
OPERATIONS MANAGEMENT in Spring 2019 (BA3070)

Course Code	BA3070	Professor(s)	Gail Hamilton
Prerequisites	None	Office Number	G-2A03
Class Schedule	TF: 13:45-15:05 in G-L21	Office Hours	by appointment - before class is a good time
Credits	4	Email	ghamilton@aup.edu
Semester	Spring 2019	Office Tel. Ext.	email is best

Course Description

This course focuses on identifying and solving managerial problems that occur in the production and the delivery of goods and services. We will study a variety of topics including project management, job, product, and process design, capacity and layout planning, forecasting, inventory and quality control, and supply chain management. The approach is a mixture of mathematical models, problems, and case studies that help illustrate practical applications of the concepts. This operations management class uses examples from both the manufacturing and the service sector and emphasizes the fact that all businesses and business people can benefit from the concepts studied in this course.

Course Learning Outcomes

Understand and apply the concept of efficiency and optimization to business practices
Understand modern approaches to the management of product/service design and quality improvement
Understand the roles of planning & organizing in management of operations
More broadly, I aim to push you to think like managers using the information and models at hand (which also includes dealing with LACK of information) and to think across the functions of a firm.

General Education

This course does not fulfill General Education requirements.

Course Outline

CLASS SCHEDULE (subject to change):

22-25 January	Introduction to class, Operations & Productivity	H&R, Chapter 1
29 January-1 February 2	Global Environment and Strategy	H&R, Chapter
5-12 February 3	Managing Projects	H&R, Chapter
15-22 February 4	Forecasting Demand	H&R, Chapter
26 February	Faculty Retreat - no class – make up session TBD	
1 March 5	Product Design	H&R, Chapter
5-15 March	Spring break – no class	
19 March	Midterm Exam 1 (one A4 crib sheet)	
22 March	Midterm grades due	
22-29 March 6&6S	Quality Management	H&R, Chapter
2-5 April 7&7S	Process Design & Capacity Planning	H&R, Chapter
9 April 9	Layout Decisions	H&R, Chapter
12 April 10	Location Decisions OR Job Design	H&R, Chpt 8 or
16 April 11	Supply Chain Management	H&R, Chapter
19 April	Midterm 2 (two A4 crib sheets)	

23-30 April 12	Inventory Management	H&R, Chapter
3 May or 16	Aggregate Planning OR Lean Operations	H&R, Chpt 13
7 May	Overflow, Wrap-up, and Review	
9-10 May	Reading Days	
Tuesday, 14 May	Final Exam from 12:00 to 14:30	

Textbooks

Title	Author	Publisher	ISBN	Required
Operations Management: Sustainability & Supply Chain Management plus MyOMLab w/ Pearson eText, G ed 12/E	Heizer/ Render/ Munsnn	Pearson	9781292148748	Yes

Attendance Policy

Students studying at The American University of Paris are expected to attend ALL scheduled classes, and in case of absence, should contact their professors to explain the situation. Students have a responsibility to themselves, to me, and to their classmates to be in class. In all cases of missed course meetings, the responsibility for communication with the professor rests SOLELY WITH THE STUDENT. **Students with excessive absences are unlikely to pass the course.** Attendance at the midterm and final exams is mandatory. Anyone missing an exam will receive a zero. There will be no make-up midterm exams. In the case of a missed final exam with exceptional documented circumstances, I will administer a make-up exam. There will be no make-up quizzes (but I will drop your lowest quiz score), homework submissions, or case analyses. Students must be mindful of these policies when making their travel arrangements, and especially during the Drop/Add and Exam Periods. In particular, absences during the Drop/Add period DO COUNT. Finally, please do not arrive late or leave the classroom while class is in session.

Grading Policy

Attendance/participation 5%	5%	Hand-in, walk-around homework or
Midterms (2)	40%	MyOM Lab homework
Final exam assignments	25% 15%	Case analyses, other “big”
Quizzes	10%	

Please note that I grade assignments, quizzes, and exams on a numeric basis using the *median* as a key benchmark, but will periodically report students’ standings in the class with a letter grade.

Other

See syllabus distributed in class and posted on Blackboard for additional information on exams, assignments, quizzes, and homework.