Instructor:  Professor Moutaz Khouja  
Friday 351C  
704-687-7653  
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Office Hours:  Main Campus: Tuesday and Thursday 12:45 pm-2:00 pm  
Center City Building: Wednesday 11:30 am–12:30 pm.  
Additional times also available by appointment.

Course Material:  
Textbook:  

Readings:  


Other course materials including PowerPoint presentations and solutions to problems will be provided on the course’s Moodle 2 website at: https://moodle2.uncc.edu/login/.

Course Overview:  
Operations management is the study of how organizations transform, produce, and deliver value to the customer, client, or user of the product or service created by the organization. It involves the planning, organizing and management of resources to produce goods and services so as to meet the strategic goals of the organization. The operations (or production) function is an integral part of every organization; the well-trained MBA must be familiar with and conversant in the myriad issues arising in this functional area. This course is devoted to the study of the operations function – specifically, understanding how to manage the provision of goods and services both effectively and efficiently, as well as understanding how to improve processes so that they can fulfill (or surpass) the ever-increasing demands for higher levels of performance.
Course Objectives:

The objectives of this course are:

i) to introduce the functional area of operations and to increase awareness of how operations interface with the other functional areas of an organization.

ii) to understand the strategic role of the operations function as a key factor in determining an organization’s ability to be competitive in global marketplace.

iii) to become familiar with the various challenges (issues and problems) that occur in the management of manufacturing and service operations, and understand the terminology, modeling, and methodology that arise in the handling and resolution of these challenges.

iv) to become familiar with recent technological advances that directly affect operations management.

Class Web Site:

You are required to access regularly the Moodle class web site and in particular, before each class. In addition to containing helpful information, Moodle will be used to communicate information on assignments, changes to the syllabus, and other announcements of general interest.

Diversity and Inclusion:

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socioeconomic status.

Grading:

The evaluation of student performance in the course will be based upon the following components:

(1) Class Participation (discussion of homework, readings) 10%
(2) Midterm Exam 30%
(3) Group Assignments (homework and topic papers presentations and summaries) 30%
(4) Final Exam 30%

Class participation refers to: regular class attendance, contributing positively, regularly, and significantly to class discussion, being well-prepared for class, as well as the timely and careful completion of assigned homework and exercises. While some homework assignments will not be collected (a list of problems is available under “Practice Homework List” in Moodle), other homework (shown in the table below) will be collected and graded. The course grade is based on a straight scale as follows:

A: 90.0+
B: 80.0 – Less than 90.0
C: 70.0 – Less than 80.0
U: Less than 70.0

Please note that October 20, 2014 11:59 pm is the deadline to withdraw from a course and retain others.
Group Assignments:

You will be required to complete two types of group assignments. You will need to form a group (team) of 3 or 4 students consisting of students enrolled in this section of this course. **Groups may not have fewer than 3 members or more than 4 members.** In keeping with diversity as one of the core principles of the Belk College, individual group compositions should reflect the diversity of the class. It is also suggested that groups be diverse with respect to group members’ tenure in the MBA program. If necessary, as the instructor, I can assist in the formation of the groups. The groups will need to be formed and their proposed composition communicated by e-mail to me by **Wednesday, August 27, 12:30 pm.** Please designate someone within your group to be the “Group Communicator.” The group communicator will be responsible for communicating with me, and will be my contact person for communicating with your group.

The first group assignment is the homework which is listed in the Tentative Schedule with its due date. The second group assignment is a research report on a topic in operations management. One topic will be assigned to each group. Groups are required to research a topic in operations management. The findings will be reported in three ways:
1. a written report,
2. a class presentation at the end of the semester, and
3. a three-page or less single-spaced summary of findings should be provided for the class. Since the class will have 7-8 groups, each topic will be researched by two groups. One group will provide the three-page summary and the other will present the topic (the other group that researched the same topic will assume the responsibilities of being discussants).

The presentations, the reports, and the summaries will be graded. Topics of interest are:
1. Just-In-Time Inventory (JIT) Management
2. Total Quality Management (TQM) and Continuous Improvement
3. Sustainability
4. Supply Chain Management (SCM)

I will provide each group with three references on each topic.

Academic Integrity:

Integrity is another core value of the Belk College. Students are responsible for knowing and observing the UNC Charlotte Code of Student Integrity ([http://www.legal.uncc.edu/policies/ps-105.html](http://www.legal.uncc.edu/policies/ps-105.html)). All work on exams and quizzes is to be done on an *individual basis.* This may also be extended to certain assignments, and will be specified as such in class. There is always the possibility and temptation to consult with someone who has had the course (or class) previously or to consult case/class notes or project reports from another section or from a previous year or semester or that might be available on the internet. This practice is *strictly prohibited* under all circumstances and unequivocally constitutes a violation of the **Code of Student Integrity.** Obviously, group projects involve cooperative effort. Everyone however, is *required* to contribute to the effort for this class, and individual contributions will be evaluated through group peer review.
**Tentative Schedule**

Note: There are likely to be additional required readings that are not listed in the syllabus and that will also be assigned during the course of the semester. It is important to check the class (Moodle) web site regularly to keep apprised of assigned articles and homework problems, as well as revisions to this syllabus.

<table>
<thead>
<tr>
<th>Session</th>
<th>Date</th>
<th>Subject</th>
<th>Homework assignments</th>
<th>Readings, &amp; research topics papers, presentations &amp; summaries due</th>
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</table>
| 1       | Aug 20  | Chapter 1: Introduction to Operations Management  
Chapter 2: Competitiveness, strategy, and productivity | Discuss homework expectations                              |                                                                 |
| 2       | Aug 27  | Chapter 3: Forecasting                                                  | Problems (p. 122): 2, 8, 18, 21, 25 – Due 9/24            |                                                                 |
| 3       | Sep 3   | Chapter 3: Forecasting                                                  | Reading Discussion: “Decoding the DNA of the Toyota Production System” |                                                                 |
| 4       | Sep 10  | Chapter 5: Strategic Capacity Planning for Products and Services  
Chapter 6: Process Selection and Facility Layout | Problems (p. 278): 4, 6 – Due 9/24                          |                                                                 |
| 5       | Sep 17  | Chapter 6: Process Selection and Facility Layout  
Chapter 10: Quality Control | Problems (p. 455): 1, 4, 7, 20, 24 – Due 9/24                | Reading Discussion: “Competing on capabilities”              |
| 6       | Sep 24  | Chapter 10: Quality Control                                             |                                                                 |                                                                 |
| 7       | Oct 1   | **Exam 1**                                                              |                                                                 |                                                                 |
| 8       | Oct 8   | Chapter 12: MRP and ERP                                                 |                                                                 |                                                                 |
| 10      | Oct 22  | Chapter 13: Inventory Management                                        |                                                                 |                                                                 |
| 11      | Oct 29  | Chapter 17: Project Management                                          | Problems (p. 782): 2 (no b.1), 7, 8, 10, 13– – Due 12/3    |                                                                 |
| 12      | Nov 5   | Chapter 17: Project Management                                          |                                                                 |                                                                 |
| 13      | Nov 12  | Chapter 18: Management of Waiting Lines                                 | Problems (p. 827): 1, 2, 7, 8, 10 – Due 12/03              | All research topics papers due.  
Presentations: JIT, Sustainability  
Summaries: JIT, Sustainability |
| 14      | Nov 19  | Chapter 18: Management of Waiting Lines  
Presentations               |                                                                 |                                                                 |
| 15      | Nov 26  | Thanksgiving-no class                                                   |                                                                 |                                                                 |
| 16      | Dec 3   | Review  
Topic presentations                                               | Presentations: SCM, TQM,  
Summaries: SCM, TQM                                           |                                                                 |
| 17      | Dec 10  | **Final Exam** 11:00 am -1:30 pm                                         |                                                                 |                                                                 |