Prepare control charts and process capability studies;
- Use project management tools for large-scale systems or operations projects.

**Text:** *Operations Management* by Krajewski/Ritzman, 6th edition

**Evaluation:** Seventy-five percent of each student's grade will come from three unit exams (25% each). Make-up exams will be given for students who can document illness or extenuating circumstances. Please notify the instructor immediately if you must miss an exam. The remaining twenty-five percent of the semester grade will consist of the average of scores from projects completed by the student's Learning Group (15%) and the student's quiz average (10%). Quizzes covering the vocabulary from the previous session will be a routine feature of the class. Each student may drop the lowest three quiz scores at the end of the semester. No make-up quizzes will be given.

**Mission Statement:** The faculty and staff of the School of Business Administration at The University of Montana-Missoula are committed to excellence in innovative experiential learning and professional growth through research and service.

### Tentative Course Outline

Date	Topic	Chapter Reading	Learning Group Projects/ Due Dates
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		Assignment	
9/ 4	Operations as a Competitive Weapon		
9/6	Operations as a Competitive Weapon	1	
9/9	Operations Strategy	2	Learning Group Rosters
9/11	Operations Strategy		
9/13	Managing Technology	5	
9/16	Managing Technology		
9/18	Managing Technology		Introduction to Field Project
9/20	Process Management	3	Introduction to Case #1
9/23	Process Management		
9/25	Process Management		
9/27	Managing Project Processes	4	
9/30	Managing Project Processes		
10/ 2	Managing Project Processes/ Review for Exam		
10/ 4	<b>EXAM</b>		
10/ 7	Total Quality Management / Revisit Exam	6	
10/9	Total Quality Management		
10/11	Statistical Process Control	7	
10/14	Statistical Process Control		
10/16	Capacity	8	
10/18	Location	9	Introduction to Case #2
10/21	Layout	10	
10/23	Layout		
10/25	Supply Chain Management	11	
10/28	Supply Chain Management		
10/ 30	Supply Chain Management		
11/ 1	Forecasting	12	
11/ 4	Forecasting		
11/ 6	Review for Exam		
11/8	<b>EXAM</b>		
11/11	<b>Veterans' Day Holiday</b>		
11/13	Inventory Management/ Revisit Exam	13	Case #1 Due
11/15	Inventory Management		
11/18	Inventory Management		
11/20	Resource Planning	15	
11/ 22	Resource Planning		
11/ 25	Lean Systems	16	

11/27	Lean Systems		Case #2 Due
11/29	<b>Thanksgiving Holiday</b>		
12/2	Scheduling	17	
12/4	Scheduling		
12/6	Scheduling		
12/9	Field Project Presentation		
12/11	Field Project Presentation		
12/13	Review for Exam		

**Final Exam:**

Section 01: 8:00 – 10:00 AM Friday, December 20, 2002

Section 02: 8:00 - 10:00 AM Monday, December 16, 2002

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